Naziv smještaja

**Obavijest o načinu podnošenja prigovora**

Sukladno članku 10. Zakona o zaštiti potrošača (NN 41/14) obavještavamo potrošača da pritužbu na kvalitetu naših usluga može dostaviti u pisanom obliku na:

**IZNAJMLJIVAČ**

|  |  |
| --- | --- |
| Adresu |  |
| Email |  |
| Telefax |  |

Odgovor na Vaš prigovor dobit ćete u pisanom obliku najkasnije 15 dana od dana primitka prigovora.

**GOST**

|  |  |
| --- | --- |
| Ime i prezime |  |
| Adresa za dostavu odgovora |  |

Datum: Potpis:

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Accommodation name

**Notice of how to file a complain**

**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

Pursuant to Article 10 of the Law on Consumer Protection (NN Official Gazette No. 41/14), we inform our clients that complaints regarding the quality of our services can be submitted in writing to:

**OWNER of Accommodation:**

|  |  |
| --- | --- |
| Our address |  |
| Email |  |
| Fax |  |

You will receive a response to your complaint in writing within 15 days of receipt of the complaint.

**GUEST**

|  |  |
| --- | --- |
| Full name |  |
| Address for submitting the response |  |

Date: Signature:

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_