

**NOTICE ON FILING WRITTEN
COMPLAINTS**

In accordance with Hospitality and Catering Industry Act (NN 85/15), Article 32. (6) the provisions of the catering business, guests can file a written complaint setting out their dissatisfaction in relation to the hospitality service provided :

- in the house renter households

The owner shall, without delay , in writing to confirm the receipt of the complaint.

A written complaint may be filed by :

- Mail to _____
_____ and / or

- Fax _____
_____ and

E-mail - _____

The owner shall in writing respond to the complaint within 15 days of receipt of the Complaint , and to keep records of complaints guests a year from the date of receipt of a written complaint .

The owner :