

Article 1

Basic provisions

Providing of services is regulated by the regulation of Part VIII. Civil Code no. 40/1964 Coll. As subsequently amended.

Article 2

The Client's right to claim

In case that the Client of the Grand Hotel Víglaš **** is provided with services of a lower quality or to a lesser extent than it has been agreed in advance or as it's customary, the Client has a right to complain.

Article 3

Claiming an objection

If The Client discovers reasons and facts that may be the subject of an objection, he/she is required to claim the possible objection immediately without undue delay to the hotel manager or to another responsible person at the appropriate department where the service was provided.

In order to quickly process the claim, the Client needs to show all documents of the provided service (copy of the order, invoice, etc.) If the nature of the service claimed requires, the Client also files a case in which he describes the problem. The hotel manager or other responsible person is obliged to register the complaint in a form – a complaint report stating the objective circumstances of the claim. Operations manager or the responsible person is obliged, upon careful examination, to decide on the method of solving the complaint immediately, or in more complex complaints within 3 days.

Article 4

Removable problems and errors

1. Catering services

In case, that the correct quality, weight, temperature, rate or price is missing, Clients have a right to request a free, proper and timely solution to their complaint. Clients apply their complaints before the first tasting of food or beverage or after tasting it (no more than ¼ of a portion of the meal or beverage should be consumed), it's depending on the nature of the customer's complaint.

2. Accommodation services

In case of accommodation complaints, Clients have a right of free, correct and timely removing of all the deficiencies, replacement or replenishment of small equipment within the scope of Decree of MH SR no. 125/1995 Coll.

3. Wellness services

Clients have a right of free, correct and timely removing of all the deficiencies of wellness services.

They need to promptly report all the deficiencies and errors to the responsible manager or staff at the wellness centre.

Article 5

Irremovable problems and mistakes

1. Catering services

If the fault of food or beverage can not be removed, customers have a right to a complete refund of the price paid for food or beverage.

2. Accommodation services

If it is not possible to remove technical errors in the hotel room (failure of the heating system, poor hot water pressure or other technical error in the room that can not be quickly removed, etc.) and if the hotel can not provide different accommodation, move the customer to another hotel room or the hotel room will be leased to the customer, despite the lacks, the Client is entitled to:

- a price discount according to the valid price list**
- cancelling a confirmed booking or contract before the stay and refund the price paid for it**
- if a unilateral decision of the hotel makes a major change in accommodation compared to the confirmed accommodation in the contract and the customer does not agree with the substitute accommodation, he/she also has a right to cancel a confirmed booking or contract before the stay and refund the price paid for it.**

3. Wellness services

If the Hotel can not solve problems and errors that the Client claims, he/she is entitled to get a discount from the price of the provided services or refund the price of services. If the Client takes an advantage of provided service and complains after its full exhaustion, the hotel declines the complaint.

Article 6

Terms for claiming an objection

The Client is required to personally participate in handling a complaint, he/she is required to provide objective information about provided services. If the nature of the complaint requires, the customer must allow access for the hotel staff to the space that was provided to him/her for a temporary accommodation.

Article 7

Final provision

These Rules come into force on 01.01.2015.