

Complaints order for customers services

Dovolená za benefity

1. Introductory provision

- 1.1. The Complaints Procedure sets out the principles and method of submitting complaints and claims by customers of the **Dovolená za benefity** towards commercial companies CatchHotels.com Ltd., ID: 178 70 771, with based in Na Poříčí 1041/12, Nové Město, 110 00 Prague 1, registered in the Commercial Register kept by the Municipal Court in Prague, under file number C 378119, like its operator (further (hereinafter referred to as the "**Operator**").
- 1.2. Unless otherwise stated, the terms listed in the capital initial letter have the meaning spelled out in the General Terms and Conditions for Use of the Service Vacation for Benefits Customers (available at: dovolena-za-benefity.cz).
- 1.3. A complaint is understood to be an expression of dissatisfaction by the Customer with the Website, the Service, the conduct of an employee of the Operator's company, the complaint handling procedure, the terms and conditions, etc.
- 1.4. Complaints and claims are handled in accordance with the relevant legal regulations, in particular Act No. 89/2012 Coll., the Civil Code, as amended (hereinafter referred to as the "Civil Code").
- 1.5. If the Customer is a consumer, complaints shall be governed by the relevant consumer protection legislation pursuant to Act No. 634/1992 Coll., on consumer protection, as amended, and further pursuant to the provisions of Section 1810 et seq. of the Civil Code.
- 1.6. In the present case, it is the consumer who is the consumer, the relevant legal rules on consumer protection will be applied by means of an action, in accordance with Act No 634 / 1992 Coll. on consumer protection as amended and in accordance with the provisions of Paragraph 1810 et seq. of the Civil Code.
- 1.7. Complaints and claims can be submitted:
 - 1.7.1. by email to: info@dovolena-za-benefity.cz (in this case, we may ask you to verify your identity, especially if you do not use a certified electronic signature);
 - 1.7.2. by data message sent via data box: `xb9t4cj`;
 - 1.7.3. by telephone at 725538448 (in which case we may ask you to verify your identity and inform you that the call is subject to archiving or monitoring);
 - 1.7.4. in writing to the Operator's registered office;
 - 1.7.5. in person at the Operator's registered office (we recommend contacting us in advance to arrange an appointment).

2. Requirements for complaints and claims

- 2.1. Complaints or claims must include a concise description of the subject of the complaint/claim, the Customer's identification details and details identifying the Customer Account, contact address, and telephone or email contact details for further inquiries, as well as a statement by the Customer that the information provided in the complaint is complete and true, and the Customer's signature. We also recommend attaching any available documentation supporting the course of the described facts.
- 2.2. If the complaint relates to a specific action/event, it must be lodged within 30 days of the date on which it occurred.
- 2.3. The Operator is entitled to request the Customer to submit additional documents and/or provide additional information.

3. Handling complaints or claims

- 3.1. The handling of complaints and claims is governed by generally binding legal regulations.
- 3.2. Complaints and claims are processed as quickly as possible. The operator responds to complaints within 30 days of receipt. The time during which the Customer provides the requested information/documents is not included in this period.
- 3.3. If the Customer is not satisfied with the handling of the complaint, they may contact the Operator's management. Furthermore, in the event of dissatisfaction with the outcome or procedure of the complaint or claim, Customers may contact the relevant state administration and supervisory authorities.
- 3.4. The Czech Trade Inspection Authority handles out-of-court consumer complaints in the manner and under the conditions set out in the relevant legal regulations.

4. Notice to the Customer

- 4.1. (Complaints and claims relating to accommodation, etc.) Complaints and claims regarding the performance or services provided to the Customer by the accommodation provider must be made directly to the accommodation provider, and the method of making and handling such complaints and claims is entirely determined by the accommodation provider.
- 4.2. (Internet connection, data transfer, etc.) Complaints and claims regarding services related to internet connection, data transfer, data coverage, etc. must be made directly to the Customer's data service provider, as the provider of electronic communications services, which determines the manner in which they are made and handled.
- 4.3. (Payment via the Payment Gateway) Complaints and claims related to the execution of payments, the handling of payment details and/or payment card details must be made directly to the payment service provider operating the Payment Gateway, which is the commercial company Československá obchodní banka, a. s., ID No.: 00001350,

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with its registered office at Radlická 333/150, Radlice, 150 00 Prague, which determines the manner of their submission and handling by means of a complaints procedure available, among other places, at the following web address: [Complaints regarding payment card transactions \(ČSOB, a.s.\)](#).

(Use of benefit funds)

Edenred CZ s.r.o., ID No.: 247 45 391, with its registered office at Prague 8, Pernerova 691/42, postal code 186 00, which determines the method of their application and settlement under its complaints procedure available, among other places, at: [Legal Information | Edenred | Edenred](#);

Pluxee Česká republika a.s., ID No.: 618 60 476, with its registered office at Prague 5, Plzeňská 3350/18, postal code 150 00, which determines the method of their application and settlement under its complaints procedure available, among other places, at: [Documents to Download | Pluxee | Pluxee](#);

Up Česká republika s.r.o., ID No.: 629 13 671, with its registered office at Prague 4, Zelený pruh 1560/99, postal code 140 00, which determines the method of their application and settlement under its complaints procedure available, among other places, at: [General Terms and Conditions | Up | Up](#).