

RULES OF THE GRAND HOTEL ROXOLANA

These rules will help to make your stay in our hotel more comfortable.

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Terms of Reservation

While Booking online, the Hotel sends the Guest a confirmation letter with the payment conditions. The guest is obliged to fulfill them, otherwise the Hotel may refuse to provide placement services.

Group bookings are made exclusively in writing form (e-mail) in accordance with the general booking rules provided in the Hotel.

For corporate guests, reservations are made on special terms, in accordance with the concluded cooperation agreement.

Cancellation policy

In case of no-show or late cancellation of the reservation (less than 48 hours in advance), a single room fee will be charged according to the reservation rate. The guest can cancel the room without penalties 48 hours before check-in, accordingly, the funds are not returned to him, but placed on the hotel's deposit, which he can use within one year from the date of cancellation. To clarify the cancellation policy of your reservation, please contact the Hotel.

Terms of the settlement in hotel

During check-in the guest is required to present an identification document (passport or driver's license). In case the Guest does not have an identification document, the Hotel has the right to refuse the settlement. The guest also fills in the registration card, thereby signing a contract with the Hotel confirming the type of accommodation, length of stay and room rate.

Check in / check out

Check-in time – 14:00 local time

Check-out time – 11:00 local time

Early check-in

The check-in time from 00:00 to 7:00 - 100% payment of the room per night.

The check-in time from 07:00 to 14:00 - 50% payment of the room per night.

Staying at a hotel for less than a day, payment is made for the whole day.

Late check-out

The check-out time from 11:00 to 20:00 – 50% payment of the room per night.

The check-out time from 20:00 to 00:00 – 100% payment of the room per night.

Payment for basic and additional services

The hotel provides basic services - accommodation and meals, as well as additional services for a fee. Payment can be made by cash or credit card:

Maestro, Master Card, Visa.

Opening hours of the restaurant

The restaurant is open from 08:00 to 22:00.

Buffet breakfast is included in the price. Served from 08:00 to 11:00.

*Extra breakfast for a person is **300 UAH**.*

Extra bed

*There are 3 rooms (luxé mansard, junior suite mansard, Executive Suite), which can accommodate a third person for a fee - **800 UAH**.*

Accommodation with children

The hotel does not provide a special extra bed (cot) for children under 6 years.

Children 6 years old and younger may stay in the room with their parents, but there is an additional charge for the breakfast. Children under 16 years must stay in a hotel with an adult.

Accommodation with pets

Pets are allowed only for decorative breeds weighing up to 5 kg.

*The owner of the animal must inform the Hotel administration in advance (before booking or checking in) of his intention to stay at the Hotel with the animal, and the Guest is obliged to provide information about his pet: breed, age, size, weight and other special characteristics. For accommodation with pets in the room a special rate is set - **800 UAH**.*

Smoking

In case of violation of this Rule, the Hotel reserves the right to impose a fine on the Guest in the amount of UAH 3000. The amount of the fine paid will be used to cover additional losses of the Hotel - to pay for special cleaning, cleaning, repair or replacement of property.

SPA

For guests staying at the hotel, a free service is offered - a visit to the spa area, which is open daily from 08:00 to 22:00. children aged 6 to 12 years are allowed to visit the spa area from 08:00 to 16:00. For a fee, guests can use the services of a massage room (by appointment). Guests with medical contraindications, any signs of illness or are in a state of alcoholic, narcotic or toxic intoxication are strictly prohibited from visiting the SPA area! In the event that the Guest negligently causes harm to health, the Hotel will not be held liable.

Gym

Hotel guests are offered a free additional service – visiting the gym, which is open from 08:00 to 22:00.

Parking

For the convenience of guests traveling by car, the hotel offers free parking on-site. Also, we have VIP parking – 200 UAH.

Security

Hotel guests are strictly prohibited from:

- 1. Bring and store in the rooms substances, materials and objects that are dangerous for the life and health of citizens and the preservation of property.*
- 2. To leave outside persons in the room (persons who did not fill out and sign the guest registration card), as well as to give them the keys to the room.*
- 3. Use electronic heating devices that are not part of the Room.*
- 4. To disturb the peace of the staying Guests after 22:00 in the evening and before 8:00 in the morning.*
- 5. To bring and store firearms, gas, pneumatic and other types of weapons on the territory of the Hotel.*

Forgotten things

In case of forgotten things the hotel immediately informs the owner. Forgotten things are stored in the hotel for 6 months. After the expiration of this period and without finding the owner, the hotel has the right to dispose of these things.

Property of the hotel

In case of loss or damage to the property of the Hotel, the Guest must to recover damages in accordance with the price. The Hotel has the right to withdraw money from the Guest's credit card for the damage of the Hotel.

Privacy

The hotel follows the rules of confidentiality and does not have the right to share the guest's personal information with others. Information can be given to third parties in the cases provided by the current legislation of Ukraine only with the permission of the Guest.

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We wish you a pleasant stay!
Yours sincerely, Grand Hotel Roxolana