

## **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***

*The guest can cancel the room without penalty within 3 days of the guaranteed reservation. Otherwise, the money will not be refunded, but placed on a deposit of the hotel. The Guest can use them within one year from the day of cancellation.*

*In case of no-show guest in the hotel penalties are applied. To clarify the cancellation policy for 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:*

***American Express, Maestro, MasterCard, Visa.***

### ***Opening hours of the restaurant***

*The restaurant is open from 08:00 to 23:00.*

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

*Extra breakfast for a person is 250 UAH.*

### ***Extra bed***

*There are 3 rooms (luxe mansard, junior suite mansard, Executive Suite), which can accommodate a third person for a fee - 500 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 not allowed at the hotel.*

### ***Smoking***

*Smoking is not allowed in the hotel. In case of violation of this rule, the Hotel reserves the right to impose fines of 100 Euro (payment is made in the national currency of Ukraine according to the rate of the National Bank of Ukraine valid on the day of payment). The amount of the fine will be used to cover the additional damages of the Hotel - for the payment of special cleaning, repair or replacement of property.*

### ***SPA***

*Spa is open from 08:00 to 23:00. Guests under 16 years old are NOT allowed in the spa area. Guests with a medical contraindication, any sign of illness, as well as alcohol, drug or toxin intoxication are not allowed.*

*In case of damage to the guest's health or in case of accident while using the Guest pool for negligent reasons, the Hotel is not responsible.*

### ***Parking***

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

### ***Security***

*The guest is prohibited from storing flammable items in the room, bringing materials and items to the Hotel territory that endanger the lives and health of others, and using the Hotel room for illegal purposes.*

*The hotel is not responsible for the lack, damage or loss of securities, jewelry and other valuables that were not hidden in the safe located in the hotel room.*

### ***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*