**Complaint handling information**

Thank you for your trust in our Company. Our employees are constantly striving to provide you with a wide range of high-quality services.

If you still have a complaint about the performance or failure of the service provided by Hotel OTP Budapest, for the settlement of which you clearly and explicitly request the procedure of Hotel OTP Budapest, you can report it as follows.

* orally:
  + - in person at the hotel (1039 Budapest, Kossuth Lajos üdülőpart 136.)
    - by phone (+36-1-250-1419)
* in writing:
  + - electronically: [budapest@otphotel.hu](mailto:budapest@otphotel.hu)
    - by post: CIL Babér Kft. 1051 Budapest, Nádor utca 16. *or* Hotel OTP Budapest 1039 Budapest, Kossuth Lajos üdülőpart 136.
    - with an entry in the book of hotel customers
    - on questionnaires posted or sent in the RESnWEB system
    - online booking platforms

Hotel OTP Budapest will examine the oral complaint immediately and, if possible, resolve it right away. If the guest does not agree with the handling of the complaint or it is not possible to investigate the complaint right away, Hotel OTP Budapest shall immediately record the complaint and provide a copy to the complainant. If the latter is not possible, the minutes shall be sent at the latest at the same time as the response to the oral complaint – no later than 30 days after the receipt of the complaint.

At the time of recording the minutes, the hotel shall record at least the following data:

* the name and address of the guest (complainant),
* place, time and method of submitting the complaint,
* a detailed description of the complaint, the documents presented by the complainant and other
* list of evidence,
* a statement by the company of its position on the complaint, if the complaint

can be investigated immediately,

* the signature of the person who drew up the minutes and, except for an oral complaint communicated by telephone or other electronic communication service, the signature of the complainant,
* place and time of recording the minutes,
* in the case of a verbal complaint communicated by phone, the unique identification number of the complaint.

Hotel OTP Budapest pays special attention to the protection of personal data. The personal data requested are solely for the purpose of identification in order to effectively investigate the complaint, and may not serve any other data collection purpose.

The personal data of the guest lodging the complaint will be processed in accordance with the provisions of Act CXII of 2011 on Informational Self-Determination and Freedom of Information and Regulation (EU) 2016/679 repealing Directive 95/46/EC.

The written complaint shall be fully answered by Hotel OTP Budapest in writing within 30 days. The hotel justifies its position rejecting the complaint.

Investigation of the complaint is free of charge. The complaint will be investigated taking into account all relevant circumstances.

No employee of the hotel who participated in the act, omission or decision complained of shall be involved in the investigation of the complaint or the decision-making process.

Hotel OTP Budapest will forward its substantive decision in the complaint case to the complainant in writing, providing an accurate, understandable and clear justification.

Hotel OTP Budapest records the complaints received in accordance with uniform principles and presents them to the supervisory authorities at their request.

The company may refrain from investigating a complaint with the same content as the previous complaint that was answered in substance, a repeated complaint from the same complainant that does not contain new information, or a consumer complaint from an unidentified person.

If the complaint handling activity of Hotel OTP Budapest has not been carried out to the satisfaction of the complainant, or if the complaint has been rejected, or if the 30-day statutory response period prescribed for the investigation of the complaint has failed, the guest may use the following enforcement options.

The Consumer may file a complaint with the consumer protection authority. Pursuant to Government Decree 387/2016 (XII. 2.) on the designation of the consumer protection authority, the Government Office of the Capital City of Budapest and the County Government Office (hereinafter referred to as the Government Office) and the Government Office of Pest County with national jurisdiction shall act in administrative matters. The contact details of the government offices can be found on the website <https://kormanyhivatalok.hu/>.

In the event of a complaint by the Consumer, it is possible to contact the conciliation body, the contact details of which bodies can be found in Annex 1 to this information, while information on the procedure of the body and further useful information can be found on the website <http://bekeltetes.hu>.

In addition, the consumer has the opportunity to go to court, for example, if the conciliation did not produce a satisfactory result for him.

