

# **RULES FOR THE PROVISION OF HOTEL SERVICES AND ACCOMMODATION**

## **Oysters&Bubbles GastroHotel. Rynok square**

### **1. GENERAL PROVISIONS**

1.1. These Rules regulate the basic requirements for using the services of the Hotel, which operates on the territory of Ukraine in the sphere of provision of temporary accommodation services (provision of Hotel Services) to the guests, regulate the relations between the Guests, the Customers and the Hotel, which performs the specified services.

1.2. The business activity of the Hotel is regulated by the current legislation of Ukraine. In particular, the work of the hotel is governed by the “Rules for the use of hotels and similar means of accommodation and provision of hotel services”, approved by the order of the State Tourism Administration of Ukraine dated March 16, 2004 No. 19 and internal documents and regulations.

1.3. The business activity of renting a hotel is regulated by the current legislation of Ukraine

### **2. RULES FOR ACCOMMODATION**

2.1. The room (seat) is provided to the Guest upon identifying themselves by means of an identity document (a passport of a citizen of Ukraine, a passport of a citizen of Ukraine for traveling abroad, a diplomatic or service passport, a seaman’s identity card, a crew member certificate, a residence passport or a replacement document and a visa for a stay in Ukraine (unless otherwise provided by valid bilateral agreements), a birth certificate for minors under the age of 16, a driver’s license, for a military – an identity card or a military eicket, issued by the workplace of the consumer, etc.), and filling in the application form (registration card) of the Guest.

2.2. In the presence of available rooms and upon the Guest’s request, the Hotel may provide a room with two or more berths with full payment of the value of the Room in accordance with the hotel’s Rates for accommodating two or more persons in the Room.

2.3. After the registration of documents for accommodation, the Guest is provided with the key to the Room. Payment is made during the check-in, except for the following cases:

- The Guest provided his/her payment card to block the cost of accommodation;
- Reservation for the Guest made by the company with which the cooperation agreement is signed;
- in the case of having a permit from the hotel director, sales director, head of the reception and accommodation.

2.4. Documents (passports or other documents), the money of any country, jewelry, etc. are not accepted by the Hotel as collateral.

### **3. CHECK-IN, CHECK-OUT, REGISTRATION OF ACCOMMODATION**

- The hotel works round the clock. Check-in hour – 14:00, payment hour – 12:00. Payment is charged for each day of residence (24 hours) in accordance with the estimated time.

- The residence for less than 24 hours is charged for the full day in accordance with the estimated time.
- Early check-in and late check-out are available only with a prior written agreed reservation.
- In case of an early departure, the Guest is obliged to warn the hotel about such shortening of the period of stay one day in advance and pay an early departure fee in the amount of the period of one day stay in addition to the cost of the actually provided Hotel services.
- Early check-in between 00:00 and 06:00 is paid additionally in the amount of 100% of the full day accommodation cost (breakfast included).
- Early check-in between 06:00 and 14:00 is paid additionally in the amount of 50% of the full day accommodation cost.
- Late check-out between 12:00 and 18:00 is paid additionally in the amount of 50% of the full day accommodation cost.
- Late check-out after 18:00 is paid additionally in the amount of 100% of the full day accommodation cost.
- Children under 3 years old inclusively are accommodated free of charge (without extra bed and breakfast).
- Accommodation of children between 4 and 10 on the extra berth in the Room is charged in accordance with the Hotel price list (breakfast included).
- Accommodation of adults on the extra berth with the Hotel price list (breakfast included).

The hotel has the right to refuse a Guest in the accommodation in the following cases:

- the Guest does not have identity documents, or documents are invalid or overdue; there is a suspicion that documents are fake;
- the Guest has an untidy, dirty appearance, is in a state of alcohol, narcotic or other similar intoxication. Guest's behavior is inadequate and aggressive.
- The Guest refuses to adhere to the rules for the residence in the Hotel;
- The Guest has been added to the list of unwanted guests;
- in other cases, foreseen by the law of Ukraine.

In disputed cases, the decision is to be made by the administration of the Hotel.

