

## **Inside Information: Holiday Ratings By Holiday Makers Like You**

*Reviews of Victorian holiday accommodation could win prizes for the ordinary travelers who provide the review.*

December 7, 2010 (FPRC) -- It's the little things that can make or break a holiday. A genuinely warm welcome from your hosts or a thoughtfully stocked breakfast hamper can leave a lasting impression, but so too will a lumpy mattress or a noisy highway right behind your room. They're the type of details you want to know before committing your precious time and money, but you won't read about them in a glossy brochure or slick website.

To make an informed decision about your choice of accommodation, it helps to get unbiased opinion from someone who has actually stayed there – a regular holiday maker, just like you, who can give an honest assessment of the service, cleanliness and location, without the marketing spin.

That's why the RACV invites members and other holiday-makers to share their own accommodation experiences, through it's online guest review system at [racv.com.au](http://racv.com.au). The website's travel pages feature guest satisfaction reviews of a vast range of properties all around Australia, from the most luxurious five-star resorts to cheap and cheerful caravan parks.

Along with the RACV's STAR-Rating system and comprehensive details about property facilities, rooms and location provided on the website, the guest reviews offer an invaluable additional information source to help you make the best accommodation choice, to suit your taste and budget.

The online review process, accessed by following the link on the [racv.com.au](http://racv.com.au) homepage, asks guests to rate properties in six areas: cleanliness, facilities, service, atmosphere, location and value, as well as write general comments on what was great about their stay and what needs improvement.

Ultimately the aim is to include guest reviews for each of the 15,000 properties listed at [racv.com.au](http://racv.com.au). As an extra incentive to contribute to the growing information pool, anyone posting a review before 5pm on Wednesday, 3 November will have the chance to win one of three \$1000 RACV Travel vouchers.

Reviews posted before that time, will also help determine the winners of two new People's Choice awards in this year's prestigious RACV Victorian Tourism Awards.

The first of the new awards, the RACV People's Choice Award for Guest Satisfaction will be decided on an average score from all six criteria ratings, while the RACV People's Choice Award for Service, will be judged on the service score only. Only Victorian properties which receive more than 50 guest reviews will be eligible for inclusion, and the three RACV-owned resorts in Victoria are ineligible.

The People's Choice winners, along with the all the industry voted honours, will be announced at a gala awards night in Melbourne on November 15 and published in the December/January edition of RoyalAuto.

--About The Royal Automobile Club of Victoria (RACV)--

The Royal Automobile Club of Victoria (RACV) is run to benefit members through high quality service, great value products and wide range of member benefits. RACV is committed to representing members' interests in areas such as road safety and mobility, through advocacy and sponsorship of community programs. It also offers a range of insurance policies from car insurance and home insurance to business insurance, with member benefits that include discounts and savings.

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**Keywords**

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