



## ***Regulations of accommodation in Grand Hotel Ukraine, Dnipro.***

### **1. General provisions**

- 1.1. These rules set for hotel guests internal regulations of accommodation in **Grand Hotel Ukraine**, rules of use of hotel property, the volume of services provided, the responsibility of parties.
- 1.2. The activities of the Hotel is also governed by the Terms of hotels use and hotels services from 16.03.2004, tourism and other laws of Ukraine.

### **2. Terms of hotel property use**

- 2.1. **Grand Hotel Ukraine** offers guests rooms for accommodation, equipped with appliances (TV, refrigerator, air conditioning, etc), bath room and other equipment.
- 2.2. Guests should carefully deal with hotel property, use the equipment by appointment, to comply with fire safety requirements. In case of damage of property, technical malfunctions, accidents (flood, fire, broken glass, etc) guest should immediately inform the administrator.

### **3. Internal routine of hotel accommodation**

- 3.1. An administrator controls compliance with internal regulations of the hotel. He or she gives guests explanations of the rules of the residence, receives guest's complaints about staff and other guest's actions breaking the hotels rules.
- 3.2. It should be keep quiet all around the hotel from 10p.m. till 8a.m. Guests must not switch on televisions and audio systems loudly.
- 3.3. There is possibility of coming other person to the room of hotel guests only according to their permission. Hotel guest is responsible for persons who come to visit him or her. If necessary an administrator has the right to check visitor's documents. An administrator has the right to prohibit a guest enter the hotel In cases provided in point 10.4 and point 10.5.
- 3.4. If a hotel guest wishes to avoid being disturbed he can hang on the door handle from outside the plate with the inscription "Do not disturb" which is included into room accessories. On the reverse side of the plate carried the inscription «Please, clean my room». Such plate guest can hang if need additional or emergency cleaning.
- 3.5. The presence of any animals in the hotel is prohibited. In exceptional cases the hotel management is willing to consider the possibility of keeping the animal in the room depending on the type of the animal and its size.

### **4. Energy saving**

- 4.1. It's prohibited to use any extension cords, powerful appliances, including heating appliances (electric kettle, iron, etc), except cases when these devices are standard equipment of the hotel room or granted for the use by the hotel stuff. If guest need to iron cloths or get hot drinking water he should contact an administrator.
- 4.2. It is inadmissible to leave open cold water tap, and most importantly, hot water tap without necessity .  
**It is prohibited to leave open these taps when guest leaves the room.**
- 4.3. Windows and entrance doors should be closed while air conditioning is working.
- 4.4. For phone calls within the hotel it is desirable to use internal numbers (there is a telephone directory in every hotel room). Local calls as well as long-distance and international calls are charged according to the price list.

### **5. Video surveillance**

- 5.1. Hotel territory, all entrances to it, internal staircases and halls are controlled by cameras. All information is recorded on digital storage media. Video surveillance is carried out for guests and their property safety as well as hotel property.

### **6. Arrival and vehicles parking**

- 6.1. In additional to its own parking the hotel rent space for parking not far from the hotel all-the-year-round.

### **7. Services provided by the hotel**

- 7.1. The hotel provides basic services , which are included into the room rate, and additional ones, which is available for a fee. Without guest's consent the hotel can not provide additional services not specified by the contract. Guest has a right to refuse to pay such services, in case of guest paying the hotel must return sum payed. The hotel can not cause accomplishment ones services on condition realizing others.
- 7.2. To the main services are referred: provision the room to stay, cleaning the room, provision the items of domestic use and service: bathing slippers, shampoo, shower cap, soap, body lotion, shoes polish, toilet paper, matches, pen, pencil, cloth brush, sewing set, notebook, post cards, envelopes, hygienic accessories, shoes cleaning, keeping things in storage cell, delivery mail to the room, wake up calls in certain time, ambulance call, first-aid set on the reception, available on request air and train tickets ordering, information service. Visiting health club inside the hotel, transfer from the airport and railway station and back, business center service are included into the room rate..
- 7.3. The hotel accommodates guests twenty-four hours a day.  
√ Children under 16 years can be accommodated in the hotel only with adults (parents or relatives).
- 7.4. Current room cleaning is done daily.
- 7.5. Each time after guest's check out a full room cleaning is done (linen replacement, bathroom and refrigerators disinfection, carpets vacuum cleaning).

