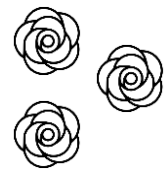




HOTEL ROSE CITY ***
1024 Budapest, Rózsahegy u. 3/B,
Tel: +36 30 3699497, +36 1 2495963
info@hotelrosecity.en



COMPLAINTS HANDLING POLICY

PLEASE READ, ACKNOWLEDGE AND ACCEPT THE FOLLOWING
(V.2024 - 03 - 12)

PURPOSE OF THE COMPLAINTS HANDLING POLICY

To better meet the needs of our guests and to effectively manage their complaints, we have developed the following policy in our hotel:

Accommodation name: Hotel Rose City

Accommodation and catering address: H – 1024 Budapest, Rózsahegy utca 3/B.

Contact details: phone +36 1 249 5963, mobile +36 30 369 9497,

Accommodation official website: www.hotelrosecity.hu, e-mail: info@hotelrosecity.en

Management service provider name: i-Hotels Kft.

Management Service Provider's registered office: H - 1119 Budapest, Andor utca 21./C.; Fsz. 1.

Management service contact details: phone +36 30 285 1150

Management service provider official website: www.i-hotels.hu, e-mail: office@i-hotels.en

Management service provider NTA ID: SZ24089302

THE BASIC PRINCIPLE OF THE POLICY

The principle of full investigation and response to complaints:

The most important thing for Hotel Rose City is that its guests are always satisfied with the service provided by the hotel. That is why their complaints must be investigated impartially and fully through a fair and impartial process, which may provide important information for them. Following the investigation of the complaint, the hotel undertakes to provide a response detailing the outcome of the full investigation of the complaint, the proposed measures to resolve the complaint and, if the complaint is rejected, the reasons for the rejection. In addition, the complainant will be informed of the authority to which he or she can address the complaint.

THE SCOPE OF THE POLICY

Personal scope

This policy applies to all staff working at the hotel who have direct contact with guests. These staff members must be familiar with the provisions of these rules and are personally responsible for their compliance.

Material scope

The scope of the Code covers complaint handling activities related to the reporting of complaints. This policy does not cover the handling of complaints that do not constitute a complaint. Our Complaints Handling Policy complies with the provisions of Act XXV of 2023.

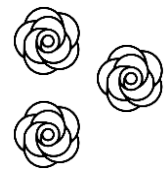
DETAILED PROVISIONS

The complaint

A complaint is any objection to the service or failure to provide service by Hotel Rose City, which the complainant clearly and explicitly requests to be resolved by Hotel Rose City. Guests are kindly requested to report their complaints directly to the hotel or to the contact details below, and not to any other body or authority. It is not considered a complaint if the guest requests general information, opinions or statements from Hotel Rose City.



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The complainant

The complainant may be any person who is a consumer under the Consumer Protection Act CLV of 1997 and who has used the services of Hotel Rose City.

How to report a complaint

- verbal complaint: in person at our hotel (H - 1024 Budapest, Rózsahegy utca 3/B.) or by phone (+36 30 369 9497)
- written complaint: by post (H – 1024 Budapest, Rózsahegy utca 3/B.) or by e-mail (info@hotelrosecity.hu or office@i-hotels.hu)
- written complaint: in our hotel in buyers' register (H - 1024 Budapest, Rózsahegy utca 3/B.)

Complaint handling deadlines

Hotel Rose City will respond to written complaints within the 30 days required by law. We also treat letters sent to the above contact details as written complaints. In our hotel, written complaints, both in the customer book and in other formats, are treated as complaints.

Oral complaints will be resolved by Hotel Rose City on the spot, if possible, and if this is not possible, a record of the complaint will be made. Finalise the minutes, if possible with the agreement of the complainant, and give a copy to the complainant. If the latter is not possible, the minutes will be sent out at the latest at the same time as the reply to the oral complaint - at the latest 30 days after the receipt of the complaint.

The hotel shall record at least the following information when the report is taken:

- name and address of the guest (complainant),
- where, when and how the complaint was presented,
- a detailed description of the complaint, the documents, records and other items produced by the complainant
- list of exhibits
- a statement of the undertaking's position on the complaint, if the immediate investigation is possible,
- the signature of the complainant and the person who recorded the minutes (except it was recorded by telephone or other electronic means of communication)
- the place and time of recording of the minutes,
- in the case of a verbal complaint, the unique identification number of the complaint communicated by telephone or other electronic communications services

Treatment of the complaint

Hotel Rose City will register all complaints, paying particular attention to the protection of personal data. The personal data collected is used for identification purposes only and may not be used for any other purpose.

