



Notice on How to File a Complaint

In accordance with Article 6 of the Tourism Services Act and Article 10, paragraph 3 of the Consumer Protection Act, we inform service users that they can submit a written complaint regarding the quality of the contracted services:

Via mail to the address: Zagrebačka 104, 10 000 Zagreb

Via email to the address: info@mountainsgroup.hr

We will provide you with an acknowledgment of receipt of your complaint without delay, in writing. We will respond to the complaint in writing no later than 15 days from the date of receipt of the complaint.