



## Complaints regulations

**Seller: business name:** Pod Hradom Ltd.

**Address:** Považské Podhradie 250, 017 04 Považská Bystrica

**ID:** 36325341

**VAT:** SK 2021711802

**Entry in the register:** District court in Trenčín, Section Sro, File 13420 / R

**1.** This Complaints Procedure regulates the place of claiming and how to claim, the procedure for dealing with complaints, and the way to rectify a claim on. Concerns of hotel services and sale of products and goods that hotel sold to guests (consumers). Complaint shall be done in accordance with this claims procedure, for compliance with the legal provisions and rights of consumer as defined in the Act no. 250/2007 Z.z.SR on consumer protection.

**2.** Complaints will be dealt during the opening hours, in Hotel Podhradie, where the service was provided or where the goods were acquired.

a. Hotel Podhradie, Považské Podhradie 250, 017 04 Bystrica

b. Person in charge: Mgr. Petra Barancová, managing director, +421911449488, and the acting head of service personnel

**3.** The complaint should always be accompanied by proof of purchase of goods or services (invoice, fiscal cash receipt).

**4.** Hotel Podhradie provides services for products or goods guarantee under the Commercial Code.

a) Claiming of sold goods : Guarantee period begins on the date of receipt of goods to customers. Claim under the guarantee must be applied no later than the last day of guarantee period.

b) Complaint of products (food and beverages) should be rectified directly on spot.

**5.** The consumer should be adequately informed of the nature of the product (food / drink). If the product (food / drink) does not fulfill the required quality, peace and balance the consumer has the right to control the weight product on calibration weight, which is located in the hotel kitchen. Verification (calibrated) glasses can be used to check the quantity of drinks they are in the

restaurant and service personnel has a duty to carry out measurement control.

**6.** Complaint for accommodation services: except for services provided by a third party (recreation, ballooning, live music ...) the complaint can be applied on site- at the reception. Receptionist verifies complaint, rooms, facilities or services, and after agreement with the lead employees receptionist can change the accommodation, or apply a price discount, adequate to substantiate of claimed defect. Consumer (guest) is not allowed to use the compliance law if not identified serious deficiencies which has been justified .

**7.** The complaint shall be fitted on the site (in the case of justification) by the means of exchange the product or goods or by the replacement faultless flawless service. If replacement is not possible the personnel will take the product back and refund the purchase price.

**8.** The claim can not be applied if the defect of the goods was caused by improper treatment on the part of the consumer, or by the use for another purpose as defined or for other conditions as determined.

**9.** reception or service staff in the restaurant will immediately check the claim and remove defects.

**10.** If the claim is put into effect by means of distance communication seller is obliged to confirm the submission of a complaint by delivering the complaint letter to the consumer without delay. But not later than the confirmation of settlement of the claim.

**11.** With unresolved complaints on-site, reception or restaurant staff shall prepare a complaint letter in duplicate, a copy of which is to the consumer, and the original is filed in the registration book of claims. The hotel management will communicate in writing the way of resolution of complaint at the latest within 30 days from the date of the claim