The data of the complaining guest are protected by and shall be treated in accordance with the Hungarian Act CXII of 2011 on the Right to Informational Self-Determination and Freedom of Information.

Data that can be requested from the guest during complaint handling, is:

- name
- address, registered office, postal address
- telephone number
- type of notification
- service the complain is about
- complaint description, reasons
- claim of the complainant
- a copy of the documents needed to investigate the complaint
- a valid power of attorney for an authorised representative
- any other information or circumstances that may be relevant to the investigation of the complaint

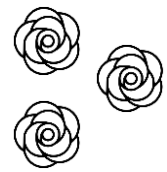
The personal data of the guest listed above are necessary for the purposes of identification and efficient management.

Registering the complaint

The Hotel Rose City has a uniform policy for registering complaints received. The register is designed so that the date of response can be clearly identified. The register is capable of discovering and identifying the facts that gave rise to the complaint, and of correcting and summarising the facts and events discovered.



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Investigating the complaint

The investigation of the complaint is free of charge. The complaint will be investigated taking into account all relevant circumstances. The language of the complaint handling is Hungarian. No employee of the Hotel Rose City who has been affected about the action or decision may participate in the decision on the complaint.

In all cases of complaints about quality complaints, the form "Protocol on consumer complaints about quality" must be completed, whether the complaint is written or oral. The content of the minutes is regulated by Decree 49/2003 GKM.

Notification about the decision on complaint handling

The Hotel Rose City will send its decision on the complaint to the complainant in writing, stating its reasons in a precise, clear and comprehensible manner. If the document announcing the substantive decision refers to legislation, in addition to indicating the location of the legislation, its substantive provision must also be described.

If the complaint is rejected or if the 30-day statutory deadline for responding to the complaint has expired without result, the guest may contact the bodies or authorities listed below.

Further enforcement possibilities for the buyer

If the complaint handling activities of Hotel Rose City are not to the satisfaction of the complainant, or if the complaint is rejected by Hotel Rose City, or if the 30-day statutory deadline for responding to the complaint has expired without result, the guest may turn to the bodies and authorities listed below and request the free procedure of the competent local Conciliation Boards.

To initiate the procedure, the customer may contact the Conciliation Board of the county where the consumer resides or where the service provider is established. A list of county organisations is available at <http://www.bekeltetes.hu> page. In cases like this, the consumer has the possibility to go to court, for example if conciliation has not produced a satisfactory result.

List of county organisations:

Bács-Kiskun Vármegyei Kereskedelmi és Iparkamara mellett szervezett Békéltető Testület

Address: 6000 Kecskemét, Árpád krt. 4.

Telephone: 06-76-501-500

Fax: 06-76-501-538

Mailing address: Bács-Kiskun Vármegyei Kereskedelmi és Iparkamara, 6001 Kecskemét Pf. 228.

E-mail: mariann.matyus@bkmkik.en Website: www.bacsbekeltetes.en

Békés Vármegyei Kereskedelmi és Iparkamara mellett szervezett Békéltető Testület

Address: 5600 Békéscsaba, Penza ltp. 5.

Telephone: 06-66-324-976

Fax: 06-66-324-976

Borsod-Abaúj-Zemplén Vármegyei Gazdasági Kamarák mellett működő Békéltető Testület

Address: 3525 Miskolc, Szentpáli u. 1.

Telephone: 06-46-501-091, 501-870

Fax: 06-46-501-099

E-mail: kalna.zsuzsa@bokik.en

Budapesti Kereskedelmi és Iparkamara mellett működő Budapesti Békéltető Testület

Address: 1016 Budapest, Krisztina krt. 99.

Telephone: 06-1-488-2131

Fax: 06-1-488-2186

E-mail: bekelteto.testulet@bkik.en

Csongrád Vármegyei Kereskedelmi és Iparkamara mellett szervezett Békéltető Testület

Address: 6721 Szeged, Párizsi krt. 8-12.

Phone: 06-62-554-250/118

Fax: 06-62-426-149

E-mail: bekelteto.testulet@csmkik.en



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Fejér Vármegyei Kereskedelmi és Iparkamara mellett szervezett Békéltető Testület

Address: 8000 Székesfehérvár, Hosszúsétátér 4-6.

Phone: 06-22/510-310 or 06/22-510-323

Fax: 06-22-510-312

E-mail: fmkik@fmkik.hu or huorcsilla.szaller@fmkik.en

Győr-Moson-Sopron Vármegyei Kereskedelmi és Iparkamara mellett működő Békéltető Testület

Address: 9021 Győr, Szent István út 10/a.

