

# Our Policies

## Silversea Passengers

Policy\_Disclosure\_Statement.pdf

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## Disclosure Statement

While there is no legal requirement to have a *Disclosure Statement* for social media, it is still a useful aid for helping members to understand how this Facebook community and website works and the requirements for participation.

### Who We Are

The *Silversea Passengers* community (or group) on Facebook and the website does not represent the company Silversea Cruises.

This independent community was started on Facebook by a passenger, Tony Hanks, in 2019 and is administered by two passengers, Tony & Vicki Hanks.

*Silversea Passengers* is an active community online, operating as a private Facebook community and a private website. We encourage you to get involved in discussions and we look forward to your Silversea stories, photos, experiences and comments.

### Who Can Join

We welcome everyone who enjoys being on Silversea ships, or plans to cruise on them in the future, but membership is not a “right”. Those who ignore the *Group Rules* (also called *Community Rules*), or act against the intended purpose of the group to share helpful information, are removed for the sake of the rest of the community.

### Rules of Conduct

When joining *Silversea Passengers*, either on Facebook or the website, by posting on the group pages, the poster is agreeing to the *Group Rules*, as well as the *Facebook Community Standards*.

The group’s *Group Rules* are shown on the Facebook page and are also available in the *FAQ* titled *Rules of the Group* on the website.

As a member you agree that you will not violate any local and international laws and regulations, including copyright, intellectual property rights and others regarding the content you post.

### A Note to Disrupters

Silversea Passengers is a free service for the benefit of the members who appreciate it.

So membership is a privilege, not a right.

**“Safe, Respectful & Positive”**



You also agree that you will not post anything that is unlawful, threatening, abusive, harassing, defamatory, hateful, or otherwise objectionable as solely determined by the administrators for *Silversea Passengers*.

Those who violate these *Group Rules* are subject to removal from the group.

### Right to Remove Content

While the administrators and moderators of *Silversea Passengers* will attempt to remove any objectionable material as quickly as possible, it is impossible to review every comment in real time.

*Removing any content or member is not the preference, but we have to “draw a line” for the benefit of the group as a whole*

Members are therefore encouraged to contribute to the group by reporting anything that is of concern to them. (See *Reporting of Content*).

The administrators reserve the right to moderate all content and remove any content they feel fit; including, but not limited to, non-compliance with the *Group Rules*.

This reservation of the right to remove content does not mean that the administrators take any responsibility for the information that is contained within the group. A failure to remove particular content does not constitute an endorsement or acceptance of it by the administrators.

### Reporting of Content

With thousands of active members of *Silversea Passengers* it is not realistic for the *Group Administrator* to be aware of every comment and every sub-comment as they are each made in real time.

This means that it is the responsibility of all members to *Report* and rule breaking comments. This is done by using the *3 Dots* menu (top-right in the post or comment). The details of all reports are anonymous to the member being reported.

## Content Ownership

Posts and comments on social media are *User Generated Content (USG)*. This means that the content, including images, then becomes the property of *Silversea Passengers* and is freely available to members of that community.

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## Conclusion

We want everyone to be able to happily enjoy *Silversea Passengers* for the purposes for which it is intended; sharing helpful information about cruising with Silversea. Please join us in upholding those aims.

Tony Hanks  
Group Founder & Administrator

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For additional information or questions about the group operation, please contact Tony Hanks via the Contact Form on the group website

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See the Silversea websites for company information  
[www.silversea.com](http://www.silversea.com)    <https://my.silversea.com>

For more discussion or to share photos please visit  
[www.facebook.com/groups/silverseapassengers](http://www.facebook.com/groups/silverseapassengers)

For FAQ's, Downloads & Roll Calls please visit  
[www.silverseapassengers.com](http://www.silverseapassengers.com)

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### Individual Warnings?

Members should be aware that we do not give individual personal warnings to members. This is because our only way of contacting Facebook members is by *Facebook Messenger* and experience has taught us that either:

- Many don't read these Facebook Messages
- Some respond with hostility
- It becomes too time consuming for the administrator

However, members are welcome to contact the *Group Admin* for any questions or explanations. He will endeavour to respond with 2 days.

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### "It's a Mistake - I Want to Rejoin"

Former members may want to re-join at a later date. They can re-join online, or send a private message via *Facebook Messenger* to the *Group Admin*.

## "A Fair Warning"

The aim of *Silversea Passengers* community is to be . .

### A Happy Place for Those Who Enjoy Silversea, or Plan To in the Future.

The text on the group photo for the Facebook page and the website also contains the reminder to all members to be . .

### Safe, Respectful & Positive

For anyone who does not want to treat the community as it is intended, we give fair warning that their group membership could be closed or suspended at the discretion of the administrators.

#### 1: Removed Comments:

Reported comments that break *Group Rules* are removed, but some members have had multiples of these comments removed (some more than twenty!).

#### 2: Removed Members:

Rather than just continuing to clean up problem comments while nothing changes, repeat rule-breakers are removed from the community. This is a Private Group and we have to put the best interests of the majority ahead of a minority.

#### 3: Suspended Members:

For those that are removed for rule breaking or unfriendly comments, they can apply to join again if they wish. That will be inconvenient, but we hope they will.

#### 4: Blocked Members:

For those that are removed and blocked for multiple rule breaking, or things that are more problematic like abusive language or spam, they will not be able to rejoin - other than by contacting the *Group Admin* directly via *Facebook Messenger*.

#### 5: Those Who Show They Don't Want to be Here:

For those who say that they don't enjoy what Silversea offers, or what this community offers, or the decisions of the *Group Admins*, we will remove them from the group to assist them to stop seeing our posts.

#### 6: Thanks to the Majority::

For the majority who do so much to make this community great, thank you for your positive attitudes, helpful comments and constructive suggestions.

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[Ref: Facebook Community Standards.](#)