

International Travel Quality Standard (ITQ)

Troubles on Holiday - Compensation Table (T-ITQ-1706)

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
I. Accommodation			
1	The difference in booked facility		
	a) lower category	10 - 25 %	not applied if any other compensation is provided and accepted from the consumer side
	b) same category	5 - 10 %	not applied if any other compensation is provided and accepted from the consumer side
	c) higher category	0 - 5 %	not applied if any other compensation is provided and accepted from the consumer side
	d) different location	5 - 15 %	according to the distance from the booked facility
2	The difference in the type of accommodation at a booked hotel		
	a) hotel instead of bungalow b) bungalow instead of hotel	5 - 10 % 0 - 5 %	
3	The difference in room standard		
	a) different type of the room (double-room instead of family-room etc.)	10 - 15 %	if promised*
	b) no barrier-free access c) lower category	15 - 25 % 5 - 15 %	if promised* not applied if any other compensation is provided and accepted from the consumer side
4	The defects of the room		
	a) no balcony b) no sea-view c) no air-condition d) no TV	5 % 5 - 10 % 10 - 20 % 5 %	if promised* if promised* if promised*/according to the season if promised*



Provided service	Irregularity	Compensation from - up to	Note
5	Services		
	a) no cleaning	10 - 20 %	according to promise* (e.g. cleaning is not performed during the stay in apartments and studios)
	b) inadequate changing of linen (bedlinen, towels)	5 - 10 %	adequate changing of linen (bedlinen, towels) is: at least once per week in 3* or lower category hotel, at least two times per week in 4* or higher category hotel
6	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
7	Equipment failure		
	a) toilet room	5 - 15 %	depending on the failure duration, however min. 3 hours
	b) power or gas supply	5 - 15 %	depending on the failure duration, however min. 3 hours
	c) water	5 - 15 %	depending on the failure duration, however min. 3 hours
	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)
8	No late check-out service	5 %	+ refund per service
	No early check-in service	5 %	+ refund per service
9	Missing (promised) spa facility (thermal resort - Thalassotherapy)	20 - 40 %	according to promise in catalogue (e.g. spa holiday)
II. Boarding			
1	Content lacks		
	a) continental breakfast instead of buffet	5 %	
	b) choice from less than two warm meals	10 %	according to promise*
	c) menu instead of buffet	15 %	according to promise*
	d) different boarding type (halfboard instead of all inclusive)	15 %	
	e) different 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 %	
III. Various			
1	No or dirty swimming pool/open air pool	10 - 20 %	if promised*
2	No swimming pool warming (according to the season)	5 - 10 %	if promised*
3	No or dirty child swimming bath	5 - 10 %	if promised*
4	No or dirty sauna	5 %	if promised*
5	No aquapark	5 - 10 %	if promised*
6	No or dirty wellness	5 - 10 %	if promised*
7	No or technically insufficient fitness	5 %	if promised*
8	No tennis court	5 %	if promised*
9	No minigolf	3 %	if promised*
10	No school of sail-flying, surfing and diving	5 %	if promised*



Provided service	Irregularity	Compensation from - up to	Note
11	No opportunity to ride a horse	5 %	if promised*
12	No baby-sitting service	5 - 10 %	if promised*
13	No animation program	5 - 10 %	if promised*
14	No internet access	5 %	if promised*
15	Insufficient number of hotel boarding facilities	5 - 10 %	according to promise*
16	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
17	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)
18	No refreshment and no beach stalls	5 %	if promised*
19	No nudist beach	10 %	if promised*
20	No transport to the beach/skibus	5 - 10 %	if promised*
21	Closed or out-of-service ski lift	5 - 20 %	if promised*
22	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
23	Damaged room equipment (technical and/or hygienical)	5 - 20 %	with regard to the general standards of the location/country
24	No or out-of-service lift	5 - 15 %	if promised* and depending on the failure duration and the floor
25	Blackout time due to necessary move		
	a) at the same hotel	3 - 5 %	depending on the time loss and distance from the original facility
	b) to the different hotel	5 - 15 %	depending on the time loss and distance from the original facility
IV. Delegate Services / Tour operator's Representative			
1	Assistance at the airport (attendance) when arriving to/departing from destination	5 %	if promised*
2	information meeting - attendance	5 %	with an exclusion of unpredictable event
3	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)
V. Transport			
1	Lower class transport	10 - 15 %	according to promise*
2	Change of booked transport to the lower category	5 - 20 %	according to promise*
3	No boarding in the plane	5 %	if promised*
4	No transfer from the airport (station) to the hotel, from the hotel to the airport		relief vehicle costs
5	Flight delay		According to the Regulation (EC) No 261/2004 of the European Parliament and of the Council, when the delay exceeds 2 hours, the aircraft carrier will provide the respective compensation.

* 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

