

Exclusive Collection – Social Media Guidelines

At Exclusive Collection we believe in creating memorable experiences both in person and online. Our social media channels are an extension of our hospitality and we welcome you to be part of our community with same warmth and respect you'd expect from our locations and people.

To keep our digital spaces inspiring and inclusive we ask you follow these simple guidelines:

Be Kind, Courteous and Considerate

We love hearing from you – whether it is a glowing review, a thoughtful suggestion or a question about your next visit. Please keep conversations respectful and constructive. We will not tolerate any form of discrimination, harassment or offensive language.

Share the Moments, Respect the Privacy

We are delighted when you share your Exclusive experiences. Tag us, mention us – we may even feature your content (with credit, of course) But please avoid posting images or videos of other guests, members or staff members without their permission. Our team members reserve the right to ask you to stop taking photos or videos should we feel the above is being abused.

Need help? We're listening

If you have a question, concern, or issue, our team is here to help. For anything urgent or sensitive, we recommend contacting us directly via private message or through our website, so we can assist you promptly and personally.

Zero tolerance for Spam or Promotions

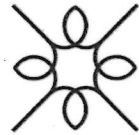
Our channels are a space for genuine connection. Please don't post spam, third-party promotions, or unrelated content. These will be removed to keep the conversation relevant and enjoyable for everyone.

We Reserve the Right

To hide or remove any comments or content that go against these guidelines, and to block users who repeatedly breach them. Our goal is to maintain a safe, welcoming, and inspiring environment for all.

EXCLUSIVE COLLECTION

The Manor House Hotel (Castle Combe) Limited and its subsidiaries trading as Exclusive Collection



We are in this together

Rest assured we have similar guidelines for our people and should you feel at any point your experience is being compromised by our teams use of social media please get in touch directly.

Date of approval: 05/11/2025

Signed: *Stephanie Hall*

Print name: STEPHANIE HALL

Job Title: GROUP DIRECTOR OF SALES & MARKETING
BOARD DIRECTOR

Date: 05/11/2025

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