Phone: 06-96-520-217

Fax: 06-96-520-218

E-mail: bekelteto@gymskik.en

Hajdú-Bihar Vármegyei Békéltető Testület

Headquarters: 4025 Debrecen, Petőfi tér 10.

Place of administration: 4025 Debrecen Vörösmarty u. 13-15.

Phone: 06-52-500-710, 06-52-500-745

Fax: 06-52-500-720

E-mail: bekelteto@hbkik.en

Heves Vármegyei Kereskedelmi és Iparkamara mellett működő Békéltető Testület

Address: 3300 Eger, Faiskola út 15.

Phone: 06-36-429-612/122 Fax: 06-36-323-615

E-mail: eniko.kovacs@hkik.en

Jász-Nagykun-Szolnok Vármegyei Kereskedelmi és Iparkamara mellett működő Békéltető Testület

Address: 5000 Szolnok, Versegly park. 8. III. floor rooms 305-306.

Phone: 20/373-2570

E-mail: bekeltetotestulet@jnszmkik.en

Komárom-Esztergom Vármegyei Kereskedelmi és Iparkamara mellett szervezett Békéltető Testület

Address: 2800 Tatabánya, Fő tér 36.

Telephone: 06-34-513-027

Fax: 06-34-316-259

Email: kemkik@kemkik.en

Nógrád Vármegyei Békéltető Testület

Address: 3100 Salgótarján, Alkotmány u. 9/A

Phone: 06-32-520-860

Fax: 06-32-520-862

E-mail: nkik@nkik.en

Baranya Vármegyei Békéltető Testület

Address: 7625 Pécs, Majorossy I. u. 36.

Phone +36-72/507-154, fax +36-72/507-152, 20/283-3422

E-mail: bekelteto@pbkik.en, web: www.pbkik.en, www.pecsikamara.en

Pest Vármegyei Békéltető Testület

Address: 1119 Budapest, Etele út 59-61. II. floor 240.

Address for correspondence: 1364 Budapest, Pf.: 81

Telephone: 06-1-269-0703

Fax: 06-1-269-0703

Somogy Vármegyei Békéltető Testület

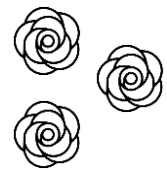
Address: 7400 Kaposvár, Anna u. 6.

Telephone: 06-82-501-000, 06-82-501-000

Fax: 06-82-501-046



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Szabolcs-Szatmár-Bereg Vármegyei Kereskedelmi és Iparkamara mellett szervezett Békéltető Testület

Address: 4400 Nyíregyháza, Széchenyi u. 2.

Telephone: 06-42-311-544

Fax: 06-42-311-750

E-mail address.: bekelteto@szabkam.en

Tolna Vármegyei Békéltető Testület

Address: 7100 Szekszárd, Arany J. u. 23-25.

Phone: 06-74-411-661

Mobile: 0630-6370-047

Fax: 06-74-411-456

E-mail: chamber@tmkik.en

Vas Vármegyei Kereskedelmi és Iparkamara mellett működő Békéltető Testület

Contact: Honvéd tér 2, 9700 Szombathely.

Phone: 06-94-312-356

Fax: 06-94-316-936

E-mail: pergel.bea@vmkik.en

Veszprém Vármegyei Békéltető Testület

Address: 8200 Veszprém, Radnóti tér 1. Pf.: 220

Telephone: 06-88-429-008, 08-88-814-111

Fax: 06-88-412-150

E-mail: bekelteto@veszpremikamara.en

Zala Vármegyei Kereskedelmi és Iparkamara mellett működő Békéltető Testület

Address: 8900 Zalaegerszeg, Petőfi u. 24.

Phone: 06-92-550-513

Fax: 06-92-550-525

E-mail: zmbekelteto@zmkik.en

If Hotel Rose City has violated the consumer's rights in the complaint handling process (including, but not limited to, failing to provide a timely or substantive response to a written or oral complaint, misleading the consumer, or committing other consumer protection-related violations), the consumer may contact the competent territorial authority of the National Consumer Protection Authority (Nemzeti Fogyasztóvédelmi Hatóság (NFH)). The regional bodies of the NFH are the Consumer Protection Inspectorates of the County Government Offices, which are located in every county.

Register of complaints

The hotel will store written complaints in a clearly identifiable and retrievable manner until the following deadline:

- 5 years for registration in the buyers' register
- in the case of an electronic letter, the date, subject of the complaint and the time for reply up to 5 years
- 5 years for postal mail

The above Complaints Handling Policy is valid from 2024 - 03 - 12 day until revoked or until a new Complaints Handling Policy is published on our website.
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