

NOTICE ON FILING CUSTOMERS' COMPLAINTS

According to Article 6. Paragraph 1. on the Law of Provision of Tourism Services and Pursuant to Article 10. Paragraph 3. of the Law on Consumer Protection (Official Gazette No. 41/14, 110/15, 14/19) we inform our clients that complaints regarding the quality of our services can be submitted in Complaints Book at the counter or in written form to our address:

SIGMA POSLOVODSTVO D.O.O.

Sv. Antona 15

52466 Novigrad

Through e-mail: nautica@marina21.com

You can also submit your complaint personally in our offices.

We will confirm receipt of your complaint in writing without delay.

You will receive a response to your complaint in writing within 15 days of receipt of the complaint. Required information: name and surname of the person filing complaint, the exact address for submission of responses.