

Troubles on Holiday - Compensation Table (T-ITQ-0911)

The ITQ Codex Table designates the price reduction that can be requested by the consumer in cases of particular irregularities.

1. Mentioned percent values are related to the total price of the travel package (fuel pay, airport tax and other charges inclusive, but without premium, i.e. car rent etc.)
2. Amount of compensation reflects the rate of irregularity and is set in accordance with objective criteria. Subjective impressions are not considered.
3. Lesser inconveniences are not grounds for reductions. Try to enjoy the pleasant holiday instead of irregularity search.
4. Once the certain irregularity is time-limited, the compensation is to be established according to the real time duration. E.g. if you could move to the promised booked sea-view room just after one half of your holiday, you have to divide the calculated compensation by two.
5. The table represents only a certain orientation guide. The resulting compensation can be higher or lower in particular events.

Provided Service	Irregularity	% from	% till	Note
I. Accommodation				
1	The difference of booked facility			
	a) in the lower category	10	25	
	b) in the same category	5	10	not applied if any compensation is provided and accepted from the consumer side
	c) in the higher category	0	5	
	d) the difference in location of the facility	5	15	according to the distance from the booked facility
2	The difference in the manner of accommodation at a booked hotel (hotel instead of bungalow)	5	10	
3	The difference in room standard			
	a) breach of the type of the room (double-room instead of family-room etc.)	10	15	if promised*
	b) barrier-free access	15	25	if promised*
4	The defects of the room			
	a) no balcony	5	5	if promised*
	b) no sea-view	10	10	if promised*
	c) no air-condition	10	20	if promised*/according to the season
	d) no TV	5	5	if promised*



Provided Service	Irregularity	% from	% till	Note
5	Services			
	a) no cleaning	10	20	if promised* (e.g. cleaning is not performed during the stay in apartments and studios)
	b) inadequate changing of linen (bedlinen, towels)	5	10	it is considered as inadequate changing of linen (bedlinen, towels): in 3* or lower category hotel - less than once per stay, in 4* or higher category hotel - less than two times per stay
6	Invasion of privacy			
	a) excessive noise from building structure in the immediate vicinity	10	20	claim does not rise if the consumer is advised in writing
	b) excessive noise in the accommodation facility on the ground of its reconstruction	10	20	claim does not rise if the consumer is advised in writing
7	Equipment failure			
	a) toilet room	15	15	
	b) power or gas supply	10	10	continuous failure longer than 3 hours
	c) water	15	15	
	d) air condition	10	15	if air-conditioning does not work by reason of power outage, only the higher compensation is paid out (it means per air-conditioning, not at the same time per power outage)
8	Service late check out - not delivered	5	5	refund per service + 5% compensation
	Service early check in - not delivered	5	5	refund per service + 5% compensation
9	Missing (promised) spa facility (thermal resort - Thalassotherapy)	20	40	according to promise in catalogue (e.g. spa holiday)
II. Boarding				
1	Content lacks			
	a) continental breakfast instead of buffet	5	5	
	b) choice from less than two warm foods	10	10	
	c) menu instead of buffet	15	15	according to promise*
	d) boarding type (halfboard instead of all inclusive)	15	15	
	e) all inclusive type (All instead of Ultra all)	10	10	
	f) uneatable/spoiled food	20	30	
III. Various				
1	No swimming pool/open air pool	10	20	if promised*
2	No swimming pool warming (according to the season)	5	10	if promised*
3	No child swimming bath	5	10	if promised*
4	No sauna	5	5	if promised*
5	No tennis court	5	5	if promised*
6	No minigolf	3	3	if promised*
7	No school of sail-flying, surfing and diving	5	5	if promised*
8	Missing opportunity to ride a horse	5	5	if promised*
9	Missing care of the children - baby-sitting	5	10	if promised*
10	No internet access	5	5	if promised*

Provided Service	Irregularity	% from	% till	Note
11	Unsatisfactory beach, e.g. construction work (natural and weather impacts exclusive). Compensation applies to changes compared to specification in catalogue.	10	15	claim does not rise if the consumer is advised in writing and is agreed
12	no possibilities to lie on the beach and missing beach umbrellas	10	10	if promised* - YES/NO - (number of seats in compliance with hotel beds is not guaranteed)
13	No refreshment and no beach stalls	5	5	if promised*
14	No nudist beach	10	10	according to promise*
15	No transport to the beach	5	10	if promised*
16	Absence of sight-seeing trips to the land (related to travel packages - cruises)	20	30	share of travel package price per each sight-seeing trip day to the land
17	Blackout time due to necessary move			
	a) at the same hotel			share of travel package price per half a day
	b) to the different hotel			share of travel package price per one day
IV. Delegate Services				
1	a) assistance at the airport (attendance) when arriving to/departing from destination	5	10	
	b) information meeting - attendance	5	5	
2	Cancellation of booked sight-seeing trip	5	5	trip price refund + 5% compensation (table compensation cannot be applied in case of cancellation by reason of inevitable accident (vis major), e.g. bad weather etc. or if the minimum number of persons is not achieved)
V. Transport				
1	Flight delay			
	a) more then 2 hours			110 CZK refreshment voucher (4-6€ in destination) issued at the airport or refreshment in accordant value
	b) more then 4 hours			110 + 110 CZK refreshment voucher (4-6€ in destination) issued at the airport or refreshment in accordant value
	c) every next 2 hours			plus 110 CZK (4-6€ in destination) per each 2 hours issued at the airport or refreshment in accordant value
	d) more then 12 hours			accommodation at the hotel in the place of departure, refund per not spent services (accommodation, boarding) + refreshment voucher
2	Lacks of equipment			
	a) lower class (club class, superior)	10	15	
3	Services			
	a) not provided boarding in the plane	5	5	
4	No transfer from the airport (station) to the hotel, from the hotel to the airport			relief vehicle costs

* indicated in catalogue, eventually announced to consumer in writing

Loss of Pleasure Compensation Table

Irregularity rate	Compensation per person and day (CZK)	Irregularity rate	Compensation per person and day (CZK)	Irregularity rate	Compensation per person and day (CZK)	Irregularity rate	Compensation per person and day (CZK)	Irregularity rate	Compensation per person and day (CZK)
50%	1 000								
51%	1 020	61%	1 220	71%	1 420	81%	1 620	91%	1 820
52%	1 040	62%	1 240	72%	1 440	82%	1 640	92%	1 840
53%	1 060	63%	1 260	73%	1 460	83%	1 660	93%	1 860
54%	1 080	64%	1 280	74%	1 480	84%	1 680	94%	1 880
55%	1 100	65%	1 300	75%	1 500	85%	1 700	95%	1 900
56%	1 120	66%	1 320	76%	1 520	86%	1 720	96%	1 920
57%	1 140	67%	1 340	77%	1 540	87%	1 740	97%	1 940
58%	1 160	68%	1 360	78%	1 560	88%	1 760	98%	1 960
59%	1 180	69%	1 380	79%	1 580	89%	1 780	99%	1 980
60%	1 200	70%	1 400	80%	1 600	90%	1 800	100%	2 000

