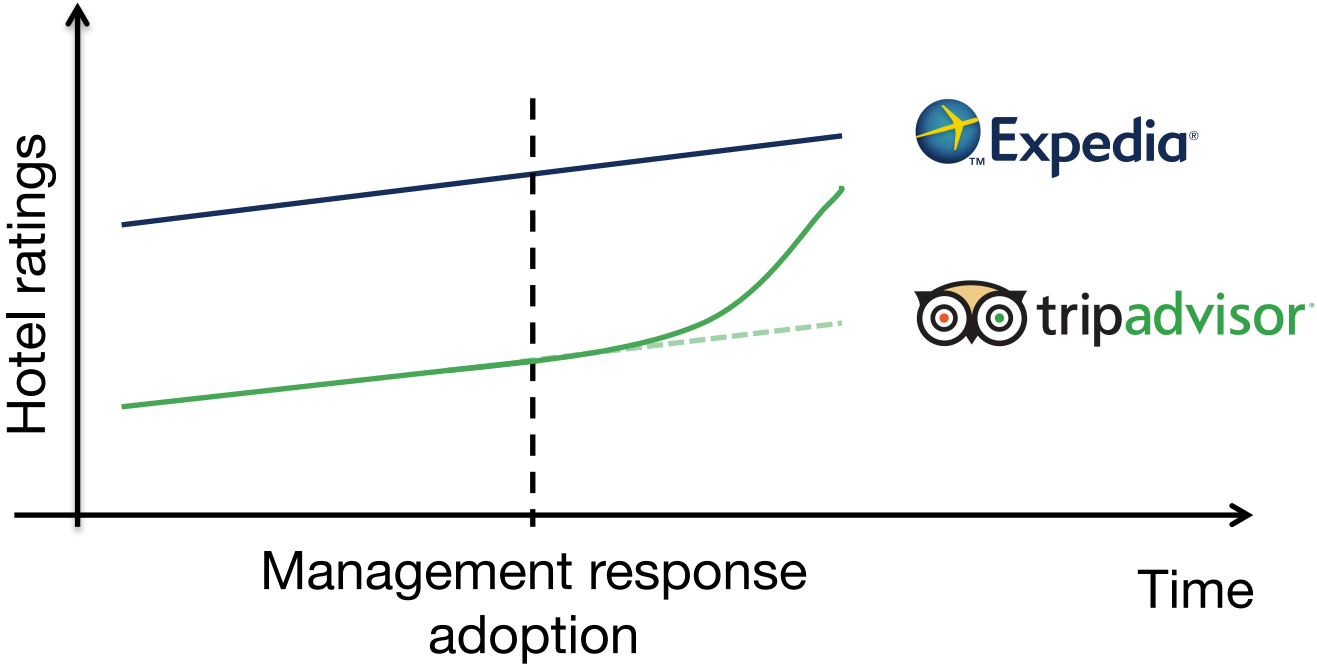
Hotel ratings
Expedia
tripadvisor
Management response adoption
Time