



CHÂTEAU RÚBAŇ

COMPLAINTS POLICY
CHÂTEAU RÚBAŇ GUESTHOUSE**
AND RESTAURANT



CHÂTEAU RÚBAŇ

COMPLAINTS POLICY AND PROCEDURE

ARTICLE 1

This complaints policy governs the complaint-handling process of CHÂTEAU RÚBAŇ GUESTHOUSE** and restaurant.

ARTICLE 2

CLIENT'S RIGHT TO RAISE A COMPLAINT

If the Client receives services of a lower quality or of a reduced scope compared to the usual standard on the premises of CHÂTEAU RÚBAŇ GUESTHOUSE** and restaurant, or if these services differ from those previously agreed, the Client is fully entitled to raise a complaint.

ARTICLE 3

MAKING A COMPLAINT

If the Client ascertains any reasons or facts that could be the subject of a complaint, the Client shall raise a complaint without delay with the Hotel's manager or any other person at the management level at the place where the service was received. In order to speed up the complaint-handling process, the Client should submit receipts documenting the service, for instance an invoice copy, or a copy of the order, etc., if available. If required by the nature of the service that is the subject of the complaint, the Client must also submit the actual object that is perceived as defective. The Hotel Manager or other person in charge will record the complaint in the complaints register while taking note of the objective reasons for the complaint. After careful review, the person in charge or another responsible person will decide on the manner of resolution, either immediately or, in more difficult cases, within three days.

ARTICLE 4

CORRECTABLE ISSUES

I. Food and beverage services

If food and beverage services are not to the usual standard, whether in respect of food quality, weight, temperature, size, or price, the Client has the right to request that the issue be fully corrected in a timely manner and free of charge. In this instance, the Client must make the complaint before or after tasting the food or beverage in question, depending on the subject of the complaint – no more than one-quarter of the food or beverage portion should be consumed.

II. Accommodation services

For accommodation services, the Client has the right to request that all issues be fully corrected in a timely manner and free of charge, by an exchange or the provision of additional minor items within the scope specified by Decree No 277/2008 of the Ministry of Economy.

Vienna DC, a.s.

so sídlom 941 36 Rúbaň 1, IČO: 46457518, DIČ: 2023422676, IČ DPH: SK2023422676,
spoločnosť zapísaná v Obchodnom registri Okresného súdu Nitra, Oddiel: Sa, vložka č. 10529/N
IBAN: SK46 5200 0000 0000 1347 0976, SWIFT: OTPVSKBX



CHÂTEAU RÚBAŇ

ARTICLE 5

NON-CORRECTABLE DEFECTS

I. Food and beverage services

If a problem related to food or beverage cannot be corrected, the Client has the right to be served another dish or beverage, or to receive a full refund.

II. Accommodation services

If problems related to accommodations are technical in nature and non-correctable (issues with the heating system, insufficient hot water, etc.), where the Hotel is not able to offer another guestroom for the Client but the Client remains in the room despite these issues, the Client has the right to:

- an adequate discount from the full price based on the valid pricelist
- cancellation of their confirmed order/contract before they spend the night and a full refund.

Should the establishment unilaterally decide on a change that significantly affects the confirmed accommodations, where the Client does not agree to a substitute guestroom, the Client has the right to cancel the confirmed booking or agreement before they spend the night and the right to a full refund.

ARTICLE 6

CLIENT'S ROLE IN THE COMPLAINT-HANDLING PROCESS

The Client shall personally participate in certain stages of the complaint-handling process, and shall provide objective information regarding the provided service. If necessary, the Client shall allow Hotel employees to enter their guestroom in order to determine whether the complaint is justified.

ARTICLE 7

FINAL PROVISION

This Complaints Policy and Procedure takes effect as of 7 June 2017.

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