

## International Travel Quality Standard (ITQ)

### Troubles on Holiday - Compensation Table (T-ITQ-1505-EN)

The ITQ Standard 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	Compensation from - up to	Note
<b>I. Accommodation</b>			
<b>1</b>	The difference of booked facility		
	a) in the lower category	10 - 25 %	not applied if any other compensation is provided and accepted from the consumer side
	b) in the same category	5 - 10 %	not applied if any other compensation is provided and accepted from the consumer side
	c) in the higher category	0 - 5 %	not applied if any other compensation is provided and accepted from the consumer side
	d) the difference in location of the facility	5 - 15 %	according to the distance from the booked facility
<b>2</b>	The difference in the manner of accommodation at a booked hotel		
	hotel instead of bungalow	5 - 10 %	
<b>3</b>	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*
<b>4</b>	The defects of the room		
	a) no balcony	5 %	if promised*
	b) no sea-view	5 - 10 %	if promised*
	c) no air-condition	10 - 20 %	if promised*/according to the season
	d) no TV	5 %	if promised*



Provided Service	Irregularity	Compensation from - up to	Note
<b>5</b>	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
<b>6</b>	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 under reconstruction	10 - 20 %	claim does not rise if the consumer is advised in writing
<b>7</b>	Equipment failure		
	a) toilet room	15 %	
	b) power or gas supply	10 %	continuous failure longer than 3 hours
	c) water	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)
<b>8</b>	Service late check out - not delivered	5 %	+ refund per service
	Service early check in - not delivered	5 %	+ refund per service
<b>9</b>	Missing (promised) spa facility (thermal resort - Thalassotherapy)	20 - 40 %	according to promise in catalogue (e.g. spa holiday)
<b>II. Boarding</b>			
<b>1</b>	Content lacks		
	a) continental breakfast instead of buffet	5 %	
	b) choice from less than two warm foods	10 %	according to promise*
	c) menu instead of buffet	15 %	according to promise*
	d) boarding type (halfboard instead of all inclusive)	15 %	
	e) all inclusive type (All instead of Ultra all)	5 - 10 %	according to the actual range and quality of services
	f) uneatable/spoiled food	20 - 30 %	
<b>III. Various</b>			
<b>1</b>	No swimming pool/open air pool	10 - 20 %	if promised*
<b>2</b>	No swimming pool warming (according to the season)	5 - 10 %	if promised*
<b>3</b>	No child swimming bath	5 - 10 %	if promised*
<b>4</b>	No sauna	5 %	if promised*
<b>5</b>	No tennis court	5 %	if promised*
<b>6</b>	No minigolf	3 %	if promised*
<b>7</b>	No school of sail-flying, surfing and diving	5 %	if promised*
<b>8</b>	Missing opportunity to ride a horse	5 %	if promised*
<b>9</b>	Missing care of the children - baby-sitting	5 - 10 %	if promised*
<b>10</b>	No internet access	5 %	if promised*



Provided Service	Irregularity	Compensation from - up to	Note
<b>11</b>	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
<b>12</b>	no possibilities to lie on the beach and missing beach umbrellas	10 %	if promised* - YES/NO - (number of seats in compliance with hotel beds is not guaranteed)
<b>13</b>	No refreshment and no beach stalls	5 %	if promised*
<b>14</b>	No nudist beach	10 %	according to promise*
<b>15</b>	No transport to the beach	5 - 10 %	if promised*
<b>16</b>	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
<b>17</b>	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
<b>IV. Delegate Services / Tour operator's Representative</b>			
<b>1</b>	a) assistance at the airport (attendance) when arriving to/departing from destination	5 - 10 %	according to promise*
	b) information meeting - attendance	5 %	with an exclusion of unpredictable event
<b>2</b>	Cancellation of booked sight-seeing trip	5 %	+ trip price refund ( compensation in % 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)
<b>V. Transport</b>			
<b>1</b>	Lacks of equipment		
	lower class (club class, superior)	10 - 15 %	
<b>2</b>	Services		
	not provided boarding in the plane	5 %	according to promise*
<b>3</b>	No transfer from the airport (station) to the hotel, from the hotel to the airport	relief vehicle costs	
<b>4</b>	Flight delay		in case of a flight delay of 2 hours or more, customers will be offered the appropriate air carrier compensation in the range of reasonable waiting time, according to the Regulation (EC) No 261/2004 of the European Parliament and of the Council (meals and refreshments, hotel accommodation or transport between the airport and the place of accommodation)

\* indicated in catalogue, eventually announced to consumer in writing



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### Affected Holiday Compensation Table

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

