

HOTEL-RESTAURANT COMPLEX "FOUR IV SEASONS" ACCOMODATION TERMS

1. GENERAL PROVISIONS

1.1. These rules assert for visitors and guests of hotel-restaurant complex "Four IV Seasons" (*hereinafter - Hotel*) rules of accommodation, using Hotels property, services provided, and the responsibility of the parties.

1.2. Activities of the Hotel are also regulated by the Law of Ukraine "*On Tourism*", Resolution of the Cabinet Ministers of Ukraine № 297 "*On the adoption of the provision of temporary accommodation*" dated March 15, 2006, the State Tourism Administration of Ukraine Decree № 19 "*On approving Regulations on Hotels and similar accomodations and providing hotel services*" dated March 16, 2004, these Rules and other laws of Ukraine.

2. RULES OF HOTEL PROPERTY USE

2.1. Hotel is open 24 hours a day, 7 days a week. The restaurant is open from 8:00 to 22:00. Check-out time at the hotel - 12:00, check-in - 14:00.

2.2. For Hotel registration Visitors must provide a passport or other documents confirming their identity and complete the questionnaire.

2.3. All Guests are obligated to use Hotel property and equipment for its intended purpose, observe fire safety requirements. In case of damage to property, technical malfunctions, emergencies (deluge, fire, glass break, etc.) visitors must immediately inform the administrator.

2.4. Upon arrival in the room visitor receives a key on keychain from the administrator. The key is to be returned on keychain on the day of departure. In case of loss of key or keychain Visitor must pay a fine of 350 UAH.

2.5. For one hour after settling in the room, the guest is entitled to complein to the Administrator on identified deficiencies of decor and equipment. In absence of the guest's compleint and in case of the detection of Hotel Administration at his exit loss or damage to property Hotels Guest pays caused material damage. Any demege isrecorded upon guests chekout, Visitor shell pay damage according to the supplementary agreement 2.

2.6. Administrator determines the cost of the damage the Hotel property.

3. ACCOMODATION CONDITIONS

3.1. Staff directly involved in the reception, serving guests and visitors, has the appropriate training, speaks foreign languages sufficiently, passes medical examination whose results appear in the personal medical books and must observe the rules of professional etiquette (to be polite, courteous, have a neat appearance).

3.2. Administrator takes responsibility for accommodation condition compliance. Administrator provides visitors with explanations on accommodation condition and set any possible complaints.

3.3. If visitors has valuables (money, jewelry, etc.), that are compact, Visitors should store them in a safe which is in the room to ensure their safety.

3.4. Please do not smoke in the Hotel rooms and other enclosed public areas of Hotel-restaurant complex. Smokers will be fined 500 UAH. Repeated case of smoking in above-mentioned areas may lead to guest's eviction from the Hotel.

3.5. Please keep quiet in the rooms and surrounding areas of the Hotel at night time (11 PM till 8 AM). During these hours, please do not turn on the TV and audio system at full volume.

3.6. Hotel visitors can come and go from 8 to 22 hours. Guests are requested to give consent to visitors staying at the Hotel. Administrator keeps lists of all visitors. Guests are responsible for their visitors. Administrator has the right to check visitor's identification documents.

3.7. Guests who wish not to be disturbed, may hang "Do not disturb" sign on guestroom door. Reverse side says "Please, clean up my room", and is used if guests want their room cleaned.

3.8. Animal stay in hotel has to be agreed upon with the administration and additional fee of 200 UAH for 1 pet (animal permissible weight up to 4 kg).

4. ENERGY SAVING

4.1. When leaving the room, please switch off all the appliances. Do not leave on electrical appliances and lighting.

4.2. The Hotel strictly prohibits using any kinds of power socket splitters and cable extenders, and/or powerful electrical appliances, including heaters, if these appliances are not part of room facilities or were not issued by Hotel staff.

4.3. If it is necessary to charge batteries while not in the room, you should ask administrator for help.

4.4. Please do not leave on hot or cold water faucets if you are leaving the room

5. VIDEO SURVEILLANCE

5.1 Hotel premises, all entrances, gateways, corridors and staircases outside are under video surveillance. Surveillance is carried out of the security of guests, their property and Hotel property.

By signing their Guest profiles, guests confirm that surveillance systems use in Hotel-restaurant complex.

