



Dear costumers,

According to the 10th article of Law on Consumer Protection (NN 41/14, 110/15, 14/19) and Act on Provision of Tourist Services (NN 130/17, 25/19, 98/19), we inform you that complaint with which you express your dissatisfaction about provided service can be submitted in written form to the office manager. The receipt of the complaint will be confirmed in writing form without postponement. The complaint can also be submitted by the post service on the address:

Croatia Holidays d.o.o., Liechtensteinov put 3, 20000 Dubrovnik

or

by following e-mail address: info@ch.hr

Reply to your written complaint will be given in written latest 15 days form the complaint receipt.

Cijenjeni potrošači,

Sukladno čl. 10. Zakona o zaštiti potrošača (NN 41/14, 110/15, 14/19) i Zakona o pružanju usluga u turizmu (NN 130/17, 25/19, 98/19), obavještavamo Vas da, ukoliko imate primjedbe na kupljene proizvode ili pruženu uslugu, Pisani prigovor možete predati voditelju prodajnog objekta te će Vam bez odgađanja primitak prigovora biti pismeno potvrđen. Prigovor također možete poslati poštom na adresu društva:

Croatia Holidays d.o.o., Liechtensteinov put 3, 20000 Dubrovnik

ili

Elektroničkom poštom na e-mail: info@ch.hr

Na Vaš prigovor odgovorit ćemo u pisanom obliku u roku od 15 dana od zaprimanja.