

Table III: Example of Comments, Dependency Relationships and Aspect/Sentiment Terms

Text	Dependency Relationships	Aspect (Terms) / Sentiment (Terms)
<p>“Location was fantastic but apart from that there is nothing we liked about the apartment. Bed creaked a lot. Gas stove didn't work. Shower door was broken and almost fell on my 8 year old daughter. All rooms did not have air conditioning. Before making the reservations we had asked the host if we can leave the luggage after checkout since our flight wasn't until 6 PM and she said that we will figure something out. Well on the departure day when we were out at acropolis at 8.30 am she sends us a link for locker storage! I would have appreciated a little more warning that she is unable to store our luggage. Overall it was a very disappointing experience.”</p>	<p>location ←(<b>nsubj</b>) fantastic</p> <p>bed ←(<b>nsubj</b>) creak</p> <p>gas ←(<b>compound</b>) stove</p> <p>stove ←(<b>nsubj</b>) work</p> <p>not ←(<b>negation</b>) work</p> <p>shower ←(<b>compound</b>) door</p> <p>door ←(<b>nsubj</b>) break</p> <p>room ←(<b>nsubj</b>) have</p> <p>not ←(<b>negation</b>) have</p> <p>disappoint ←(<b>amod</b>) experience</p> <p>very ←(<b>amod</b>) disappoint</p> <p>overall ←(<b>advmod</b>) experience</p>	<p>LOCATION ← POSITIVE</p> <p>-----</p> <p>location : fantastic</p> <p>AMENITIES ← NEGATIVE</p> <p>-----</p> <p>bed: creak</p> <p>gas stove: not work</p> <p>shower door: break</p> <p>room air condition: not have</p>
<p>“The apartment is very bad. The sofas in the hall, leaky and dirty! It is not possible to sit on them, wooden sticks stick out! Toilet door does not close! The toilet is constantly puddle! Stinks all over the apartment. The shower works, but it is broken, just on snot.”</p>	<p>apartment ←(<b>nsubj</b>) bad</p> <p>very ←(<b>advmod</b>) bad</p> <p>hall ←(<b>nmod</b>) sofas</p> <p>leaky ←(<b>nmod</b>) hall</p> <p>dirty ←(<b>conj</b>) leaky</p> <p>wooden ←(<b>amod</b>) sticks</p>	<p>AMENITIES ← NEGATIVE</p> <p>-----</p> <p>apartment: bad</p> <p>hall sofas: leaky dirty</p> <p>sticks: wooden stick out</p> <p>toilet door: not close</p> <p>toilet: constantly puddle</p>

	<p>stick ←(<b>nsubj</b>) sticks</p> <p>out ←(<b>compound</b>) stick</p> <p>toilet ←(<b>compound</b>)</p> <p>door</p> <p>close ←(<b>nsubj</b>) door</p> <p>not ←(<b>negation</b>) close</p> <p>toilet ←(<b>nsubj</b>) puddle</p> <p>puddle ←(<b>advmod</b>)</p> <p>constantly</p> <p>shower ←(<b>nsubj</b>) works</p> <p>works ←(<b>conj</b>) broken</p>	shower: work break
<p>“Communication with host was impossible. We found a towel hanging from the ceiling light and at once we complained and requested to cancel our booking however host refused to refund us. If it wasn't for Airbnb help center we wouldn't have taken our money back”</p>	<p>host ←(<b>nmod</b>)</p> <p>communication</p> <p>communication</p> <p>←(<b>nsubj</b>) impossible</p> <p>towel ←(<b>acl</b>) hanging</p> <p>we ←(<b>nsubj</b>)</p> <p>complain</p> <p>cancel ←(<b>xcomp</b>)</p> <p>request</p> <p>host ←(<b>nsubj</b>) refuse</p> <p>refund ←(<b>nsubj</b>)</p> <p>refuse</p> <p>apartment ←(<b>nsubj</b>)</p> <p>bad</p>	<p>HOST ← NEGATIVE</p> <p>-----</p> <p>host communication:</p> <p>impossible</p> <p>host: refuse refund</p>