

Complaints Management Policy:

Any customer complaints that are submitted electronically or in print will be carefully considered. If the complaint concerns a staff member, the correctness of the complaint will be examined in a fair manner.

The hotel certifies the protection of the personal data of its customers, always in accordance with current legislation.

The hotel staff is trained in the complaint management policy and adheres to the management's instructions, updating regularly.

The management and staff of the hotel fully recognize and respect the rights of customers regarding the expression of complaints and are committed to their immediate information and satisfaction.

Customer complaints will be recorded electronically in the hotel database and at regular intervals will be evaluated to resolve them, in order to identify any problematic practices, to avoid their recurrence.

Complaints Procedure.

Complaints from residents and visitors can be expressed in the following ways:

Orally during contact with any staff member from whom they receive a service or by informing the reception directly.

By letter or text document which the customer submits or sends to the hotel or by e-mail to the hotel email address.

By completing the relevant evaluation questionnaire of the hotel services, located inside the rooms and which is diligently collected by the hotel management.

In addition, the comments of the staff aiming at the improvement of the hotel services are taken into serious consideration in writing and are recorded on a weekly basis.

Duration of satisfaction of complaint requests.

In case a grievance request cannot be satisfied immediately, its investigation and final decision will be taken within the following time limits:

Within 5 working days, the correctness of the complaint will be investigated and the solutions for its satisfaction will be examined, always with relevant information of the customer.

Within 2 working days the customer will be informed that his complaint has been received and is being examined.

In case of longer delay, the customer is informed immediately and before the expiration of 5 working days of his initial information.

Please fill in any comments or complaints you want us to know below.

Sincerely, From the Management.