

## **DISPUTE RESOLUTION POLICY**

Jet Travel Kft. (hereinafter: "Jet Travel") shall accept, register and investigate all complaints related to its service. Jet Travel shall register, fully investigate and reply to all complaints according to their nature.

### **1. HOW TO FILE A COMPLAINT**

Jet Travel shall ensure that clients be able to submit their complaints verbally or in writing as per the below.

#### **Verbal complaint**

a) in person at Jet Travel's registered office during working hours:

Registered office: H-1113 Budapest, Bocskai út 77-79. Building B 3<sup>rd</sup> floor

Working hours: Monday-Friday 9 am – 5.30 pm

b) over the telephone at Jet Travel's central number: +36 1 209 2110

#### **Written complaint**

a) in person or through a document delivered by someone else at Jet Travel's registered office during working hours:

Registered office: H-1113 Budapest, Bocskai út 77-79. Building B 3<sup>rd</sup> floor

Working hours: Monday-Friday 9 am – 5.30 pm

b) by post (to Jet Travel's registered office)

c) via fax (+36 1 209 2111)

d) via email ([jettravel@jettravel.hu](mailto:jettravel@jettravel.hu))

### **2. INVESTIGATION OF COMPLAINTS**

Jet Travel shall investigate verbal complaints without delay and remedy them as necessary.

If the client does not agree with the settlement of the complaint or if the immediate investigation of the complaint is not possible, Jet Travel shall draw up minutes about the complaint and its position related to the same without delay and shall

a) hand over a copy of the minutes to the client on the spot in case of verbal complaints,

b) deliver the copy of the minutes to the client when it sends its substantial reply at the latest in case of complaints filed verbally or through other electronic telecommunications service.

All complaints shall be investigated by taking into consideration all relevant circumstances.

Jet Travel hereby informs the clients that it will greatly facilitate the investigation of complaints if the client can support his/her complaint with photos and documents (record taken on the spot by the tour guide or, in the absence thereof, a service provider).

In the complaint, the client may request a specific form in which he or she expects a reply to his or her query.

Jet Travel's colleagues shall investigate complaints and remedy them as necessary.

Minutes shall be drawn up about all incoming complaints, which shall include at least the following details and statements:

a) client's name

b) client's address, registered office

c) date, place and method of complaint filing

- d) detailed description of the client's complaint
- e) list of documents, instruments and evidence presented by the client
- f) Jet Travel's statement about its position related to the client's complaint, in case the complaint can be investigated immediately
- g) name of the person drawing up the minutes
- h) signature of the person drawing up the minutes and, except for verbal complaints filed over the telephone or through other electronic telecommunications service, signature of the client
- i) place and date of minutes
- j) serial number of minutes

Jet Travel shall deliver a substantial reply to incoming complaints within 30 days, in which Jet Travel may affirm the complaint partially or in full and act in order to remedy the same, or may reject the complaint upon adequate reasoning.

In the event the query does not contain sufficient information for the substantial investigation of the complaint, Jet Travel shall contact the complaining party in order to complete all missing information.

### **3. MANDATORY INFORMATION RELATED TO DISPUTE RESOLUTION AND LEGAL REMEDIES**

In the event the client does not agree with the reply received to the complaint, or wishes to submit additional information or documentation, the client may request Jet Travel to revise its decision on the complaint through any of the contact details set out in clause 1. In such case, Jet Travel shall investigate the complaint again and treat the query as a new complaint.

In case of the breach of consumer protection regulations, if the above dispute resolution procedure failed and other legal conditions are met, the client may contact the competent consumer protection authority. The government offices shall act as consumer protection authorities, the contact details of which are available at the following link:  
<https://kormanyhivatalok.hu>.

In case of a consumer dispute, the client may contact the conciliation board competent according to the client's permanent or temporary address as listed below.

#### **Baranya County Conciliation Board**

Registered office and postal address: 7625 Pécs, Majorossy Imre u. 36.

