



## NOTIFICATION ON SUBMITTING THE GUESTS COMPLAINTS

In accordance with the Article 10.1.10. of the Act on Hospitality and Catering Activities (Official Gazette no. 85/15, 121/16, 99/18, 25/19, 98/19, 32/20, 42/20, 126/21, 152/24), and Article 6.1.3. of Provision of Tourism Services (Official Gazette no. 130/17, 25/19, 98/19, 42/20, 70/21), and Article 10. of Consumer Protection Act (Official Gazette no. 19/22, 59/23), we inform our guests that complaints may be submitted:

- in written form at the location;
- via post to: Zagrebački holding d.o.o., Podružnica Vladimir Nazor, 10000 Zagreb, Maksimirska 51a;
- on fax number: +385 (0) 1 6429-640 or
- by e-mail address: [nazor@zgh.hr](mailto:nazor@zgh.hr)

In any case, the guest will receive a confirmation that the complaint has been received.

We will provide a written response to the guest's written complaint within 15 days of receipt of the complaint, clearly stating whether we accept the grounds for the complaint.

Please provide required information in the complaint:

- name and surname of the person filing the complaint and
- answer delivery contact.

Subsidiary manager  
Irena Benko

ZAGREBAČKI HOLDING d.o.o.  
Podružnica VLADIMIR NAZOR  
ZAGREB, Maksimirska 51





## OBAVIJEST O NAČINU PODNOŠENJA PRIGOVORA GOSTA

Sukladno čl. 10. st. 1. t. 10. Zakona o ugostiteljskoj djelatnosti (NN 85/15, 121/16, 99/18, 25/19, 98/19, 32/20, 42/20, 126/21, 152/24), čl. 6. st. 1. t. 3. Zakona o pružanju usluga u turizmu (NN 130/17, 25/19, 98/19, 42/20, 70/21) i čl. 10. Zakona o zaštiti potrošača (NN 19/22, 59/23), obavještavamo goste da prigovor kojim iznose svoje nezadovoljstvo na pruženu uslugu mogu podnijeti u pisanom obliku i to u ovim poslovnim prostorijama/ugostiteljskom objektu te putem:

- pošte na adresu: Zagrebački holding d.o.o., Podružnica Vladimir Nazor, 10000 Zagreb, Maksimirska 51a ili
- telefaksa na broj: 01 6429 640 ili
- elektroničke pošte na adresu: [nazor@zgh.hr](mailto:nazor@zgh.hr)

Gostu će u svakom slučaju biti potvrđen primitak prigovora.

Odgovor na pisani prigovor gosta dat ćemo u pisanom obliku u roku od 15 dana od dana zaprimanja prigovora, jasno se izražavajući prihvaćamo li osnovanost prigovora.

Molimo da u prigovoru obavezno navedete svoje podatke:

- ime i prezime te
- kontakt podatke za dostavu odgovora na prigovor.

Voditelj podružnice  
Irena Benko

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ZAGREB, Maksimirska 51  
2

