

Complaint Form

Please be informed that we can only take further legal action if you have lodged your complaint with the establishment in question without achieving a satisfactory solution. When forwarding the form a specific fee must be paid, amounting to DDK. 150,-.

1. Name of plaintiff: Telephone home: Telephone work:

Address: Postcode: City:

2. The complaint concerns the following type of business:

Restaurant Hotel Hostel Theme park Other type: _____

3. Name of defendant establishment: Telephone:

Address: Postal code: City:

4. Which type of service did you book? (For instance function, accommodation, visit to theme park).
And what was agreed? (Please enclose confirmation if any)

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5. Information given at the time of booking (please enclose brochure, offer or similar material)

6. Date of booking:

Date of arrival/ function:

Start/end of stay:

7. Which price was agreed?
(Please enclose confirmation or price-offer)

What did you pay?

_____ ex. Vat. _____ incl. Vat.

_____ incl. Vat.

8. Do you have a receipt, bill or similar?

No, not received

No, lost

Yes (please enclose copy)

9. The nature of your complaint – please specify:

10. When did you file your complaint with the defendant?

How?

In writing (if you have copies of the correspondence, please enclose)

Orally

11. Did you receive a reply? (If yes, please enclose a copy)

When did you receive a reply?

12. What are your claims?

Refund of payment, wholly or partly Compensation Others, please specify

13. Have your claims already been satisfied (how?)

14. Did the defendant submit the claim for collection?

Yes (please enclose a copy) No

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15. Further information (please enclose copies of all relevant materials)

I hereby confirm that the information given is correct and truthful.

Place: _____ Date: _____

Signature: _____
