

RETURNS POLICY

Article 1

The basic provisions

Provision of services is governed by the provisions of Part VIII. Civil Code no. 40/1964 Coll., as amended.

Article 2

Customer's right to claim

If the guest of Kaskady Hotel services of lower quality or scale as previously agreed, or as is usual, a guest is entitled to claim.

Article 3

Filing a complaint

If the guest finds reasons and facts that may be the subject of the complaint, it shall apply for the claim immediately, without delay, with a hotel operations manager or other responsible person, where service was provided. In order to handle the claim is necessary to provide documents for the provision of services (a copy of the order, invoice, etc.) or the item which is subject of the claim. Hotel manager or other responsible person shall claim or complaint by the guest registers in claim protocol giving the objective circumstances of the claim. Operations manager or another responsible person is required after a careful examination to decide how to handle it immediately, or in complex cases within 3 days.

Article 4

Removable faults

1. Catering

In case of complaint of incorrect quality, weight, temperature, rate, price of food, the customer has the right to request a free, proper and timely removal of errors. A complaint in such cases must prior to the first taste of food and beverages, or after tasting (that should not be consumed more than $\frac{1}{4}$ of serving food or drink), depending on what the error is claimed by the customer.

2. Accommodation

In the area of housing services has guest the right to for a free, proper and timely correction of deficiencies, i.e. exchange or completion of the small equipment within 125/1995 Z. of.

3. Wellness and Spa Service

In the area of wellness services has guest the right to for a free, proper and timely correction of deficiencies which reports promptly to the responsible manager or wellness staff.

Article 5

Unrecoverable errors

1. Catering

If it is not possible to fix an error on meals and drinks, the customer has the right for a complete exchange of food or drink, or to refund the price paid.

2. Accommodation services

If it is not possible to eliminate technical errors in the hotel room (failure of the heating system, water supply and technical or other error in the room, which cannot be removed quickly etc.) and if a hotel cannot provide another accommodation to the guest, move the guest into another room or room will be in spite of this lack sold to the guest, the customer has the right for:

- a reasonable discount from the price according to current price list
- cancellation of confirmed orders or contracts prior to arrival and money refund
- in case of unilateral decision which will lead to significant change in the confirmed accommodation and the customer does not agree with alternative accommodation, has also the right to cancel confirmed orders or contracts prior to arrival and money refund.

3. Wellness services

If it is not possible to eliminate the error, the guest is entitled to get a reasonable discount from services and a money refund if the hotel is unable to resolve the issue. If a guest uses the service and claims it after the service is fully exhausted, hotel does not recognize the claim.

Article 6

Deadlines to apply for the claim

Guest is required to personally attend the claim application and provide objective information regarding the services provided. If required, guest must allow guest to access the hotel room that was given as a temporary accommodation in order to ascertain the merits of the claim.

Article 7

Final provision

The Complaint Procedure is valid from 1.1.2012

Ing. Katarína Malová