#### **4. RULES FOR RESERVATION, CANCELLATION OF RESERVATION, AND PAYING FOR ADDITIONAL HOTEL SERVICES**

##### **4.1. Reservation of the Rooms:**

- The Hotel administration has the right to conclude reservation agreements for the Rooms. In the case of availability of Rooms, the administration accepts applications for reservations from legal entities and individuals.
- The hotel has the right to conclude an agreement with the Customer on the reservation of the Rooms by having it signed by two parties, as well as by accepting a reservation request by post, telephone or any other communication service (e-mail and fax), which allows to reliably distinguish the belonging of the application to the Customer. The agreement is said concluded only in case of written approval by the Hotel of the submitted reservation request.
- Applications for reservation of the Rooms in the Hotel for the accommodation of individual tourists, citizens and groups are submitted by the Customer within the period specified by the Hotel administration in accordance with the concluded agreement.
- The reservation is considered non-guaranteed without payment. To make a reservation guaranteed, the Guest must make pre-payment. Making pre-payment is possible on the Website or otherwise by prior arrangement with the Hotel.
- Non-guaranteed reservation is valid until 18:00 of the check-in date, after which it can be canceled by the Hotel without notice to the Guest.

- The guest can confirm reservation (thus giving it the status of the Guaranteed Reservation) by making a pre-payment in the amount of one day of stay (partial pre-payment – for reservation for more than one day), or 100% of the reservation price (full prepayment), via bank card, bank transfer or otherwise.
- In case of reservation with early check-in service for the Guest, reservation is confirmed by the Hotel 48 hours prior to the check-in time (14:00) on the day of arrival.
- In case of reservation with early check-out service for the Guest, reservation is confirmed by the Hotel 48 hours prior to the check-out time (12:00) on the day of departure.
- In case if the Guest does not check in at the Hotel or cancels the reservation later than 24 hours before 14:00 on the check-in date, the prepayment in the amount of one day of stay will not be refunded and is considered a penalty for the benefit of the Hotel.
- By confirming the Hotel Room reservation, the Guest accepts and agrees with the terms above, including Cancellation of reservation and non-arrival policy.

#### **4.2. Cancellation of reservation:**

- Cancellation of confirmed reservation is made by sending a message to the Hotel in writing by e-mail **Oysters\_bubbles@ukr.net** or by calling +38 0671108898. Cancellation is free of charge (except for special fares, which does not allow for the return of pre-payment) if it is made during the 5 day period before the Guest's arrival day. The customer receives a confirmation of cancellation of the reservation.
- In case of cancellation after the specified time, the Customer pays the Hotel 100% of the cost of the first day of the stay of the confirmed order, including the cost of the additional services ordered.
- In case if the Guest does not check in at the Hotel or cancels the reservation later than 5 day before 14:00 on the check-in date, the prepayment in the amount of one day of stay will not be refunded and is considered a penalty for the benefit of the Hotel.
- All prices for Hotel services are indicated in UAH. Payment for accommodation is made in UAH.
- Payment for accommodation is made before the Guest's arrival. Payment can be made in cash, by credit card, by bank transfer, by recalculation, etc. The Hotel accepts bank cards: Visa, Mastercard.
- The Room price include a tourist tax of 1% of the accommodation (excluding VAT)

Prerequisites for exemption from paying the tourist tax:

- the availability of an order for a business trip at the check-in and/or providing its scan copy upon reservation.

To ensure that the tourist tax will not be included to the bill when a reservation is paid by bank transfer, it is necessary that a scan of the order for a business trip will be sent with the reservation application to the reservation department. Otherwise, the tourist tax will be included in the bill or paid by the Guest in place;

- having the status of a disabled person, a disabled child, which is confirmed by the relevant documents, and the presence of person accompanying the disabled person of the group I or a disabled child (no more than one accompanying person);
- having the status of a veteran of the war, which is confirmed by the relevant documents (including participants of Anti-Terrorist Operation (ATO));
- having the status of a participant of the liquidation of the consequences of the accident at the Chernobyl Nuclear Power Plant, as confirmed by the relevant documents;
- the Guest is under 18 years old.

## **5. RIGHTS AND RESPONSIBILITIES OF GUESTS RESIDING IN THE HOTEL**

- Guests staying at the Hotel are obliged to adhere to these Rules, fire safety rules, as well as other normative documents and the law of Ukraine.

