

Complaint Form

Send your complaint by e-mail to info@gymroom.cz. You can fill in the form directly in the PDF or print it. You may also complain without the form – an e-mail with the same details is enough.

Translation for information only. The Czech version of this form is the original.

RECIPIENT

GymRoom CZ s.r.o., Kurzova 2222/16, Stodůlky, 155 00 Praha 5, Company ID (IČO) 21136947, info@gymroom.cz. GymRoom accepts complaints on its own behalf and on behalf of the branch operators. Who handles the complaint is set out in the complaints procedure of the branch at gymroom.cz.

CUSTOMER

Full name

E-mail

Phone

WHAT THE COMPLAINT IS ABOUT

The complaint concerns

☐ a reservation at a branch

☐ credits or a voucher

☐ a training session or class

☐ the user account

☐ other

Branch (e.g. GymRoom Smíchov)

Reservation or order number

Date and time of reservation or purchase

When you discovered the defect

Description of the defect (what happened)

Requested resolution

☐ remedy of the defect

☐ alternative date

☐ reasonable discount

☐ refund

☐ other (specify in description)

Date

Signature (only if sent on paper)

WHAT HAPPENS NEXT

1. Attach photos or other evidence to the e-mail.
2. We will always confirm receipt of your complaint by e-mail: when you made it, what it concerns and which resolution you request. If you do not receive the confirmation within 2 working days, your complaint has probably not reached us – please send it again or call +420 732 425 971.
3. We will handle the complaint within 30 days of its submission at the latest and send you a confirmation of how it was resolved.
4. If we do not reach an agreement, you can contact the Czech Trade Inspection Authority, www.adr.coi.cz.

We process the data in this form to handle your complaint. More in the privacy policy at gymroom.cz.