- 7.6. Towels and bed linen change is done daily. Extraordinary linen change can be done without additional payment at the guest's request.
- 7.7. General room cleaning is done at least once a quarter.
- 7.8. Additional services include: mini-bars with a wide selection of drinks, direct telephone connection, laundry and ironing, including express service, photocopying, faxes sending and receiving, typing, dry cleaning, breakfast served to the room, car rent. Fee is set for all additional services.

### **8. Benefits**

- 8.1. There are benefits established by the legislation of Ukraine. Veterans of the Second World War, the heroes of the Soviet Union, Heroes of Socialist Labor, Heroes of Ukraine, Heroes of Russia, the deputies of Verkhovna Rada, parents with children up to 1 year old have the right of priority settlements.
- 8.2. The hotel has the following discounts for accommodation payment:
  - children under 7 years old - free;
  - under contracts with legal entities and entrepreneurs may be granted corporate discount.

### **9. Hotel services payment**

- 9.1. Guests' settlement is carried out in accordance with the established check out time – 13:00 pm current day local time.
- 9.2. Guests' settlement from 24.00 till 07.00 will be charged as per day.
- 9.3. Guests' settlement from 07.00 till 13.00 payment is charged as for half a day.
- 9.4. If guest check out from 12:00 till 14:00 after check out time ( as agreed with the administration according to accommodation situation ) payment is not charged.
- 9.5. If guest check out from 12:00 till 21:00 payment is charged as for half a day; after 21:00 – as for day.

### **10. Termination of guests staying in the hotel. Refusal of settlement**

- 10.1. Guests stop hotel accommodation by the time fixed in reservation application.
- 10.2. The guest has the right to terminate the accommodation at any time on conditions that all rendered services are paid.
- 10.3. If the guest repeatedly violate the internal accommodation rules that leads to material losses or inconvenience to other guests, the hotel has the right to refuse in settlement or terminate the contract (to implement the eviction). In this case, after deducting the covering material losses inflicted by the guest and (or) fines provided by these rules, guests receives the rest of earlier made payment.
- 10.4. The administrator has the right to refuse settlement in the following cases:
  - guests have no documents that are valid or expired, there is suspicion that the documents are fake;
  - there is no charge for room in the prescribed manner and in the necessary amount;
  - the guest's appearance is untidy or dirty, he is intoxicated, behaving aggressively;
  - the guest refuses to comply internal accommodation rules;
  - the guest is included in the list of unwanted guests (stop-list);
  - in other cases stipulated by the legislation of Ukraine and common sense.

In controversial cases questions are decided by the hotel management.

- 10.5. All unwanted guests are registered in stop-list.  
It includes:
  - guests who previously stayed in the hotel and were forcibly evicted;
  - persons put on the list by the hotel owner or director.

### **11. Hotel and consumers responsibility**

- 11.1. Provided non-fulfillment totally or partial commitments related with the provision of hotel services the guilty Party shall compensate for the losses to the other Party any losses incurred.
- 11.2. Guest who identifies shortcomings in services or inconsistencies service assigned to the hotel category, has the right to demand the elimination of deficiencies free of charge and at certain time.
- 11.3. The hotel must take steps for elimination of defects in provided service
- 11.4. The hotel is not responsible for deficiencies in services provided if it proves that they are caused by the guest's fault or as a result of force majeure.
- 11.5. The hotel is responsible for safety of guest's things which are situated in hotel room, except valuable (money, valuables, securities, etc). Valuables should be deposited by renting a cell in the deposit box. In this case the hotel is fully responsible for the safety of these valuable items.
- 11.6. In case of lost or damaged items the guest should immediately notify the hotel. If before the end of their stay the guests do not present their claims to the hotel, it is believed that his belongings were not lost or damaged.
- 11.7. In case of forgotten things the hotel is obliged to immediately notify the owner of things, if known. Forgotten things are kept in a hotel for 6 months, then destroyed, as an act prescribed form.
- 11.8. At the hotel causing substantial material damage through the fault or negligence of lodgers and (or) their guests on a mandatory basis should be drawn up a standard. In this case, except for tenant damages must be voluntary or court order to reimburse the hotel losses associated with downtime rates during the repair, replacement of furniture, etc. cases (for example, when the Gulf water).