

Complaints Procedure

Grand Hotel**** Bachledka Strachan

Business name: STRACHAN, s. r. o.

Headquarters: 646 059 55 Ždiar

IČO: 45326533

DIČ: 2022936498

IČ DPH: SK2022936498 according to §4

This Complaint Procedure regulates the relations and conditions that arise from the liability for deficiencies of the provided services or deficiencies of the provided goods within the meaning of the Civil Code and Act No. 250/2007 Coll.

Right to claim

If the consumer discovers that the goods, food and beverages sold or the accommodation and related ancillary services provided are defective, the consumer has the right to complain about these defects.

Defects in the quality of food and beverages intended for immediate consumption shall be complained about by the consumer directly to the attendant.

If food and drink defects relate to quantity and weight, they must be claimed before consumption. Complaints concerning the quality and temperature of food and drink must be made by the consumer immediately after tasting.

In the event of a defect in the purchased non-food goods, the consumer shall exercise the right to claim within the warranty period.

In the event of deficiencies in the provided accommodation or additional service, the consumer shall exercise the right to claim without undue delay. After the expiry of the guarantee period, the right to claim shall cease.

When making a claim, the consumer shall provide proof of payment for the services whose defects are claimed.

Responsibility of the hotel

When a consumer's claim is made, the hotel's responsible employee, after a professional assessment, will decide on the claim immediately.

If the complaint cannot be decided immediately or is unfounded, a complaint record shall be drawn up.

The record must contain the exact identification of the service, the time when it was provided, the faults encountered and a request as to how the complaint is to be handled. A copy of the record shall be given to the consumer.

Complaint handling

It shall not take more than 30 days to process the complaint, including the time for a professional assessment of the defect. If the consumer is not satisfied with the handling of the complaint, he may exercise his right in court.

- **Catering services**
The consumer has the right to request an exchange or a refund of the price paid. Defects in food and beverages are considered irremediable.
- **Accommodation, ancillary services**
If the technical defects cannot be rectified and if the hotel cannot provide the consumer with alternative services (hotel room defects, defects in additional services), the consumer has the right to
 - primary price discount
 - cancellation of the contract, usually before the overnight stay, and a refund if the services have been paid for in advance.

Time limits for making a claim

The consumer shall exercise the right to claim without undue delay at the latest, but in particular within the warranty period.

The warranty period is:

- food goods - 8 days
- non-food goods and services - 24 months

This Complaint Procedure shall enter into force and effect on 01.05.2020