



Conditions of accommodation in the Grand Hotel Ukraine:

1. The room will be ready for your check-in on the day of arrival starting from 13:00 local time.
2. Check-out time: 12:00 local time.
3. Check-in from 24:00 to 07:00 is charged as 1 daily rate.
4. Check-in from 07:00 to 13:00 is charged as 0.5 daily rate.
5. Check-out from the Hotel from 12:00 to 14:00 after the check-out time (to be agreed with the administration and in accordance with the situation of accommodation) is free of charge.
6. Check-out from the Hotel from 12:00 to 21:00 is charged as 0.5 daily rate; after 21:00 - 1 daily rate.
7. In case of early departure due to a reduction in the length of stay at the Hotel comparing to the previously booked stay, the Guest is obliged to notify the Hotel of a reduction in the length of stay per day and pay a fine in the amount of the overnight stay and pay for actually provided Hotel services.
8. The Hotel room is provided to a guest upon providing passport data or other identity document according to the legislation of Ukraine, as well as filling and signing the guest registration card.
9. The Hotel accepts guests and visitors 24/7.
Children under 16 years old can stay in the Hotel only with adults (parents or relatives).
10. Children under 7 years old stay in the Hotel free of charge, in the same room with their parents without extra bed. Children over 7 years old stay with adults (parents or relatives) and are provided an extra bed in the room for extra charge according to the Hotel's price list.
11. The guest is obliged to pay damages to the Hotel in case of loss or damage of the property of the Hotel, and is also responsible for violations caused by visitors invited by him. The amount of damage is determined by the Hotel.

Tourist tax

The tourist tax is a local tax paid to the local budget.

Tourist tax is not included in the room rate and is paid upon check-in at the Hotel. According to the decision of the Dnieper City Council # 6/40 from 01/23/2019, tourist tax is:

20.87 UAH per person per day with a room rate under 3000.00 UAH for residents and non-residents, and 62.60 UAH per person per day for non-residents of Ukraine with a room rate over 3000.00 UAH. The taxpayers are citizens of Ukraine, foreigners, as well as stateless persons who arrive in the territory of an administrative-territorial unit, which has a decision of a village, town, city council or council of the united territorial community, established in accordance with the law and a prospective plan for the formation of the territories of communities on the tourist tax establishment, and persons temporarily placed in places of residence (overnight) defined by subparagraph 268.5.1 of paragraph 268.5 of Article 258 of the Tax Code of Ukraine. A prerequisite for exemption from the payment of tourist tax is the presence of an order for a guest to travel upon arrival and / or providing a scanned copy at the time of booking. To exclude the tourist tax from the invoice for the bank transfer it is necessary to provide a scanned copy of the business trip order or send it attached to a booking request. Otherwise the tourist tax will be included in the bill.

Smoking

Smoking of tobacco products, electronic cigarettes and hookahs in the rooms and in the entire Hotel (corridors, halls, restaurant, etc.) is not allowed. Smoking is allowed only in a special area (Hotel courtyard). For smoking in prohibited places, the Guest agrees to pay a fine of 700 UAH per day for each violation.

Rules of use of hotel property

Grand Hotel Ukraine provides rooms equipped with household appliances (TV, refrigerator, air conditioning, etc.), bathroom equipment and other equipment for the guests.

Guests should carefully handle the hotel property, use the equipment for its intended purpose, comply with fire safety requirements.

The Hotel provides basic services that are included in the price of accommodation, and additional services that are available for extra fee.

The main services include the provision of rooms for accommodation, room cleaning, the provision of household items and service: bath slippers, shampoo, shower cap, soap, body cream, shoe polish, toilet paper, matches, pen, pencil, brush for clothes, sewing kit, notepad, postcards, envelopes, hygiene items, shoe cleaning, keeping luggage in a storage room, correspondence delivery to a room, wake-up call at a certain time, call for ambulance, medical aid kit at the reception of the hotel provided on request, air and railway ticket booking, information assistance. The price includes a visit to the SPA club of the hotel, transfer from the airport or railway station to the hotel and back, business center services.

Extra services include: minibar, phone calls, laundry and ironing, dry cleaning, copying, printing and scanning documents, sending and receiving faxes, breakfast served in the room, car rental. For all extra services the payment is set according to the price list.

Internal regulations of the hotel accommodation

The internal schedule of the hotel is monitored by the administrator. He gives visitors explanations about the rules of residence, receives complains from them about the acts of staff and other visitors who violate the established order of the hotel. Guests should keep silence from 22:00 to 8:00 all around the Hotel. It is forbidden to turn on high volume audio or TV in the rooms at this time. A guest should give permission for a visitor to enter the room. A guest registered in the room is also responsible for his visitors. If necessary, a receptionist has the right to check the documents of a visitor. If a guest does not want to be disturbed he can hang a sign on the door handle outside with the words "Do not disturb!", which is included in the room equipment. The request "Please clean!" is written on the back side of the same plate. A guest may hang such sign if additional or urgent cleaning is required. Keeping any animals in the hotel is prohibited!

CCTV

The territory of the hotel, all entrances to it, internal stairs and hall are controlled by video cameras. All information is recorded on digital storage. Video surveillance is carried in order to ensure the safety of guests, their property and the property of the hotel. Arrival and parking of vehicles. Parking places are located in front of the hotel and in a guarded parking lot (100 meters from the Hotel main entrance). For parking in a guarded parking lot, you need to receive a pass at the reception.

Hotel stay termination. Refusal of hotel stay

If a guest repeatedly violates the internal rules of hotel accommodation, which leads to material losses or inconvenience for other visitors, the hotel has a right to refuse of hotel stay or terminate the hotel stay period (carry out forced check-out). In this case, after charging the cost of material losses caused by the guest and (or) fines stipulated by these rules, the rest of the payment made earlier will be returned to the guest.

A receptionist has the right to refuse of hotel stay in the following cases:

- visitors do not have documents, or their documents are invalid or expired;
- there are suspicions that the documents are false;
- the guest is drunk or behaves aggressively;
- the guest refuses to comply with the internal rules of the hotel;
- the guest is listed as unwanted (stop list);
- in other cases stipulated by the legislation of Ukraine and common sense.