6. ARRIVING BY CAR AND PARKING

6.1. Personal vehicle parking for hotel and restaurant guests is free.

6.2. Parking of vehicles is carried out in specially designated areas.

6.3 It is strictly forbidden to leave vehicles on the road entrance and exits around the hotel.

6.4. Violators of parking rules shall be fined 100 UAH. Repeated violations of rules may lead to guest's eviction from the Hotel.

6.5. Parking for Hotel guests is located in Hotel-restaurant complex, namely: in the covered area which is located at the entrance to the left of the guard house and in the square in front of the restaurant. Visitors' and Guests' parking places must be cleared with the Security service of Hotel-restaurant complex.

7. HOTEL SERVICES

7.1. The Hotel provides basic services included in the price, and additional services at extra charge. If additional services were provided without guests consent, guest has the right not to pay for them.

7.2. Free services are as follows: accommodation, guestrooms cleaning, calling for emergency, wake up call at a certain time, delivery of correspondence to the room (if available).

7.3. Guests may check in to the Hotel at any convenient time. Each guestroom can accommodate a certain number of persons (guests). All additional beds are provided at extra charge. Twin rooms can only accomodate additional kids cot.

7.3.1.Children under 18 may only be staying in the guestroom with adults (parents or relatives).

7.4. Basic cleaning (dust cleaning, trash removing, cups washing, bathrooms cleaning, and bed lining cleaning) is done every day.

7.5. Upon guests' check-out, full cleaning (bed lining change, bathrooms disinfecting, and vacuum cleaning) is done.

7.6. Towels and bed lining are usually changed once ever 2 days. Upon guests' request, towels may be changed more frequently.

7.7. general cleaning (washing windows, cleaning carpets and upholstery) is performed at least once a week

7.8. Additional (paid) services are as follows: porter services, city and intercity calls, calls to mobile phones other services that are not provided p.7.2 of these Rules. All extra services have specified price.

7.10. For an extra fee guests can use the pool without staying at the Hotel.

7.11. Guests can use pools services of Hotel-restaurant complex only from 8 A.M. to 22 P.M. In case of violation of these rules guest pai a fine 500 UAH. Eviction is possible in exceptional cases. At Administrators discretion.

7.12. In the case of weddings and other corporate events, the pool can be reserved, with use swimming pool for other Hotel guests being limited at this time.

8. GUESTROOMS BOOKING AND RESERVATION

8.1. Booking procedure is as follows:

- Booking and reservation made by telephone or via the website;
- providing details of the payment (by email, telephone and other communications); Payment

options:

- Guaranteed booking – full 100% prepayment for whole accommodation period.
- Guaranteed booking: full 100% one day prepayment, with the next payment due upon arrival.
- Payment is made in cash, by credit cards, or by transfer to the hotel account at the bank. All calculations are only in Ukrainian hryvnias.

8.1.1 Early check-in is possible only with prior approval of Hotels Administration for an additional fee.

8.2. In a case of early departure for any reason, prepaid amount is not refundable.

8.3. Hotel guarantees check-in at 14:00. Reservation is free of charge.

9. CANCELLATION

9.1. In case of guaranteed (100%) booking with prepayment for whole accommodation period or one day prepayment and visitor did not use the service residence at a specified day of arrival and canceled the booking at least 14 days before the intended arrival date, 50 % of prepaid amount shall be returned.

9.2. In case of guaranteed (100%) booking with prepayment for whole accommodation period, or one day prepayment, and visitor did use the service residence at a specified day of arrival and not canceled the booking at least 14 days before the intended arrival date, prepayment is not refundable.

9.3 Non-guaranteed booking with no specified arrival time can be cancelled at the discretion of the Administration at 14:00 on arrival day.

10. ACCOMODATION CONDITIONS

- room will be ready for the arrival of the Guest on the check-in, starting with 14:00
- departure of Guests - 12:00.

11. FOOD

11.1. Restaurant is available in the Hotel. Hotel visitors have the right to priority service. Restaurant payments are separate from the Hotel

11.2. The Hotel offers room service. Payment for this service is due right away.

12. PRIVILEGES

12.1. Hotel privileges are established by the legislation of Ukraine. WW II veterans, Heroes of the Soviet Union, Heroes of Socialist Labor, Heroes of Ukraine, deputies of Verkhovna Rada of Ukraine, parents with children under 1 year old are entitled to priority check-in.

