

## COMPLAINTS PROCEDURE FOR ACCOMMODATION FACILITIES OF SOREA, spol. s r. o. Valid and effective from 1 September 2016

The present Complaints Procedure has been issued with the aim to ensure an proper procedure, conditions and method of complaint when dealing with complaints made by clients of accommodation facilities of SOREA, spol. s r. o., pursuant to the Act No. 250/2007 Coll. on Consumer Protection in its valid wording and the Act No. 40/1964 Coll. the Code of Commerce, as amended:

### Article I Right to Complain

1. Clients have the right to complain about any potential shortcomings of the provided services and defects of the purchased goods, including the right to their elimination, replacement, supplementation or to substitute provision of a new service or to an adequate discount from the agreed price of the paid services or goods.

### Article II Subject of Complaint

1. Clients shall complain about the quality of meals and drinks intended for immediate consumption in their accommodation facility, particularly directly to the attending employee, immediately after discovering the problem.
2. Complaints about the amount and weight of meals and drinks intended for immediate consumption shall be filed prior to consumption of such meals and drinks.
3. Clients shall complain about any defects in other goods or services particularly in the accommodation facility where they have purchased the goods or the services, immediately or without any undue delay, based on a receipt from an electronic cash register, in case of goods it shall not be later than on the expiry date of the warranty period. The accommodation facility need not accept any complaint if a document proving the purchase has not been submitted.
4. Any complaints related to accommodation may be filed particularly with the receptionist without any undue delay. The right to complain about accommodation shall expire unless exercised within 6 months after provision of the service.
5. Complaining clients shall submit all relevant documents proving provision of the service or purchase of the goods the shortcoming or defect of which they are complaining about.

### Article III Complaint Procedure

#### 1. Catering services

- a) Defects related to foodstuff shall be considered as irremovable. If there is any defect related to foodstuff, meals or drinks, clients shall have the right to request their replacement, return of the amount paid or provision of a discount.
- b) In the event of any wrong weight, size or temperature of meals, clients shall have the right to request a free-of-charge, proper and immediate elimination of the defect or replacement.

#### 2. Accommodation services

Clients shall be entitled to request a free-of-charge, proper and timely elimination of defects, namely:

- a) Replacement of defective or supplementation of small room equipment.
  - b) If any defect of a technical nature in the client's room (failure of the heating system, low water pressure, lack of warm water, defect in electric input, etc.) cannot be eliminated and if the accommodation facility cannot offer any other substitute accommodation to the client and if the room is provided to the client in spite of the defect, the client shall have the right to a discount in the basic price of accommodation after a mutual agreement or to withdrawal from the contract prior to spending the night there and to a refund of the settled accommodation price.
3. Any complaints shall be attended to by the manager of the accommodation facility or by an authorized employee of SOREA, spol. s r. o. who is obliged to review the complaint and decide about the form of its settlement. If any complaint cannot be settled by agreement, the manager of the accommodation facility or an employee authorized by them shall write a complaint record together with the client. In the record the client shall exactly identify the provided service or the purchased goods, the time when the service was provided or the goods purchased and a description of the defect.
  4. If a complaining client has submitted a written document to an employee of SOREA, spol. s r. o. which proves provision of a service or purchase of goods or goods the defect of which the client is complaining about, it shall be expressly stated in the complaint record.
  5. The manager of the accommodation facility or an employee of SOREA, spol. s r. o. authorized by them shall decide about justness of the complaint about defects contained in the Article II immediately, in complicated cases not later than within 3 business days.
  6. If it is necessary to have a defect complained about reviewed by a professional, the period for settling the complaint shall be 30 days.
  7. Clients shall receive a copy of the complaint record and the form of its settlement.
  8. With the aim to protect their consumer rights, the client shall have the right to turn to an entity of alternative dispute resolution pursuant to the Act No. 391/2015 Coll. in its valid wording (Slovak Trade Inspection, Bratislava)

### Article IV Cooperation of Complaining Clients

1. Clients shall provide any cooperation necessary for settling their complaint to employees of SOREA, spol. s r. o., particularly by providing true and complete information related to the provided service or the purchased goods.
2. If necessary due to the nature of the complaint, the complaining client shall allow employees of SOREA, spol. s r. o. to have access to the room provided to the client so that they may verify justness of the complaint.

### Article V Final Provision

1. The present Complaints Procedure shall become effective on 1 September 2016.

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