

**OBAVIJEST O NAČINU PODNOŠENJA  
PRIGOVORA POTROŠAČA**

Temeljem čl. 10, st.10, i čl.32, st. 6 Zakona o ugostiteljskoj djelatnosti (85/15), a u vezi sa čl. 10, st.3 Zakona o zaštiti potrošača (NN 79/07,125/07, 79/09 i 89/09,133/09, 78/12, 56/13 i 41/14,110/15) obavještavamo potrošače da pritužbe ili prigovor na kvalitetu naših proizvoda ili usluga **moгу obaviti u objektu ili dostaviti poštom u pismenom obliku na:**

NAZIV (tvrtke, obrta, ime i prezime iznajmljivača)	
Adresa, poštanski broj i mjesto/grad	
E-mail	
Telefaks	

Uz prigovor molimo, dostavite i ime i prezime i adresu, kako bismo vam bez odgađanja pisanim putem potvrdili njegov primitak te u roku od 15 dana mogli uputiti pismeni odgovor na vašu pritužbu, te tako utjecati na poboljšanje kvalitete i vaše zadovoljstvo.

Gost (ime i prezime)	
Adresa za dostavu odgovora	

## NOTICE ON SUBMITTING CONSUMER COMPLAINTS

Pursuant to Article 10, Paragraph 10, and Article 32, Paragraph 6, Law on Tourism and Catering Business (85/15), and Article. 10, Paragraph 3. Law on Consumer Protection (Official Gazette No. 79/07,125/07,79/09 i 89/09,133/09, 78/12, 56/13 i 41/14,110/15), we inform our clients that complaint regarding the quality of our service can be submitted in writing, **immediately in the facility or via mail to:**

NAME (company, trade, owner)	
Address, postal code, city	
E-mail	
Fax	

In order to improve our quality and your satisfaction, with a complaint, provide us with your name and address, so we can promptly acknowledge receipt of complaint and send you a written response within 15 days.

Guest (full name)	
Address for submitting the response	