

HORNONITRIANSKE BANE PRIEVIDZA a.s.,
v skratke HBP a.s., Matice slovenskej 10, 971 01 Prievidza

WELLNESS HOTEL * REPISKÁ**
Demänovská dolina č. 31, 031 01 Liptovský Mikuláš

RECLAMATION POLICY

To ensure a proper procedure for dealing with complaints about shortcomings in goods and services offered in Wellness hotel Repiska *** on the foundations of law no. 250/2007 (Collection of Law on consumer protection) this reclamation policy is issued:

Chapter I.

Complaint claims

1. Client has right to appeal to possible shortcomings of services or defect goods including the right to their removal, change, completion eventually the right to be granted new service or being given discount from the agreed price of paid services or goods.

Chapter II.

Subject of claims

1. Client has to report lack of quality of food or drinks intended for immediate consumption immediately upon detection of deficiency to the staff.
2. If the deficiency of food or drinks for immediate consumption is concerning the weight of aforementioned goods, these claims must be made before consumption.
3. Client has to appeal the claim of deficiency of other goods or services immediately, on the basis of cash receipt /invoice/, until the end of the guarantee period. Hotel doesn't have to accept the claim if proof of purchase is not submitted.
4. Claims regarding lack of quality of accommodation must be made at the staff of reception without further ado. The right to these claims expires 6 months after the services have been supplied.
5. Client has to submit every relevant documents regarding the supplied service, acquisition of goods in which he finds fault with.

Chapter III.

The procedure for handling complaints

1. Catering services

- a) Defects of food are treated as non-recoverable. If the defect of food or drink is present, client has right to request replacement, or refund, eventually discount.
- b) In the event of non-compliance with the quality, weight or temperature of served food and drinks, client has right to request free and immediate removal of the defect.

2. Accommodation services

Client is entitled to request immediate correction or removal of defects e.g.:

- a) Replacement of faulty small equipment of the room.
 - b) In the event of defects of a technical nature that are non-removable (faulty heating system, low water pressure, low supply of hot water, power failure, etc.) and if hotel can't offer similar accommodation, and if the room will still be provided for the client, client is entitled to discount or withdrawal from the contract and refund before accommodation.
3. The complaints are handled by director of the hotel, or entrusted staff, who is required to investigate the complaint and address it. If it is not possible to recall the complaint by agreement, director or entrusted staff is required to draw up complaint log. Client has to adduce exact service offered or goods purchased, time when service or goods were purchased and details about the deficiency.
 4. If entrusted staff is given written document regarding the services or goods purchased, this fact must be mentioned in the claim appeal log.
 5. Director shall decide on the merits of defects stated in chapter II. Immediately, or within business days in more difficult cases.
 6. In the event of the need to professionally evaluate complaint, there is a period of 30 days to resolution of complaint.
 7. Client receives copy of the claim appeal log and the method of resolution.

Chapter IV.

Client cooperation in claim appeal

1. Client is required to provide truthful information about the service or goods purchased to the staff of hotel.
2. If the nature of claim appeal client is required to allow the staff the entrance to the area to be able to justify the complaint.

Chapter V.

Final enactment

This reclamation policy takes effect from 19.3.2018