

## NOTICE ON SUBMITTING WRITTEN CONSUMER COMPLAINTS

In accordance with Art. 6 item 3 of the Law on Provision of Services in Tourism ("Narodne novine" 130/17) we inform customers that a complaint which express their dissatisfaction with respect to the purchased product or service provided may be submitted in writing and in the business premises and they will receive confirmation of this objection without any delay.

An objection can also be:

- filed by post to the following address      GULLIVER TRAVEL d.o.o.  
Obala pape Ivana Pavla II 1  
20000 Dubrovnik
- at this e-mail address                              info@gulliver-dmc.hr

The response to the written complaint of the consumer will be given in writing no later than 15 days from the date of receipt of the complaint, so please leave us your contact address for delivery of the response.