**NATIONAL LIST OF CONCILIATION BODIES**

**From January 1, 2024, the county organizations were abolished, and the conciliation bodies were transformed into regional organizations. The jurisdiction of the conciliation bodies is outlined in Annex 2 of Act CLV of 1997 on Consumer Protection.**

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| **Baranya County Conciliation Body** | **Borsod-Abaúj-Zemplén County Conciliation Body** |
| Address: H-7625 Pécs, Majorossy Imre u. 36.,  Phone: +36 72 507 154  +36 20 283 3422  E-mail: [info@baranyabekeltetes.hu](mailto:info@baranyabekeltetes.hu)  Web: [www.baranyabekeltetes.hu](http://www.baranyabekeltetes.hu)  Jurisdictional area: Baranya County  Somogy County  Tolna County | Address: H-3525 Miskolc, Szentpáli u. 1.  Phone: +36 46 501 091 (new cases)  +36 46 501 871 (ongoing cases)  E-mail: [bekeltetes@bokik.hu](mailto:bekeltetes@bokik.hu)  Web: [www.bekeltetes.borsodmegye.hu](http://www.bekeltetes.borsodmegye.hu)  Jurisdictional area: Borsod-Abaúj-Zemplén County  Heves County  Nógrád County |
|  |  |
| **Budapest Conciliation Body** | **Pest County Conciliation Body** |
| Address: H-1016 Budapest, Krisztina krt. 99.  Phone: +36 1 488 2131  E-mail: [bekelteto.testult@bkik.hu](mailto:bekelteto.testult@bkik.hu)  Web: bekeltet.bkik.hu  Jurisdictional area: Budapest | Address: H-1119 Budapest, Balassi Bálint utca 25. IV/2.  Phone: (1)-792-7881  E-mail: [pmbekelteto@pmkik.hu](mailto:pmbekelteto@pmkik.hu)  Web: [www.panaszrendezes.hu](http://www.panaszrendezes.hu)  Jurisdictional area: Pest County |
|  |  |
| **Csongrád-Csanád County Conciliation Body** | **Fejér County Conciliation Body** |
| Address: H-6721 Szeged, Párizsi krt. 8-12.  Phone: + 36 62 554 250  + 36 62 554 118  E-mail: [bekelteto.testulet@csmkik.hu](mailto:bekelteto.testulet@csmkik.hu)  Web: www.bekeltetes-csongrad.hu  Jurisdictional area: Békés County  Bács-Kiskun County  Csongrád-Csanád County | Address: H-8000 Székesfehérvár, Hosszúsétatér 4-6.  Phone: + 36 22 510 310  E-mail: [bekeltetes@fmkik.hu](mailto:bekeltetes@fmkik.hu)  Web: www.bekeltetesfejer.hu  Jurisdictional area: Fejér County  Komárom-Esztergom County  Veszprém County |
|  |  |
| **Győr-Moson-Sopron County Conciliation Body** | **Hajdú-Bihar Conciliation Body** |
| Address: H-9021 Győr, Szent István út 10/a.  Phone: + 36 96 520 217  E-mail: [bekeltetotestulet@gymskik.hu](mailto:bekeltetotestulet@gymskik.hu)  Web: www.bekeltetesgyor.hu  Jurisdictional area: Győr-Moson-Sopron County  Vas County  Zala County | Address: H-4025 Debrecen, Petőfi tér 10.  Administration H-4025 Debrecen, Vörösmarty u. 13-15.  Phone: + 36 52 500 710  + 36 52 500 745  E-mail: [bekelteto@hbkik.hu](mailto:bekelteto@hbkik.hu) ; [info@hbkik.hu](mailto:info@hbkik.hu)  Web: [www.hbmbekeltetes.hu](http://www.hbmbekeltetes.hu)  Jurisdictional area: Jász-Nagykun-Szolnok County  Hajdú-Bihar County  Szabolcs-Szatmár-Bereg County |