

COMPLAINT RULES

These Complaint Rules establish the relations and terms and conditions arising on the grounds of liability for defects of provided services or defects of sold goods under the Civil Code and Act no. 250/2007 Coll. on consumer protection.

Filing a Complaint

If the consumer discovers that any sold goods, food or beverages or the provided accommodation, including associated auxiliary services, exhibit defects, the customer shall be entitled to claim them. In the complaint, it shall be necessary to state precisely the nature of the defect, how it manifests itself, and to provide exact description of the place where the defect occurs.

Any defects in the quality of food or beverages intended for immediate consumption shall be claimed by the consumer immediately with the serving personnel. Where the defects of food or beverages relate to quantity or weight, the complaint must be made before any consumption takes place. Any complaints based on inadequate quality or temperature of food or beverages must be made by the consumer immediately after tasting.

In the event of defects in the purchased non-food goods or any defect in the provided accommodation or auxiliary service, the consumer shall exercise the right to file a complaint immediately after discovering such defect. The place of filing the complaint shall be the operating premises of the Hotel or the registered office of the Hotel's operator, and this by mail, in person or by e-mail sent to: repcia@felicityhotel.sk.

When filing a complaint, the consumer shall submit the proof of purchase of the services and/or goods that are being claimed.

Handling of the Complaint

Where a complaint is filed by the consumer, the hotel employee authorized to handle complaints shall be required to inform the consumer about his/her rights under the general regulation. The authorized employee shall be required to establish the complaint handling method based on the consumer's decision on which of these rights are exercised by him/her. If possible, the hotel employee shall decide on the complaint immediately. In more complicated cases, the decision shall be made no later than in three working days of the complaint filing date. In justified cases, especially where a comprehensive technical assessment of the product's condition is required, the complaint shall be handled no later than in 30 days of the filing thereof.

The Hotel shall issue to the customer a written confirmation of the receipt of the complaint and its handling method. Where a complaint is filed by means of long-distance communication, the Hotel shall be required to deliver the confirmation of complaint filing to the consumer immediately; where it is not possible to deliver the confirmation immediately, it shall be delivered without undue delay, however no later than along with the complaint handling document; the complaint filing confirmation does not have to be delivered where the consumer has the option to prove the filing of a complaint in some other manner. The confirmation shall include at least the exact designation of the service or

goods, contact details of the Hotel and the consumer, claimed defects and the preferred compensation. The consumer shall receive the copy of the document.

The handing of a complaint, including time period for expert assessment of the defect, shall not take more than 30 days. The Hotel shall be required to issue a written document on the handling of the complaint no later than 30 days of the date the complaint is filed, however at the latest along with the document on the complaint handling where the complaint handling period starts on the day the claimed item is received.

If the case involves remediable defects, the consumer shall be entitled to free and timely elimination of the defect. In replace of having the defect eliminated, the consumer shall be entitled to request to have the item replaced or, where the defect only concerns a portion of the item, to have that portion replaced, provided that the Hotel does not incur disproportionate expenses given the price of the goods or defect severity. The Hotel shall be always entitled to replace the defective item with a perfect item, provided that this does not cause serious inconvenience to the consumer.

Where the case involves a defect that cannot be eliminated and preventing the item to be used properly as a defect-free item, the consumer shall be entitled to have the item replaced or to withdraw from the contract and get a refund. The same rights shall belong to the consumer where the case involves remediable defects, however the consumer is unable to use the item properly due to the recurrence of the defect after the repair or due to a greater number of defects. Where the case involves other irreparable defects, the consumer shall be entitled to a reasonable discount on the price of the item.

If the item sold at a reduced price, or a used item, exhibits a defect, for which the Hotel is responsible, the consumer shall have the right to a reasonable discount instead of the right to have the item replaced.

If the consumer is not satisfied with the handling of the complaint, the consumer shall be entitled to exercise his/her right before a court. The consumer shall be entitled to approach the alternative dispute resolution authority under Act no. 391/2015 Coll. on alternative resolution of consumer disputes, the aim of which is to reach amicable settlement of the dispute between the parties.

Where the consumer claims any product during the first 12 months from purchase, the seller shall be entitled to handle the complaint by rejecting it only based on expert assessment; regardless of the outcome of the expert assessment, it shall not be possible to require from the consumer to reimburse the cost of this expert assessment nor any other costs associated with the expert assessment. The seller shall be required to provide the consumer with the copy of the expert assessment justifying the rejection of the complaint no later than 14 days of the complaint handling date. This shall be without prejudice to the seller's obligation under section 9.

If the consumer files a product complaint after 12 months of the purchase and the seller rejects it, the person handling the complaint shall be required to indicate in the complaint handling document to who the consumer should send the product for expert assessment. Where the product is sent for expert assessment to the designated person, the costs of expert assessment, as well as all other associated expedient costs, shall be borne by the seller regardless of the expert assessment result. Where the consumer proves by the expert assessment the seller's liability for the defect, the customer shall be entitled to re-submit the complaint again; the warranty period shall not lapse during the period the expert assessment. Within 14 days of the date of re-submitting the complaint, the seller shall be required to reimburse the consumer for all the costs incurred in relation to the expert assessment, as well as for all associated expedient costs. It shall not be possible to reject a re-submitted complaint.

Alternative Resolution of Disputes

Should the consumer be dissatisfied with the complaint handling method, or should the customer believe that the Hotel violated his/her rights, the customer shall be entitled to ask the Hotel for remedy. If the Hotel responds to the consumer's request by rejecting it, or fails to respond within 30 days of the date of receiving it, the consumer shall be entitled to approach in this matter the applicable entity for alternative resolution of disputes, which is the Slovak Trade Inspection or a legal entity registered in the List of Alternative Dispute Resolution Entities maintained by the Ministry of Economy of the Slovak Republic. For more information, please visit:

<http://www.economy.gov.sk/alternativne-riesenie-spotrebitelskych-sporov-clr/146956s>

<http://www.soi.sk/sk/Alternativne-riesenie-spotrebitelskych-sporov.soi>

These Complaint Rules shall enter into force and effect on 1 January 2021

In Bratislava, 1 January 2021

Michal Šprt, Managing Director