

Alternative dispute resolution

The client (the consumer) has the right to contact the hotel with a request for correction by e-mail at info@chateaugbelany.com, if the person is not satisfied with the way in which the hotel settled a complaint or in case the person believes that the rights have been violated. If the hotel rejects the complaint or does not respond within 30 days from its sending, the client has the right to submit a proposal to initiate an alternative dispute to the subject of alternative resolution of consumer disputes (hereinafter referred to as the ARS entity) pursuant to Act 391/2015 Coll. on alternative resolution of consumer disputes and on amendments to certain laws (hereinafter referred to as "Act No. 391/2015 Coll."). The subjects of ARS are authorities and authorized legal entities according to § 3 of Act 391/2015 Coll. The proposal can be submitted by the client in accordance with § 12 of Act 391/2015 Coll. The client can also make a complaint via the alternative dispute resolution platform of the RSO, which is available at https://ec.europa.eu/info/policies/consumers_en. Alternative dispute resolution can only be used by the client - consumer, a natural person who, while concluding and fulfilling the consumer contract, does not act within the scope of their business activity, employment or profession. Alternative dispute resolution is only related to disputes between the client and the hotel arising from or related to the consumer contract. Alternative dispute resolution is only related to distance contracts. Alternative dispute resolution is not related to the disputes where the dispute value does not exceed €20. The ARS entity can demand payment of a fee for starting an alternative resolution of dispute from the client - consumer, up to a maximum of €5 including VAT.