

Information for Consumers

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
Email: adr@coi.cz
Web: <https://adr.coi.cz/en>

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 <https://adr.coi.cz/en>

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.