



## NOTICE ON THE MANNER OF FILING WRITTEN COMPLAINTS OF GUESTS

In accordance with the provisions of article 6 par. 3 of the Law on the provision of services in the tourism industry /Zakon o pružanju usluga u turizmu/ (“Official Gazette” number: 130/17) we would like to inform the guests of the marina that a written objection to the quality of our services can be delivered in writing in the business premises, where the receipt of the complaint will be confirmed in writing , or via the following addresses:

The front desk of the marina Personally

Address Sv. Katarina, Ul. Vallelunga, 52100, Pula

E-mail: [polesana@marina21.com](mailto:polesana@marina21.com)

Along with the written complaint, please provide your first name, last name and address, so that we can submit a written response to your complaint, and thus affect the improvement of the quality of our services. The answer to your complaint will be delivered to you in writing no later than 15 days from the date of receipt of the complaint.