- The hotel does not recommend leaving money, jewelry and other valuable possessions in the Room.
- The hotel is responsible for the loss of money, other valuable possessions (securities, documents), jewelry only on the condition that they were separately transferred to the Hotel for storage (located in the designated storage space or in the luggage room. Safes located in the Rooms do not belong to this category).

#### **5.1. Guests staying in hotels are prohibited:**

- To bring and store in the Rooms the substances, materials, and objects that are dangerous to the life and health of citizens and the preservation of property;
- Leave room to unknown persons (persons who did not complete and did not sign the Guest registration card), and pass them the keys to the rooms;
- Smoke tobacco products, electronic cigarettes, and hookahs on the territory of the Hotel (in the Rooms, corridors, hall, restaurant, etc.). Smoking is permitted exclusively in a specially designated place – the information is in the administrator. For smoking in prohibited places, the Guest undertakes to pay a penalty of 100% of the cost of the Room per day for each breach.
- To carry the dishes, cutlery, food, and beverages out of the restaurant without prior approval from the restaurant administration;
- To use electric heating appliances that are not included in the Room equipment;
- To use the equipment of the Hotel and the Room for purposes other than intended;
- To make noise and disturb Hotel Guests after 22:00 in the evening and before 9:00 in the morning;
- To bring and store firearms, gas, pneumatic and other weapons on the territory of the Hotel.
- Living with animals

#### **5.2. Rights and responsibilities of Guests:**

- The Guest has the right to invite visitors to their room from 09:00 to 22:00. In case the visitor stays in the Room after 22:00, the guest must pay the difference between double and single accommodation if the Guest paid only for single accommodation. If two guests have already been registered in the Room, placing an adult on an extra berth in the Room will be charged according to the Hotel's price list. The cost can be specified by contacting the Hotel or the reservation department;
- The Guest is obligated to compensate the Hotel in case of loss or damage to the property of the Hotel and is also responsible for violations caused by the invited persons (visitors). The damage cost is determined by the Hotel administration. The losses are reimbursed by the Guest in full, in the amount that covers the actual losses of the Hotel on the basis of the Act of Pecuniary Damage, within five banking days from the moment of drawing up of the said Act;

## **6. Rules regulating Hotel property usage**

6.1. Hotel provides furnished rooms equipped with appliances (TV etc.), plumbing and other equipment for clients' (guests') temporary lodging.

6.2. All guests are obliged to make thrifty use of hotel's property, use equipment as intended, and observe fire safety requirements. Any cases of damages to property, technical malfunctions, and emergencies should be immediately informed to the front desk representative.

6.3. After check-in, within one hour the Guest has the right to notify the administrator of the reception and accommodation service about the detection of defects in the items of decoration and equipment of the Hotel room. In the absence of a statement and if the administration finds at the departure of the Guest loss or damage to property of the Hotel, the Guest pays material damages.

6.4. Upon check-in, the guest is given a key-card with a keychain, which he must return on the day of departure. In case the guest loses the key-card or keychain, a fine of UAH 100 will be charged.

## **7. Energy Saving**

7.1. Please turn off all electrical appliances, when leaving guestroom. It is strongly prohibited to keep any appliances, except of refrigerator, or lights on.

7.2. The hotel strictly prohibits using any kinds of power socket splitters and cable extenders, and/or powerful electrical appliances, including heating, if these appliances are not included into room facilities or were issued by Hotel personnel. To charge rechargeable batteries (of cell phone, camera, etc.) during the absence of guest, please approach front desk representative.

7.3. Please remember to turn off cold and, which is more important, hot water, when leaving guestroom.

7.4. Electricity consumption for the guest is limited. Unreasonable use of it may result in termination of electricity in a whole house.

## **8. Video Control**

8.1. Hotel premises, all entrances, gateways, internal stairways and corridors are under control of videocams. Video streams are being registered, written on and stored on digital media. Video control is used to provide safety and security to guests and their belongings, as well as to hotel inventory and personnel. By signing registration card, guests confirm that they are informed of and accept usage of video registering system on hotel premises (excepting guestrooms and toilets).