

In order to ensure the correct procedure for handling complaints concerning defects in goods and services sold and provided at Tatry Premium Apartment, this Complaints Procedure is issued pursuant to Act No. 250/2007 Coll. on Consumer Protection:

ARTICLE I

Right to Make a Complaint

The client has the right to make a complaint concerning any deficiencies in the services provided and defects in purchased goods, including the right to have them remedied, replaced or supplemented, or, as applicable, to have a new service provided as a replacement or to receive a reasonable discount from the agreed price paid for the services or goods.

ARTICLE II

Subject of a Complaint

The client shall report deficiencies in the quality of food and beverages intended for immediate consumption as soon as the deficiency is discovered, directly to the member of staff providing service. If deficiencies in food and beverages intended for immediate consumption concern quantity or weight, they must be reported before consumption begins. A complaint concerning deficiencies in accommodation should be made primarily to the accommodation owner without undue delay. The right to complain about deficiencies in accommodation expires if it is not exercised no later than six months after the service was provided. When making a complaint, the client shall submit all relevant documents concerning the provision of the service or the purchase of the goods in respect of which the client alleges a defect or deficiency.

ARTICLE III

Complaint Handling Procedure

Accommodation Services

The client is entitled to require that deficiencies be remedied free of charge, properly and in a timely manner, namely by replacing defective minor room equipment or supplying missing minor room equipment. Where defects of a technical nature cannot be remedied (a heating-system failure, low water pressure, insufficient hot water, etc.) and the accommodation provider is unable to provide the client with alternative accommodation, the client is entitled to a discount from the basic accommodation price or to withdraw from the agreement before staying overnight and receive a refund of the accommodation price paid.

Every complaint shall be accepted by the Landlord, who shall inform the client of the appropriate member of staff responsible for handling the complaint. The complaint

shall be handled by the appropriate member of staff, who is obliged to examine it, issue written confirmation of its receipt and decide how it will be resolved. If the complaint cannot be settled by agreement, the appropriate member of staff is obliged to draw up a complaint record with the client. In the record, the client shall state the precise identification of the service provided or goods purchased, the time when the service was provided or the goods were purchased, and a description of the deficiency. If, when making a complaint, the client gives a member of the apartment staff a written document concerning the provision of the service or purchase of the goods, this fact must be expressly stated in the complaint record.

The Landlord or a member of staff shall decide whether the complaint is justified immediately or, in complex cases, no later than within three working days. If an expert assessment of the reported deficiency is required, the time limit for handling the complaint is 30 days. The client shall receive a copy of the complaint record and information on how the complaint was handled and shall be contacted after 14 days to determine their satisfaction with the complaint procedure.

ARTICLE IV

Guest Cooperation in Complaint Handling

The client is obliged to provide the cooperation necessary for handling the complaint, in particular by providing truthful information concerning the service provided or goods purchased. If required by the nature of the complaint, the client shall allow the Landlord access to the accommodation premises provided to the client so that the Landlord may verify whether the complaint is justified.

ARTICLE V

Final Provision

This Complaints Procedure shall take effect on 1 January 2026.

Zuzana Špitková (Landlord)

TATRY PARTNER, s. r. o., Štúrova 2437/40, 060 01 Kežmarok, Slovak Republic
Company ID No.: 35686511, Tax ID No.: 2020331280, Commercial Register of the District Court
Prešov, Section: Sro, File No. 43363/P