

Problems you may encounter during your vacation

WHEN YOU BOOK YOUR ACCOMMODATION AND MEALS THROUGH AN AGENCY



It is **mandatory** to conclude the contract in writing. The contract may be presented in the catalog, flyer or other document, if the tourist is informed about this before signing.

WHEN YOU BOOK THE ACCOMMODATION AND MEALS INDIVIDUALLY (ONLINE)



PROBLEM:
I didn't receive any written confirmation.

ACTION:
the trip was not booked

SOLUTION:
repayment of paid amounts

PROBLEM:
A service price increase, 20 days before the stay, or a total price increase with up to 10%

ACTION:
contract termination

SOLUTION:
immediate repayment of all paid amounts

ACTION:
acceptance of changes / proposal of another travel package

SOLUTION:
- repayment of paid amounts
- acceptance of a new similar package for the same price
- acceptance of a lower package travel + price difference

PROBLEM:
Modification or cancellation, by the agency

ACTION:
request of contract termination

SOLUTION:
- alternatives in order to continue the stay, without price increase
- repayment of the difference between the paid services and the provided ones
- compensation for non-provided services

PROBLEM:
Failure or inability to assure the stay after the starting of the journey

ACTION:
- contacting the agency for assistance
- notification of the found deficiencies to both the hotel and the agency

ACTION:
- written notification addressed to the hotel and the travel agency
- proofs regarding the deficiencies (photos)

PROBLEM:
deficiencies spotted at the scene

SOLUTION:
compensation for the damage caused and proved

PROBLEM:
The accommodation does not correspond to the presented one

SOLUTION:
reducing the value of the stay, compensation of the paid amount, as the case

ACTION:
- written refusal of the accommodation
- complaint and request of refunding the paid amount
- photographing the room, for proof

PROBLEM:
Impossibility providing the accommodation because of overbooking or an error

ACTION:
written complaint to prove the arrival at the hotel

SOLUTION:
- accommodation at another hotel, with the same conditions
- accommodation at another hotel + price difference
- refunding the equivalent stay

PROBLEM:
Included / paid facilities are not given

SOLUTION:
- refunding the equivalent stay or services + compensation
- total price reduction for unprovided services + compensation

ACTION:
written denial of the booking

ACTION:
- information on the arrival time;
- contacting the facility's administration for allowing access
- complaint, in case of refusal

PROBLEM:
Refusal of the access in the booked room, due to not showing up at a certain time

SOLUTION:
refund of a one night price: if the access was announced, accepted, but not permitted

ACTION:
- registration of the complaint to the hotel and even to the merchant, in order to settle it
- following the chargeback procedure

PROBLEM:
Processing the stay's whole price payment, even when the booking was cancelled in time

SOLUTION:
repayment of the amount

PROBLEM:
Food services do not match the request type

ACTION:
- registration of the complaint at the hotel
- photography of given food dishes, as for comparison

SOLUTION:
accordingly price reduction

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