

Consumer protection

The accommodated guest has the right to submit a proposal for an out-of-court settlement of such a dispute to the designated entity for out-of-court settlement of consumer disputes, which is: Czech Trade Inspection, Central Inspectorate - ADR Department, Štěpánská 15, 120 00 Prague 2, Email: adr@coi.cz, website: <https://adr.coi.cz>.

The Czech Trade Inspection is a supervisory authority supervising consumer protection, proceeding in accordance with Act No. 64/1986 Coll., on the Czech Trade Inspection, as amended, and other legal regulations. The website of the Czech Trade Inspection is www.coi.cz.

In accordance with the provisions of § 1837 letter j) of Act No. 89/2012 Coll., the Civil Code, the resident as a consumer does not have the right to withdraw from the contract about accommodation, if the accommodation facility provides fulfillment within the specified period.