Summary

The theme of the final qualifying work: Normative and legal regulation of dispute resolution in the provision of hotel services (on the example of the sanatorium and resort complex "Mashuk Aqua-Therm").

Author: Unashkhotlova M.

Supervisor: Candidate of Historical Sciences, Senior Lecturer of the Department of Tourism and Hotel Service Dadasheva I.A.

The relevance of the research: Rapid development of tourism contributes to increasing the need for obtaining hotel services. In the interaction of the hotel and the consumer, there are mutual claims and problems of settling the conflicts and controversial situations that have arisen. This actualizes the need to study the regulatory and legal regulation of dispute resolution in the provision of hotel services, as well as consideration of the possibilities and ways to protect and restore violated rights.

The aim of the research: Study, analysis and identification of the features of theoretical and practical aspects of the legal regulation of dispute resolution in the provision of hotel services.

Objectives of the study:
– to consider the concept and essential characteristics of the provision of hotel services;
– to reveal the rights, duties and responsibilities of the parties in providing hotel services;
– to describe pre-judicial (claim) and judicial procedure for resolving disputes;
– to give a general description of the hotel activity;
– to consider the judicial and claiming practice of resolving disputes and conflict situations;
– to identify alternative ways to resolve disputes;
– to offer recommendations on improving the work on resolving disputes and conflicts in the Mashuk-Aqua-Therm hotel.
The theoretical and practical significance of the research: The theoretical significance consists in a comprehensive analysis of the resolution of disputes between parties to contractual legal relations in the provision of hotel services within the framework of regulatory legal regulation.

The materials, conclusions and recommendations in the work give a detailed and holistic view of the methods and ways of resolving disputes in the provision of hotel services.

The results of the study: The study showed that the sanatorium "Mashuk Akva-Therm" conducts a competent policy of dealing with clients' complaints, but it is not always possible to achieve a favorable outcome. Often, the hotel loses the client and incurs certain losses for the unpaid room and services provided. The reason is the lack of the skills of legal regulation of conflict situations.

Recommendations: Particular attention should be paid to the legally established procedure for pre-trial settlement of such disputes, in particular, for the preparation of a claim. If the claim did not provide the expected effect, before going to the court, which is associated with great financial, moral and time costs, it is advisable to turn to one of the methods of conciliatory procedures: negotiations, mediation, settlement agreement.