



Information on the “entity in charge of out-of-court settlements of customer disputes

Following the amended Act No. 634/1992 Coll. on Consumer Protection, an additional obligation has emerged to provide information on the “entity in charge of out-of-court settlements of customer disputes that has the jurisdiction over the particular type of the offered, marketed, provided or mediated product or service”. Such information is to be communicated to the customer in a clear, intelligible and easily accessible way, and it is to include the internet address of such an entity as well. The Act explicitly specifies that, if the entrepreneur operates an internet site, this information is to be quoted also on such a site, and if the entrepreneur refers to his/her Business Terms and Conditions in terms of the concluded contract, then the information has to be included here, too.

HOTEL LAHOFER:

1. The accommodated guest shall have the right to file a motion for out-of-court settlement of dispute with the designated entity in charge of out-of-court consumer dispute settlements, which is:

The Czech Trade Inspection Authority (CTIA)
Central Inspectorate - ADR Department
Štěpánská 15
120 00 Praha 2
E-mail: adr@coi.cz
Web: <https://adr.coi.cz>

The Czech Trade Inspection Authority is a supervisory body monitoring consumer protection, acting in pursuance of Act No. 64/1986 Coll., The Czech Trade Inspection Authority Act as amended, and additional legal regulations. The Czech Trade Inspection Authority’s website is www.coi.cz.

2. In conformity with the provision § 1837 item j) of the Act No. 89/2012 Coll., Civil Code, no right of withdrawal from the accommodation contract shall arise for the accommodated person as being a consumer as long as the accommodation facility provides the contractual performances within the designated deadlines.

RESTAURANT LAHOFER:

1. The guest shall have the right to file a motion for out-of-court settlement of dispute with the designated entity in charge of out-of-court consumer dispute settlements, which is:

The Czech Trade Inspection Authority (CTIA)
Central Inspectorate - ADR Department
Štěpánská 15
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