

# Complaints procedure for service customers

## **Dovolená za benefity**

Last updated on: 16.02.2026

### **1. Introductory provisions**

- 1.1. The Complaints Procedure sets out the principles and methods for submitting complaints and claims by customers of the service. **Dovolená za benefity** to the company CatchHotels.com sro, Company ID: 178 70 771, with its registered office at Na Poříčí 1041/12, Nové Město, 11000 Prague 1, entered in the Commercial Register kept by the Municipal Court in Prague, under file number C 378119, as its operator (hereinafter referred to as the "**Operator**").
- 1.2. Unless otherwise stated, terms with a capital letter have the meaning set out in the General Terms and Conditions for the use of the Holiday for Benefits service by Customers (available at the website address: [dovolena-za-benefity.cz](https://dovolena-za-benefity.cz)).
- 1.3. A complaint is a request from the Customer that the Operator correct an incorrect procedure in operating the Website and/or Service, which affected the Customer and for which, according to the Customer, the Operator is responsible.
- 1.4. A complaint is understood as an expression of dissatisfaction by the Customer with the Website, the Service, the actions of an employee of the Operator's company, the complaint handling procedure, the terms and conditions, etc.
- 1.5. In the event of a complaint or claim, these are resolved in accordance with the relevant legal regulations, in particular Act No. 89/2012 Coll., the Civil Code, as amended (hereinafter referred to as the "Civil Code").
- 1.6. If the Customer is a consumer, the relevant legal regulations on consumer protection shall apply to complaints pursuant to Act No. 634/1992 Coll., on Consumer Protection, as amended, and further pursuant to the provisions of Section 1810 et seq. of the Civil Code.
- 1.7. Complaints and claims can be filed:
  - 1.7.1. by email to the address: [info@dovolena-za-benefity.cz](mailto:info@dovolena-za-benefity.cz) (in such a case, we may ask you to verify your identity, especially in cases where you do not use a certified electronic signature);
  - 1.7.2. by data message sent via data mailbox: xb9t4cj;
  - 1.7.3. by phone at +420 725 538 448 (in which case we may ask you to verify your identity and inform you that the call is being archived or monitored);
  - 1.7.4. in writing at the address of the Operator's registered office;
  - 1.7.5. in person at the address of the Operator's registered office (we recommend contacting us in advance to arrange a meeting date).

### **2. Requirements for claims and complaints**

- 2.1. The complaint or claim must contain a concise description of the subject of the complaint/claim, the Customer's identification data and data identifying the Customer Account, a contact address, or a telephone or email address for further questions, a statement by the Customer that the data provided in the complaint is complete and true, and the Customer's signature. We also recommend directly attaching available documentation documenting the course of the described fact.

- 2.2. If the complaint relates to a specific action/event, it must be filed no later than 30 days from the date it occurred.
- 2.3. The Operator is entitled to request the Customer to submit additional documents and/or provide additional information.

### **3. Handling a claim or complaint**

- 3.1. The handling of claims and complaints is governed by generally binding legal regulations.
- 3.2. Complaints and claims are processed as soon as possible. The Operator responds to received complaints within 30 days of their receipt. The time during which the Customer completes the requested information/documents is not included in the deadline.
- 3.3. If the Customer is not satisfied with the handling of the complaint, they may contact the management of the Operator. Furthermore, in the event of dissatisfaction with the result or procedure for handling the complaint or claim, Customers may contact the relevant state administration and supervisory authorities.
- 3.4. The Czech Trade Inspection Authority handles out-of-court consumer complaints in the manner and under the conditions set out in the relevant legal regulations.

### **4. Customer Notice**

- 4.1. **(Complaints and grievances related to accommodation, ...)** Complaints and grievances regarding the performance or services provided to the Customer by the accommodation provider must be submitted directly to the accommodation provider and the method of their submission and settlement is entirely determined by the accommodation provider.
- 4.2. **(Internet connection, data transfer...)** Claims and complaints regarding services related to internet connection, data transmission, data coverage, etc. must be submitted directly to the Customer's data service provider, as the provider of electronic communications services, which determines the method of their application and handling.
- 4.3. **(Payment made via Payment Gateway)** Claims and complaints related to the execution of a payment, handling of payment data and/or payment card data must be submitted directly to the payment service provider operating the Payment Gateway, which is the trading company Československá obchodní banka, as, Company ID: 00001350, registered office at Radlická 333/150, Radlice, 150 00 Prague, and which sets out the method of their application and settlement in the complaints procedure available, among others, at the website address: [Complaints about payment card transactions \(ČSOB, a.s.\)](#).

**(Implementation of benefit funds)** Claims and complaints related to the implementation of benefit funds must be made directly to the benefit program operator as your employer's contractual partner. The website mediates the drawing of benefit programs of the provider, which are the following companies:

Edenred CZ s.r.o., Company ID: 247 45 391, with its registered office in Prague 8, Pernerova 691/42, ZIP code 186 00 and which sets out the method of their application and settlement in the complaints procedure available, among others, at the website address: [Legal information | Edenred | Edenred](#) ;

Pluxee Česká republika a.s., ID: 61860476, with its registered office in Prague 5, Plzeňská 3350/18, ZIP code 150 00 and which sets out the method of their application and settlement in the complaints procedure available, among others, at the website address: [Documents for download | Pluxee | Pluxee](#) ;

Up Czech republic Ltd., ID: 62913671, with headquarters Prague 4, Green pruh 1560/99, ZIP code 140 00 and which sets out the method of their application and settlement in the complaints procedure available, among others, at the website address: [General terms and conditions | Up | Up.](#)

If you have any doubts about the method of processing by your employer's listed partners, then you should contact your employer directly (usually in accordance with your employer's internal rules for drawing the FKSP contribution). The operator has no influence on the possibility of drawing the employer's contribution by the employee and does not guarantee it to the employee in any way through its service, nor is it responsible for the possibility of drawing it.