

COMPLAINTS POLICY

Article 1

Basic Provisions

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

Article 2

Consumer's Rights to Complaint

If services provided to customers at the Grand**** Jasná Hotel are of lower quality or a lower scope than arranged before or provided usually, customers are entitled to make a complaint.

Article 3

Filing a Complaint

Having discovered facts and reasons that might be the subject of a complaint, customers are obliged to contact the respective 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 (copy of the order, sales receipt, invoice etc.) if these are available. In case the complaint is related to a specific item, customers are asked to show it as well.

The operations manager or another authorised staff member shall write down a letter of complaint mentioning all objective circumstances related. After a thorough examination, the hotel operations manager or another staff member authorised by the manager is obliged to decide how the complaint shall be handled and hand in all documents related to the area manager or another authorised staff member who is obliged to deal with the complaint immediately or no later than within 3 days (in more complicated cases).

Article 4

Rectifiable Defects

1. Catering services

In the field of catering services, if the quality, weight, temperature, amount, price of dishes and/or drinks do not correspond with the required standards, every customer is entitled to have the problem rectified free of charge, properly and as soon as possible. Complaints of this kind shall be filed **before the customer tastes their dish and/or drink or after having consumed a maximum of ¼ of the dish portion or drink**) depending on the kind of the problem.

2. Accommodation services

In the field of accommodation services, customers are entitled to have defects rectified free of charge, in time and properly, i.e. to have accommodation replaced or amenities completed in accordance with Decree of the Ministry of Economy of the Slovak Republic No. 125/1995 Coll.

3. Wellness services

In the field of wellness services, customers are entitled to have defects rectified free of charge, in time and properly if they make their complaint to the respective wellness centre manager or staff member in charge.

Article 5
Non-rectifiable Defects

1. Catering services

If any defects in the field of catering services cannot be rectified, customers are entitled to have their dishes or drinks replaced with new ones or to be returned the price they have paid.

2. Accommodation services

If technical defects cannot be rectified (heating system malfunction, low hot water outflow etc.) and the hotel cannot offer alternative accommodation to the respective customer and the customer has to stay in the defective room, the customer is entitled:

- to get an adequate discount on accommodation based on the respective price list;
- to have their order cancelled or their accommodation agreement withdrawn from and their money paid back;
- if the provider decides to change the accommodation of the customer so that this is much different from the accommodation the customer booked originally and got confirmed and if the customer does not agree with the alternative accommodation, they are entitled to withdraw from their accommodation agreement before spending the first night at the hotel and to be returned the price of the accommodation services they paid.

3. Wellness services

If any defects that customers complain about cannot be eliminated, they are entitled to get an adequate discount on the respective service or to have their money paid back if the hotel cannot eliminate this defect. Complaints of services that have already been used will not be accepted by the hotel.

Article 6
Deadlines for Filing Complaints

Customers are obliged to be personally present at the complaint procedure and provide objective information related to the defective service/product. If required, they must let the hotel staff enter the room that has been provided as temporary accommodation in order to check if the reasons for the claim are well-justified.

Article 7
Final Provisions

This Complaints Policy is effective from 1/1/2024.

Iveta Chovanová
hotel general manager