12.2. The Hotel offers discounts for corporate and regular clients, which are determined separately by the Hotel Administration. Discount for Hotel-branded discount card holders. These cards are not transferrable.

13. PAYMENTS

13.1. All payments are charged in advance.

12:00 noon is checkout time. Hotel Accommodation Agreement is terminated at 12:00 on the next day after guest arrival.

- Staying in the hotel after 14:00 and before 23:59 is charged a 100% room price. Checking out is according to standard procedure.
- Guests, arriving after 00:00 and before 12:00 (check out time) are charged a 100% room price and they must pay previous days at 100% of the daily fee. In this case late check-out (at 14:00) is possible if guestroom is not booked.

Should you need to extend your stay, please contact the Administrator two hours before check-out time. Guest is charged. Minimal charge of one night's stay for extended hours

Charges on hourly basis are possible if accommodation lasts more than 1 (one) night.

Room extension can be done for additional cost set by the Hotel's Administration:

13.2. Children under 5 stay free in their parents' room with no extra bed. If children under 12 stay with an extra bed, it is charged according to extra bed price.

14. TERMINATION OF HOTELS' VISITORS ACCOMMODATION.

DENYING ACCOMMODATION.

14.1. Accommodation period ends with Hotel Accommodation Agreement termination.

14.2. Guest has the right to terminate Hotel Accommodation Agreement at any time provided that all services were fully paid for.

14.3. The Hotel Administration reserves the right to deny accommodations and services, and/or to evict registered guests and visitors for disruptive, disorderly and/or abusive conduct. In this case, the rest of prepaid sum is not returned to the guest. The Guest must pay an additional fine for any material damage.

14.4. The Hotel Administration reserves the right to deny accommodations and services in the following cases:

- guest's identification documents are invalid, expired, or fake;
- no payments for accommodation or services were made;
- guest's disruptive, disorderly and/or abusive conduct;
- guest violates Hotel Terms and Conditions;
- guest is on Hotel list of undesirable visitors;
- in other statutory cases provided by the Law of Ukraine and the Hotel Rules

Disputable cases are decided by the Hotel Administration.

15. LIABILITIES OF THE PARTIES (THE HOTEL AND GUESTS)

15.1. In case of failure to provide contractual services, responsible party is subject to paying out compensation.

15.2. The Hotel is obliged to rectify the situation without delay, within a reasonable time after receiving a complaint from the Guest.

15.3. Hotel responsibility does not cover any deficiencies or flaws if it is proven that they were caused by hotel guests or by force majeure.

15.4. Guest is entitled to Hotel Accommodation Agreement termination and to compensation under the current Ukraine legislation if the situation claimed by guest wasn't properly rectified.

15.5. The Hotel is not responsible for guest's property kept in the guestroom. To avoid unpleasant situations, please kindly fulfill the following requirements:

- Do not pass room keys to unfamiliar guests;
- Leaving the room, make sure windows and doors are closed;
- Do not let unfamiliar persons into the room.

- Store money, jewelry and valuables in the safe.

15.6. In case of any loss or damage to guest's property, guest should inform the Hotel Administration immediately. If loss or damage claim wasn't made before guest's check-out, property is not considered lost or damaged.

15.7. In case of finding lost property, the Hotel Administration is obliged to notify property owners, if they are known. Found property is kept on the Hotel premises for 6 month. 6 month they are turned into public authorities or destroyed as specified in the Act.

15.8. In cases where the guest uses Hotel parking, guest takes full responsibility for safety of the property (car).

15.9. If there are any major damages caused due to guest's or visitor's fault or negligence, a pertinent Act to be signed. In this case guest, in addition to compensation of damages deluge, is also subject to cost reimbursement associated with guestroom unavailability during repair period.

Dear GUESTS and VISITORS, the HOTELS ADMINISTRATION expects your attentive attitude towards Hotel-restaurant complex property.

WE would be grateful for any FEEDBACK and SUGGESTIONS left in the GUESTBOOK and GUEST QUESTIONNAIRE.

SINCERELY,

**ADMINISTRATION of HOTEL-RESTAURANT
COMPLEX "FOUR IV SEASONS."**