

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

## **Oysters & Bubbles Gastro Hotel. Rynok square**

### **1. GENERAL RULES**

1.1. These Rules regulate the basic requirements of using the services of the Hotel, operating in 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, between the Customers and the Hotel, which provides the specified services.

1.2. The business activity of the Hotel is regulated by the current legislation of Ukraine. In its activity, the Hotel is guided by the “Rules of the usage 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 Hotel renting is regulated by the current legislation of Ukraine

### **2. ACCOMMODATION PROCEDURE**

2.1. Room (place) is provided to the Guest with the presentation of a passport or other identity document (passport of a citizen of Ukraine, international passport of a citizen of Ukraine, diplomatic or official passport, seaman's identity card, crew member certificate, residence permit of a person who lives in Ukraine but is not a citizen of Ukraine, foreigner's national passport or a replacement document and a visa for a stay in Ukraine (unless otherwise provided by valid bilateral agreements), a birth certificate of minors under the age of 16, driver's license, for the military – identity card or a military ticket, certificate issued at the workplace of the Consumer, etc.), and filling in the application form (registration card) of the Guest.

2.2. In the presence of free rooms and at the Guest's request, the Guest may be provided with a room with two or more places with full payment of the Room rate in accordance with the hotel's rates for accommodation two or more persons in the Room.

2.3. After the registration of documents for accommodation, the Guest is given 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 was 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), money of any country, jewelry, etc. are not accepted by the Hotel as guarantee

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

- The hotel is open 24 hours a day. Check-in time – 14:00, payment time – 12:00. Payment is charged for each day of accommodation (24 hours) in accordance with the estimated time.
- For stays of less than 24 hours, payment is charged for the full day in accordance with the established settlement time and settlement hour.
- Early check-in and late check-out are available only with a prior written agreed reservation.
- In case of early departure due to the reduced length of stay in Hotel compared with reservation stay, the Guest is obliged to warn the Hotel of reduction in the length of stay one day in advance or pay penalty in the amount of the period of one night stay and pay for the actual provided Hotel services.\
- Early check-in between 00:00 and 06:00 is paid additionally at the rate of 100% cost of the stay (breakfast is included in the price).
- Early check-in between 06:00 and 14:00 is paid additionally at the rate of 50% cost of the stay.
- Late check-out between 12:00 and 18:00 is paid additionally at the rate of 50% cost of the stay.
- 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 are accommodated free of charge (with the provision of an extra bed if necessary).
- For accommodation of children between 4 and 10 years old on the extra bed in the Room a fee is charged in accordance with the Hotel price list (breakfast is included in the price).
- For accommodation of adults on the extra bed a fee is charged in accordance with the Hotel price list (breakfast is included in the price). The Hotel has the right to refuse a Guest in accommodation in the following cases:
- The Guest does not have documents, or documents are invalid or overdue; there is a suspicion that documents are fake;

- The Guest has an untidy, dirty appearance. The Guest is under the influence 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, stipulated by the legislation of Ukraine.

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

#### **4. PROCEDURE OF ROOM RESERVATION, CANCELLATION OF RESERVATION, AND PAYMENT FOR ADDITIONAL HOTEL SERVICES**

##### **4.1. Room reservation:**

- The Hotel administration has the right to conclude reservation agreements for the Rooms. In the case of Room availability, the administration accepts applications for reservations from legal entities and individuals.
- The Hotel has the right to enter into an agreement with the Customer on Room reservation by signing it by two parties, as well as by accepting a reservation booked by post, telephone or any other communication (e-mail and fax), that allows to reliably establish the ownership of the application to the Customer. The contract is considered to be concluded only in case of written acceptance by the Hotel of the booking request.
- Requests for room reservation in the Hotel to accommodate individual tourists, groups and citizens are submitted by the Customer within the period specified by the Hotel administration according to signed contract.
- 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.
- The non-guaranteed reservation is valid until 18:00 of the check-in date. The Hotel has a right to cancel non-guaranteed reservations.
- 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 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 stay will not be refunded and is considered a penalty in favor of the Hotel.
- By confirming the Hotel Room reservation, the Guest accepts and agrees with the above conditions, including Cancellation of reservation and non-arrival policy.

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

- Cancellation of confirmed reservation can be made by sending a message to the Hotel e-mail [Oysters\\_bubbles@ukr.net](mailto:Oysters_bubbles@ukr.net) or by calling +38 0671108898. Cancellation is free of charge (except for special fares, which does not allow the return of pre-payment) if it is made 5 days earlier 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 stay of the confirmed order, including the cost of the additional services.
- In case if the Guest does not check in at the Hotel or cancels the reservation later than 5 days before 14:00 on the check-in date, the prepayment in the amount of one day stay will not be refunded and is considered a penalty infavor 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, etc. The Hotel accepts bank cards: Visa, Mastercard.
- The Room rate includes a tourist tax of 1% of the accommodation rate (excluding VAT)

Dismissal terms from tourist tax payment:

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

In order for the tourist tax not to be included in the bill when a reservation is paid by cashless payment, it is necessary that a scan of business trip order was sent with the reservation application to the booking department. Otherwise, the tourist tax will be included in the bill or paid by the Guest;

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

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

- Guests staying in the Hotel are obliged to adhere to these Rules, fire safety rules, as well as other regulatory documents and legislation of Ukraine.
- It is not recommended to leave 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 not allowed:**

- To bring and store in the Rooms the substances, materials, and objects that are dangerous for the life and health of citizens and the preservation of property;
- To leave unknown persons in the Rooms (those who did not fill in and did not sign the Guest's registration card) as well as give them the keys to the rooms;
- To smoke tobacco products, electronic cigarettes, and hookahs on the territory of the Hotel (in Rooms, corridors, hall, restaurant, etc.). Smoking is allowed only 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 violation;

- To take the dishes, cutlery, food, and beverages out of the restaurant without prior agreement with 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 other purposes;
- 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.
- To keep 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, accommodation of an adult on an extra bed 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 damage to 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 accommodation.

6.2. All guests are requested to make thrifty use of hotel's property, use equipment as intended, and follow 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 with a keychain, which he must return on the day of departure. In case the guest loses the key or keychain, a fine of UAH 250 will be charged.

## **7. Energy Saving**

7.1. When leaving your room please turn off all electrical appliances. It is strongly prohibited to keep any appliances, except of refrigerator or lights on.

7.2. It is strictly prohibited to use 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 given by Hotel personnel. To charge rechargeable batteries (of cell phone, camera, etc.) during the absence of guest, please ask front desk representative.

7.3. When leaving your room please remember to turn off cold and, which is more important, hot water.

7.4. Electricity consumption for the Guest is limited. Unreasonable usage of it may result in termination of electricity in the whole building.

## **8. Video Control**

8.1. The territory of the Hotel, all entrances, internal stairs and corridors are monitored by video cameras. Video is 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 and accept usage of video registering system on hotel territory (excepting rooms and toilets).