

## COMPLAINTS POLICY

### Article 1

#### Basic provisions

Services are provided in accordance with provisions defined in Section VIII Civil Code No. 40/1964 Coll. as subsequently amended and their implementing regulations.

### Article 2

If services provided to customers at any facility of the hotel are of lower quality or lower scope than arranged before or provided usually, customers are entitled to make a complaint.

### Article 3

#### Filing a complaint

Having discovered anything that might be a reason for a complaint, customers are obliged to contact a hotel manager or another authorised staff member in the facility where the service has been provided; and file a complaint immediately without undue delay. To make the complaint procedure as smooth and effective as possible, customers are advised to show all documents related to the provision of the respective service (order copy, sales receipt, invoice etc.) if these are available. In case the complaint is related to a specific item, customers need show it. The manager or another authorised staff member shall write down a letter of complaint mentioning all objective circumstances related. After a thorough examination, the staff member is obliged to decide how the complaint shall be handled and hand in all documents related to the hotel general manager who is obliged to deal with the complaint immediately or no later than within 3 days (in more complicated cases). If this is not possible, the general manager is obliged to inform the respective customer about the complaint handling period, which cannot exceed 30 days.

### Article 4

#### Accommodation services

As for accommodation services, customers are entitled to have potential defects eliminated properly, promptly and free of charge, i.e. have selected equipment replaced or added according to Decree of the Ministry of Economy of the Slovak Republic No. 419/2001 Coll. If technical defects at or inside the respective accommodation unit cannot be eliminated or repaired and the hotel cannot offer alternative accommodation to the customer i.e. they have to use the accommodation unit despite the technical defects, the customer is entitled to:

- get an adequate discount according to the current price list,



or - have their accommodation agreement cancelled before spending a night at the hotel and have their deposit paid back via bank transfer after the respective overpayment refund consent is signed. The deposit cannot be paid back in cash.

In case the accommodation provider unilaterally decides to change the confirmed accommodation conditions considerably and the customer does not agree with alternative accommodation, they are entitled to have their accommodation agreement cancelled before spending a night at the hotel and have their deposit paid back via bank transfer. The deposit cannot be paid back in cash. If it is settled between the customer and a staff member who is authorised to represent the cottage settlement, potential defects can be compensated for by selected services offered free of charge.

#### **Article 5**

##### **Deadline for filing complaints**

Every customer is obliged to file their complaint without undue delay. Complaints can be filed only within 15 days from the day the customer learns about potential reasons for their claim. Otherwise the right to make a claim expires.

#### **Article 6**

##### **Customer's cooperation**

Customers are obliged to provide objective information related to the defective service/product they are complaining about. If necessary, they must enable hotel staff members to enter the respective temporary accommodation premises so that these can check if the reasons for the claim are well-justified or eliminate the defects.

#### **Article 7**

##### **Final provision**

This Complaints policy becomes effective on 1.8.2021.

