

Guest Complaint Handling Basic Principles:

Scope

- Personal scope
- Subject scope

Detailed Provisions - The Complaint

- The complainant
- Method and locations of complaint submission

La Fortezza Kft. (registered office: 1056 Budapest, Váci Street 57. I. 9, hereinafter referred to as La Fortezza Panzió ***) has developed the following complaint handling policy to better satisfy and efficiently handle the complaint needs of its guests:

La Fortezza Panzió *** places great importance on ensuring that its guests are always satisfied with our hotel services. Therefore, their complaints must be impartially and comprehensively investigated through a fair process, which can provide important information for us. After investigating the complaint, our pension commits to providing a detailed response that includes the results of the comprehensive examination of the complaint, proposed measures for resolving and addressing the complaint, and, in case of rejection, the reasons for the rejection. In addition, the complainant will be informed about which authority they can turn to with their complaint.

This policy applies to all employees working at our pension, who are responsible for complying with the provisions of this policy.

The scope of this policy extends to the complaint handling activities related to complaint submissions. This policy does not cover the handling of non-complaint submissions.

A complaint is any objection raised by the complainant against La Fortezza Panzió *** regarding its services or omissions, for which the complainant explicitly and specifically requests La Fortezza Panzió *** to take action. We kindly ask our guests to report their complaints directly at the reception of the pension or through the contact details listed below. It is not considered a complaint if the customer seeks general information, opinions, or statements from La Fortezza Panzió ***.

Anyone who qualifies as a consumer under Act CLV of 1997 on Consumer Protection can be a complainant. This includes individuals who have used the services of La Fortezza Panzió *** or visited its website with the intention of obtaining information, as well as those who have seen, read, or heard any advertisements on social media.

- verbal complaint
- in person at the reception of our pension or by phone at 06204279997
- written complaint
- by mail (1056 Budapest, Váci Street 57. I. 9)
- by email (lafortezzabp@gmail.com)
- by placing a written complaint in the guest book at our pension (1056 Budapest, Váci Street 57. I. 9)

Complaint Handling Deadlines

La Fortezza Panzió *** will respond to written complaints within the statutory period of 30 days.

Letters sent to the contact details mentioned above will also be treated as written complaints. In our pension, both complaints placed in the guest book and those submitted in other formats are considered as written complaints.

La Fortezza Panzió *** will immediately examine verbal complaints and, if possible, resolve them on the spot. If this is not possible, a record of the verbal complaint will be made. The record will be finalized with the complainant's consent, and a copy will be provided to the complainant. If this is not possible, the record will be sent to the complainant no later than 30 days after the complaint is received.

When recording the record, La Fortezza Panzió *** will record at least the following information:

- the name and address of the guest (complainant)
- the place, time, and method of presenting the complaint
- a detailed description of the complaint, a list of documents, papers, and other evidence presented by the complainant

- the business's statement on the complaint, if an immediate investigation is possible
- the signature of the complainant, except in the case of verbal complaints submitted by phone or other electronic communication services
- the place and time of recording the record
- in the case of verbal complaints submitted by phone or other electronic communication services, a unique identification number for the complaint

Complaint Handling

La Fortezza Panzió *** registers every complaint, paying special attention to the protection of personal data. The requested personal data are used solely for the purpose of identification and no other data collection purpose. The handling of customer data must comply with the provisions of Act CXII of 2011 on Informational Self-Determination and Freedom of Information.

During the complaint handling process, the guest may be asked for the following information:

- their name
 - address, registered office, mailing address
 - phone number
 - method of notification
 - the service affected by the complaint
 - a description of the complaint and its cause
 - the complainant's demands
 - a copy of any documents necessary for investigating the complaint
 - a valid power of attorney in case of an authorized representative
 - any other information or circumstances that may be relevant to the investigation of the complaint
- The guest's personal data listed above are required for identification and effective case handling.

Investigation of the Complaint

The investigation of complaints is free of charge. Complaints are investigated taking into account all relevant circumstances. The language of complaint handling is Hungarian, but English can be used when necessary. La Fortezza Panzió *** employees who have been involved in the measure or decision being complained about cannot participate in the decision-making regarding the complaint. In cases related to complaints about the quality of services, the "Record of Consumer Quality Complaints" form must be completed in all cases, whether the complaint is verbal or written. The content of the form is regulated by Government Decree No. 19/2014 (V.29.) NGM.

Communication of the Decision on Complaint Handling

La Fortezza Panzió *** communicates its substantive decision on the complaint to the complainant in writing, providing a precise, understandable, and clear justification. If the substantive decision refers to a legal provision, it must also specify the substantive provision in addition to mentioning the legal basis.

If the complaint is rejected or the 30-day statutory response deadline for investigating the complaint elapses without a result, the guest can turn to the locally competent Consumer Conciliation Boards.

Responsibilities for Complaint Handling Procedures

Due to the complaint handling system and processes of La Fortezza Panzió ***, the following individuals are authorized to deal with complaint handling in a substantive manner:

- manager
- managing director

Additional Legal Remedies for the Guest

If the complaint is rejected or the 30-day statutory response deadline for investigating the complaint elapses without a result, the customer can contact the following bodies and authorities:

If the complaint handling activities of La Fortezza Panzió *** do not satisfy the complainant or if the complaint is rejected by La Fortezza Panzió ***, the customer can request the free procedure of the locally competent Consumer Conciliation Boards. To initiate the procedure, the guest who qualifies as a consumer can contact the Consumer Conciliation Board operating alongside the county chamber of commerce in the county where the consumer resides or where the obligated service provider's

activity is located. You can find a list of regional organizations, among other places, on the www.bekeltetes.hu website. In cases like these, consumers also have the option to go to court, especially if the conciliation process did not yield a satisfactory outcome.

Management of La Fortezza Panzió