

# OBAVIJEST O NAČINU PODNOŠENJA PRIGOVORA POTROŠAČA

## NOTICE ON FILING OF CUSTOMER COMPLAINTS

Sukladno čl. 32., st. 1., t. 6. Zakona o ugostiteljskoj djelatnosti (Narodne novine, br. 85/15, 121/16, 99/18, 25/19, 98/19, 32/20, 42/20, 126/21) obavještavamo potrošače da prigovor na kvalitetu naših usluga mogu dostaviti u pisanom obliku na adresu:

Ime iznajmljivača ili objekta: \_\_\_\_\_

Adresa: \_\_\_\_\_

ili na E-mail: \_\_\_\_\_

ili podnijeti osobno u našem poslovnom prostoru.

Bez odgađanja ćemo pisanim putem potvrditi primitak prigovora.

Odgovor na Vaš prigovor dati ćemo u pisanom obliku najkasnije 15 dana od dana primitka Vašeg prigovora. Molimo Vas da u Vašem prigovoru obavezno navedete Vaše ime i prezime te adresu ili e-mail za dostavu odgovora.

Pursuant to Article 32, Paragraph 1, Subparagraph 6 of the Hospitality and Catering Industry Act (Official Gazette No. 85/15, 121/16, 99/18, 25/19, 98/19, 32/20, 42/20, 126/21) we inform our clients that complaints regarding the quality of our services can be submitted in writing to:

Name of private rental owner or object: \_\_\_\_\_

Address: \_\_\_\_\_

or E-mail: \_\_\_\_\_

or

may be filed in person at our premises.

We will confirm the receipt of your complaint without delay.

You will receive a response to your complaint in writing within 15 days of filing of the complaint. Required information: name and surname of the person filing the complaint, the exact address for submission of responses.