

**FOLLOWING THE AMENDED ACT NO. 634/1992 COLL. ON CONSUMER PROTECTION,
WE WOULD LIKE TO INFORM YOU AS FOLLOWS:**

ACCOMMODATION PROVIDERS:

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](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 OPERATORS:

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:

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