Complaints Procedure

Chateau Grand Castle — procedure for lodging and handling complaints

Effective from 1 July 2026

I. Basic provisions

AVANS s.r.o., with its registered office at Holubyho 1, 811 03 Bratislava, Company ID (IČO): 31 318 967, Tax ID (DIČ): 2020298698, VAT ID: SK2020298698, registered in the Commercial Register of the Municipal Court Bratislava III, Section Sro, Insert No. 2371/B, acting through its executive director Ing. Dagmar Machová; the company may also be represented by Ing. Martin Mach (hereinafter the “controller” or the “hotel”).

Premises: Chateau Grand Castle, Magdalény Zai 1, 033 01 Liptovský Hrádok.

Contact: tel. +421 915 812 900, e-mail: reservations@grandcastle.sk, web: www.grandcastle.sk.

Bank details: TATRSKBX, IBAN: SK56 1100 0000 0029 2884 46561.

1. This Complaints Procedure (hereinafter the “CP”) has been prepared in accordance with Act No. 40/1964 Coll., the Civil Code, Act No. 108/2024 Coll. on Consumer Protection, Act No. 391/2015 Coll. on Alternative Dispute Resolution for Consumer Disputes, and Regulation (EU) 2016/679 (GDPR).
2. Complaints from clients that are legal entities not acting in the capacity of a consumer are governed by Act No. 513/1991 Coll., the Commercial Code.
3. By accepting a service, submitting a binding reservation, or concluding a contract, the client confirms that they have been made aware of this CP and agree to it.
4. A complaint means the assertion of liability for defects in a provided service or sold goods.

II. Right to lodge a complaint

1. If the client is provided with services of lower quality or lower scope than agreed or than is customary, the client has the right to lodge a complaint.

III. Liability for defects

1. The hotel is liable for defects that the provided service or sold goods have at the time of provision, or at the time of takeover by the client, respectively.
2. The client is obliged to inspect the goods upon takeover, or the service upon its provision, and to complain about obvious defects without undue delay. Obvious defects are considered to be, in particular, quantity and range discrepancies and poorly provided service.
3. The hotel is not liable for defects of which the client knew or should have known when entering into the relationship, defects caused by the client themselves, or defects for which a discount was granted.

IV. Lodging a complaint

1. The client lodges a complaint without undue delay after discovering the defect with the responsible employee of the relevant department, or at reception. For accommodation, the right to complain lapses if it was not exercised immediately upon discovering the reason.
2. For prompt handling, it is advisable for the client to present proof of the provision of the service or purchase of the goods (reservation confirmation, invoice, e-cash register receipt).
3. The responsible employee will draw up a complaint report with the client stating the designation of the service/goods, the time of provision, and a description of the defect, and will issue the client with a written acknowledgment that the complaint has been lodged.
4. The responsible employee decides on the manner of handling the complaint immediately, in more complex cases within 3 working days; if an expert assessment is required, within 30 days. Handling of the complaint may not take longer than 30 days from the date it was lodged. After this period has elapsed, the consumer has the right to withdraw from the contract or to a replacement.

V. Procedure for handling complaints by department

1. Catering services: in the event of non-compliance with quality, weight, temperature, quantity, or price, the client has the right to free remedy of the defect. The complaint is lodged before the first taste or immediately thereafter (at most up to ¼ of the portion consumed). If the defect cannot be remedied, the client has the right to a replacement meal/drink or a refund of the price.

2. Accommodation services: the client has the right to free and timely removal of deficiencies. If a technical defect (e.g. heating, hot water) cannot be remedied and no substitute room can be provided, the client has the right to a reasonable discount or to withdraw from the contract and receive a refund of the accommodation price.

3. Wellness services: for a defect that cannot be remedied, the client has the right to a reasonable discount or a refund of the price. A complaint lodged after the service has been fully used up will not be accepted.

4. Organization of events: the client has the right to have deficiencies removed, or to substitute premises if the hotel's capacities allow it; otherwise to a reasonable discount or refund of the price. A complaint made after the event has ended will not be accepted.

5. Complaints are lodged as follows: catering – with the serving staff or the operations manager; accommodation and other services – at reception or with the operations manager; wellness – at reception or with wellness zone staff.

VI. Alternative Dispute Resolution (ADR)

1. If a client – consumer is not satisfied with the way a complaint was handled, or believes that the hotel has violated their rights, they have the right to approach the hotel with a request for redress (reservations@grandcastle.sk).

2. If the hotel responds negatively or fails to respond within 30 days from the date the request was sent, the consumer has the right to file a proposal to initiate ADR pursuant to Section 12 of Act No. 391/2015 Coll. The competent entity is:

   a) the Slovak Trade Inspection Authority, Central Inspectorate, Department for International Relations and ADR, Bajkalská 21/A, P.O. Box 29, 827 99 Bratislava, e-mail: ars@soi.sk, adr@soi.sk;

   b) or another authorized legal entity listed in the register of ADR entities maintained by the Ministry of Economy of the Slovak Republic (the client has the right to choose).

3. The consumer may also file a proposal via the ODR (Online Dispute Resolution) platform: https://ec.europa.eu/consumers/odr.

4. The supervisory authority is the Slovak Trade Inspection Authority, Inspectorate for the Žilina Region, Predmestská 71, P.O. Box B-89, 011 79 Žilina 1.

VII. Final provisions

1. This CP takes effect on 1 July 2026 and replaces all previous complaints procedures. It is published at www.grandcastle.sk and displayed at the hotel reception.

In Liptovský Hrádok, on 1 July 2026

AVANS s.r.o., Ing. Martin Mach, Executive Director