

Alternative dispute resolution

1.

The accommodated guest has the right to ask the operator for redress if he has feeling that the operator has infringed his rights or has not settled a complaint to the satisfaction of the consumer. If the operator at his request for redress infringements of consumer rights, he replied in the negative or to his the request has not been answered for more than 30 days, the consumer can submit a proposal to initiate

ADR entity of alternative dispute resolution according to Act 391/2015 Coll.

on alternative dispute resolution. According to Act 391/2015 Coll. are ADR entities authorities and legal entities. The consumer has the right to choose between ADR entities.

The consumer may submit the proposal in the manner guaranteed according to §12 of Act no. 391/2015 Z.z ..

2.

The list of ADR entities can be found on the website of the Ministry of Economy of the Slovak Republic.

Other important information about ARS for is also published on the mentioned page consumers.

3.

Only disputes arising from a contract between operators and consumers and disputes related to this contract, with the exception of disputes under Art. § 1 paragraph 4 of Act No. 391/2015 Coll. and disputes, whose value does not exceed 20 euros. A proposal to initiate ADR is being submitted to the entity ARS according to ust. § 3 of the cited law, with the help of the designated platform or form. The ADR entity may request from the consumer payment of the fee for starting ARS, but up to a maximum of 5 euros with VAT. If they are on ARS several entities, the consumer has the right to choose which one to submit a proposal to. In addition to ADR, the consumer has the right to contact the competent person general or arbitral tribunal.