

## ACCOMMODATION COMPLAINTS PROCEDURE

This Complaint Procedure is issued in accordance with Act No. 40/1964 Coll., the Civil Code as amended, Act No. 250/2007 Coll., on Consumer Protection and on Amendments to Act No. 372/1990 Coll., the Slovak National Council, on Offences as amended, Act No. 391/2015 Coll., on Consumer Protection and on Amendments to Act No. on Alternative Dispute Resolution for Consumer Disputes and on Amendments and Additions to Certain:

### Article I

#### Right to complain about services

If the consumer discovers that the accommodation services provided or related services have a defect, he/she has the right to complain about it. If the consumer discovers that the accommodation service provided is defective, he must exercise his right with the head of the establishment or an employee authorised by him without undue delay; his right shall lapse if it has not been exercised within 6 months of the provision of the service. When making a claim, the consumer shall produce proof of the services provided and proof of payment for the services whose defect he claims.

### Article II

#### Responsibility of the organisation

If the consumer asserts a right of liability for defects in services, the head of the establishment or an employee authorised by him is obliged to decide on the claim immediately after a professional assessment. If the complaint cannot be settled immediately or is not considered justified by the head of the establishment or an employee authorised by him, he shall draw up a record of the complaint with the consumer. The record shall indicate the exact designation of the service and the time at which it was provided, the defects complained of and the requirement to deal with the complaint. A copy of the record shall be given to the consumer.

If the case is complex, the head of the establishment shall decide on the complaint within 3 working days. This time does not include the time required for a professional assessment of the defect. However, it may not take longer than 30 days to process the complaint. After this period, the consumer shall have the same rights as if it were a defect that could not be rectified. If the complaint is not acknowledged within three working days, the operator shall have the service provided professionally assessed. The operator shall, at the request of the supervisory authority, demonstrate the sending or the results of the professional assessment. If the consumer is not satisfied with the handling of the complaint, he may exercise his right in court.

### Article III

#### Irremediable defects in the service provided

#### Accommodation services

If the technical defects in the room allocated to the consumer cannot be remedied, and if the accommodation establishment cannot provide the consumer with alternative accommodation and the room is let by agreement despite such defect, the consumer shall have the right to

- a reasonable discount on the price of the room,
- cancellation of the contract, normally before the overnight stay, and a refund if already paid.

### Article IV

#### Time limits for making a complaint

The consumer must lodge a complaint without undue delay and at the latest by the end of the

statutory period.

This Complaint Procedure is valid from 07.12.2022.