



COMPLAINTS RULES

(according to §18 of the Act Nr. 250/2007 Coll. on Consumer Protection as amended)

I. General provisions

1. Food, beverages or goods sold must have the required quality, quantity, size or weight and must be free of defects, prepared according to recipes and calculations developed, by correct technological procedures and according to the principles of SVP.
2. The operator is liable for any defects of the food or drinks sold, which are present at the time of being taken by the consumer. When selling for lower price (share), the operator is not liable for any defect, due to which the lower price was offered and negotiated.
3. Ownership rights for the food, beverages and goods bought are passed to the buyer at the moment of payment.
4. Upon acquiring ownership rights, the risk of accidental destruction and deterioration of the food, beverages or goods is passed to the buyer.
5. If the warranty period is marked on the goods being sold or its packaging, it will end upon expiration of this period and it is forbidden to sell this item after this time.

II. Time limits for the complaints

1. The consumer must complaint deficiencies immediately upon detection of defects of food or drinks (lower weight, less drink, as declared in the menu, respectively a drink is too cold or not having the right temperature, cold food, etc.) in the premises, prior to payment and consummation.
2. The same applies to claims on failure to comply with rules on personal and operational hygiene - dirty cloth, dirty work clothes, etc.
3. Complaint of the consumer shall be exerted at the serving waiter or the manager of the guest-house.

III. Place of lodging the claim

1. The consumer is obliged to exert the right to claim without delay. If the food, drink or goods with a defect are being used by the buyer and their use results in irremovability of the defect, the claim will not be recognized by the seller.
2. The defect must be applied immediately, not after the consumer has consumed the food, drink or goods. In this case the complaint will not be recognized at all.

IV. Removable defects

1. If the defect can be removed, the consumer is entitled to have the defect removed for free, on time and properly and the operator is obliged to remove this defect without delay.
2. Removable defects are defects whose removal will not affect the quality and properties of the food, beverages or goods.
3. In the event that the complained food, drinks and goods have not been used, the buyer may require its exchange.

V. Irremovable defects

1. If the defect can not be removed and the food, beverages and goods can not be used properly, the consumer has the right to withdraw from the purchase even after it has been paid and the money will be returned to him.

Valid since 01.07.2007

Operation: Guest-House Central Park, Sad SNP 663/18, 010 01 Žilina

