



CLAIM REGULATIONS

To secure the right and legal claim settlement process, solution of any defaults on services and goods provided by TATRA hotel and under the law 634/1992 and Civil Code act No. 40/64 and the law No. 47/1992 the following provisions of Claim Regulations are valid:

Article I

Right to complain about inadequate service

1. If a guest finds a meal or beverages served by hotel or a complement services inadequate or default the guest has the right to place a claim on this matter.
2. The guest has the right to complain about faults of quality found in dishes or beverages served in hotel restaurant right in the time of fault has been found. Complain has be placed to a waiter who gives the notice to the responsible manager or assistant hotel manager or director of the hotel. Any fault in weight or quality of such dishes or beverages shall be placed before it is consumed.
3. Faults found on goods bought in the hotel shall be placed at the place of purchase, presenting the appropriate receipt immediately but until the goods expiry date at latest (see the goods cover). Claim shall not be accepted without receipt presentation.
4. Faults in accommodation are reported to the reception clerk or to director of the hotel or to the assistant manager without any delay. It covers also faults found in room furniture at the moment of the room check in. In case that complain is placed later than within 6 months from the date of fault was found a guest loses the right for claim. Each complains has to be accompanied by supporting documents (copy of order, invoice ... etc.) regarding the faulty object.

Article II

Complain placement process

1. Director of the hotel or assistant manager has an obligation to investigate each complaint and determine the way of its settlement, in case that the complaint cannot be settled or it is considered as unsubstantial the Complaint report shall be written down. The Complaint report shall cover exact description of provided service, time and the place of service, description of complained service and required complaint settlement proposed by the guest (for example: deduction from the price...etc.)
2. Every goods or written document supporting the complaint and forwarded by the guest to the hotel director or hotel manager shall be registered in Complaint report. Complaint report is executed in two copies, one for the hotel and for the guest.

Article III

Complaint settlement process

1. Director of the hotel or assistant manager shall settle a complaint without delay. Every justified complaint requires the immediate settlement in full extent, or in more complicated case the complaint has to be settled within 3 days.
2. Should the director of the hotel or hotel manager reject the complaint in full extent or partially, such complaint is forwarded to Welcome Ltd. Management for settlement. Justified complaint shall be settled without delay or in more complicated cases within 30 days, at latest.



Article IV

Hotel-guest cooperation on complaint settlement process

The guest is required to co-operate in process of the complaint settlement with responsible hotel staff and present all true supporting information.

On complaint settlement process and if the character of complaint requires, the hotel authorized persons is permitted to enter the guest's room.

Article V

Hotel services - accommodation, catering and complementary sale

1. Catering services
 - a) The guest has the right to reject an inadequate menu or beverages and ask to be served new dishes or beverages previously ordered or he has the right to ask for a refund of price paid, in a case where the item under the claim has been consumed in volume up to 30% as a maximum.
 - b) The guest can complain about breach of quality, weight, measurement or temperature of served dish or beverages and has a right to demand immediate and adequate remedy.

2. Accommodation services

Guests are entitled to ask for free, proper and early fault reparation:

 - a) Removal of wrong room equipment or completing of small room equipment.
 - b) In case that guest finds the room with a technical deficiency (technical accident or similar) that hotel cannot remove, the guest has a right to cancel the Contract with the hotel or is entitled to claim the reduction of price or can cancel the Contract before staying overnight and ask for a refund.

3. Complementary sale
 - a) All responsibilities covering the complementary sale are contained in Civil Code provisions.
 - b) Defective goods can be changed free of charge, as soon as default is found. As far as the sold goods are not used, the guest has a right to ask for a change of the sold goods, if a default is found.
 - c) In case of non-removable defect, the guest has a right to ask a change of goods or cancel the Contract.

Accommodation rules document comes into force on January 1st 2015.

Mgr. Martin Štupák
Director of company