

Payment is made in Euros. VAT is included in the price.

NOTICE OF FILING WRITTEN CUSTOMER
COMPLAINTS: Pursuant to the command of Article 10
Paragraph 10 of the Hospitality and Catering Industry Act
("Narodne novine" Official Gazette No. 85/15),
we inform our clients that complaints regarding the quality of
our services shall be submitted in writing to: 01) Reception, 02)
Our Address: Arena Hospitality Group d.d., Uprava, Smareglina

3, HR-52100 Pula, 03) E-mail: uprava@arenahospitalitygroup.
com, 04) Fax: +385 (0)52 215 263. You will receive a
response to your complaint in writing within 15 days of receipt
of the complaint. Please indicate the full guest name and address
for submitting the response.