Telephone: +36 72 507 154, +36 20 283 3422

Email: [info@baranyabekeltetes.hu](mailto:info@baranyabekeltetes.hu) or [kerelem@baranyabekeltetes.hu](mailto:kerelem@baranyabekeltetes.hu)

Website: [www.baranyabekeltetes.hu](http://www.baranyabekeltetes.hu)

Office portal ID: 667360112

Short name: PBKIKBT

#### **Borsod-Abaúj-Zemplén County Conciliation Board**

Registered office: 3525 Miskolc, Szentpáli u. 1.

Postal address: 3501 Miskolc, Pf. 376.

Telephone: +36 46 501 090

Email: [bekeltetes@bokik.hu](mailto:bekeltetes@bokik.hu)

Website: [www.bekeltetes.borsodmegye.hu](http://www.bekeltetes.borsodmegye.hu)

Office portal ID: 466467335  
Short name: BOKIKBT

### **Budapest Conciliation Board**

Registered office: 1016 Budapest, Krisztina krt. 99.  
Postal address: 1253 Budapest, Pf. 10.  
Telephone: +36 1 488 2131  
E-mail: [bekelteto.testulet@bkik.hu](mailto:bekelteto.testulet@bkik.hu)  
Website: [www.bekeltet.bkik.hu](http://www.bekeltet.bkik.hu)  
Office portal ID: 469532362  
Short name: BBT

### **Csongrád-Csanád County Conciliation Board**

Registered office and postal address: 6721 Szeged, Párizsi krt. 8-12.  
Telephone: +36 62 554 250 / extension 118  
Email: [bekelteto.testulet@cskik.hu](mailto:bekelteto.testulet@cskik.hu)  
Website: [www.bekeltetes-csongrad.hu](http://www.bekeltetes-csongrad.hu)  
Office portal ID: 162127371  
Short name: CSMKIKBT

### **Fejér County Conciliation Board**

Registered office and postal address: 8000 Székesfehérvár, Hosszúséta tér 4-6.  
Telephone: +36 22 510 310  
Email: [bekeltetes@fmkik.hu](mailto:bekeltetes@fmkik.hu)  
Website: [www.bekeltetesfejer.hu](http://www.bekeltetesfejer.hu)  
Office portal ID: 352258915  
Short name: FMBT

### **Győr-Moson-Sopron County Conciliation Board**

Registered office and postal address: 9021 Győr, Szent István út 10/a.  
Telephone: +36 96 520 217  
Email: [bekelteto.testulet@gymkik.hu](mailto:bekelteto.testulet@gymkik.hu)  
Website: [www.bekeltetesgyor.hu/hu](http://www.bekeltetesgyor.hu/hu)  
Office portal ID: 363053930  
Short name: GYMSMKIKBT

### **Hajdú-Bihar County Conciliation Board**

Registered office: 4025 Debrecen, Petőfi tér 10.  
Place of administration and postal address: 4025 Debrecen, Vörösmarty u. 13-15.  
Telephone: +36 52 500 710, +36 52 500 745  
Fax: +36 52 500 720  
Email: [bekelteto@hbikik.hu](mailto:bekelteto@hbikik.hu)  
Website: [www.hmbekeltetes.hu](http://www.hmbekeltetes.hu)  
Office portal ID: 457289758  
Short name: HBKIKBT

### **Pest County Conciliation Board**

Registered office: 1055 Budapest, Balassi Bálint utca 25. IV/2.  
Postal address: 1364 Budapest, Pf. 81  
Telephone: +36 1 792 7881  
Fax: +36 1 792 7881  
Email: [pmbekelteto@pmkik.hu](mailto:pmbekelteto@pmkik.hu)  
Website: [www.panaszrendezes.hu](http://www.panaszrendezes.hu) or [www.pestmegyeibekelteto.hu](http://www.pestmegyeibekelteto.hu)

Office portal ID: 560351920

Short name: PMKIKBEKEL