

ACCOMODATION TERMS OF HOTEL-RESTAURANT COMPLEX "FOUR IV SEASONS"

1. GENERAL PROVISIONS

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

2.1. The hotel is open for you 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 - with 14:00.

2.2. For registration of the hotel-restaurant complex "Four IV Seasons" Visitors must provide a passport or other document confirming their identity and complete the questionnaire by.

2.3. The Hotel provides furnished rooms equipped with appliances (TV, hairdryer, mini-bar, etc.), plumbings and other equipment for visitors' staying. All the rooms and public areas are warmed, have modern decor, engineering services, options, equipment and its are complete set to meet all the requirements at the time of commissioning (2013).

2.4. All Guests are obligated to make thrifty use of the Hotel property, use the equipment for their intended purpose, observe fire safety requirements. In case of damage of property, technical malfunctions, emergencies (pour, fire, glass break, etc.) visitors must immediately inform the administrator about this.

2.5. On arrival in the room visitor receives a key from key chains from the administrator. He is obliged to return this key from key chains in the day of departure. In case of loss the key or keychain the guest must pay a fine of 350 UAN.

2.6. For one hour after settling in the room, the guest is entitled to Administrator of Service Reception on identified deficiencies decor and equipment rooms. In the absence of the guest's application about that and in case of the detection of Hotel Administration at his exit loss or damage to property Hotels Guest pays caused material damage.

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

3. INTERNAL 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 conditions compliance. Administrator provides visitors with explanations on accommodation conditions and set any possible complaints on actions, violating regulations.

3.3. If visitors kept especially valuables (money, jewelry, etc.), which are compact and can be easily made, 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. Smoking is imposed a fine of 500 UAN. Repeated case of smoking in above-mentioned areas may lead to guest's eviction from the Hotel.

3.5. Please keep silence 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. By Hotel visitors can come away from 8 to 22 hours. Guests also requested to give consent to visitors staying at the Hotel. Administrator keeps lists of all guests. Guests are responsible for their visitors. Administrator has the right to check visitor's identification documents.

3.7. If they wish not to be disturbed, they may hang "Do not disturb!" sign on guestroom door, included in the equipment room. Reverse side says "Please, clean up my room", and is used if guests want their room to be cleaned.

3.8. Stay any animal in hotels previously agreed with the administration and additional paid 200 UAN for 1 pet (animal permissible weight up to 4 kg).

4. ENERGY SAVING

4.1. When leaving the room all the appliances should be switched off. Do not leave electrical appliances and lighting included in the rooms.

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

4.3. If necessary, charge batteries by the absence in the room, you should apply for the provision of the service administrator. However, it should consider that unreasonable this services may result in power outages throughout the network in the Hotel.

4.4. It is unacceptable to leave without having to open the tap cold and hot water. Do not leave open these valves (faucets) after leaving the room.

5. VIDEO SURVEILLANCE

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

By signing the Guest profiles, guests confirm that they are informed of the fact of use in Hotel-restaurant complex (except room and toilet cabins) surveillance systems.

6. CAR ARRIVING AND PARKING

6.1. Personal vehicles parking on the hotel guests staying, as well as guests who visit the restaurant, 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 races and exits near the hotel.

6.4. Violation of parking rules shall be fined 100 UAN. Repeated case of rules violation may lead to guest's eviction from the Hotel.

6.5. Parking for guests who want to relax in the swimming pool, as well as for guests who visit the various events held on the area of the complex, is free and is in the space provided.

6.6. Parking for Hotel guests is located in Hotel-restaurant complex, namely: in the covered carport for a car, which is located at the entrance to the left of the security house and in the square in front of the restaurant. Visitors' and Guests' parking places must be agreed with the Security service of Hotel-restaurant complex.

7. HOTEL SERVICES

7.1. The Hotel provides basic services, included in the price, and charged services. If such services were provided, guest has the right not to pay for them. If such service has been charged, it should be refunded. Services, provided by the Hotel, should not depend on other services.

7.2. Free services are as follows: accommodation, guestrooms cleaning, calling for emergency, first medical aid, favor "alarm" at a certain time, delivery of correspondence to the number (if available).

7.3. Guests may check in the Hotel at any convenient time. Each guestroom can be accommodated by certain number of persons (guests). All additional beds are paid for. Any kinds of simultaneous occupation to twin rooms are forbidden.

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

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

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

7.6. Towels and bed lining are usually changed up once in 2 days. On guests' request, towels may be changed extraordinarily.

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

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

7.9. In summer, guests, who is staying at Hotel-restaurant complex additionally get:

- to the standard rooms and junior suites paid - two chairs to the pool;
- to the suites paid - tent and two chairs to the pool.

7.10. For an extra fee guests can use the pool without ordering accommodation in Hotel-restaurant complex.

7.11. Guests can be used pools services of Hotel-restaurant complex only from 8 A.M. to 22 P.M. In case of violation of this rules guest paid a fine 500 UAH. Eviction is possible in exceptional cases. Administrator decides the exclusivity case.

7.12. In the case of weddings and other corporate events, the pool can be reserved, using of swimming pool for other Hotel guests may be 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 (including by electronic, 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 remaining amount on arrival.
- Room reservation is after prepayment of half 50% on weekdays and full 100% on weekends
Reservations - order no earlier of one day before the scheduled day of arrival possible without prepayment with the agreement of the Administration.
- Payment is made in cash, credit cards, and transfer to the hotel account at the bank. All calculations are only in Ukrainian hryvnias.

8.1.1 Early check-in (the estimated hours) is possible only by prior approval with the Hotels Administration for an additional fee.

8.2. In a case of the reduction of tourists' pre-ordered staying from any reason Prepayment is not refundable.

8.3. Hotel guarantees check-in at 14:00 noon. 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, advance returns of 50 %.

9.2. 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 not canceled the booking at least 14 days before the intended arrival date, prepayment is not refundable. The booking changes its status to non-guaranteed and is cancelled.

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

10. ACCOMODATION CONDITIONS

- room will be ready for the arrival of the Guest on the first day, starting with 14 P.M.;
- departure of Guests - 12:00.

11. FOOD

11.1. Restaurant is available in the Hotel. Hotel visitors have the right priority service. Payments for F&B are made in the restaurant.

11.2. The Hotel offers for their guests room service. Payment for this service is available.

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 has the following discount on payment for accommodation:

- discounts for corporate and regular clients, which are determined separately by the Hotel Administration.
- Confirmation Hotels discount is approved sample discount card. Discounts card is owned Hotel-restaurant complex "Four IV Seasons."
- For getting discounts in Hotel-restaurant complex Guest must give discount card to Administrator in payment calculation for services rendered.

13. PAYMENTS

13.1. All payments are charged in advance according to estimated hours.

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

- Staying in the hotel after 14:00 noon 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) is charged a 100% room price and they must pay the stay the previous day 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, contact the Administrator in two hours before check-out time. Guest is charged 100% for extended hours. Minimal charge is for one night.

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

Continued made room for additional cost set by the Hotel's Administration:

13.2. Children under 5 stay free in the 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 charged.

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. He must pay an additional fine for inflicted 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 in 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 obligations, responsible party is subject to paying out compensation.

15.2. If there are any deficiencies or flaws in Hotel services, Guests are entitled to claim one of the following:

- To rectify the situation without delay.

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

15.4. Hotel responsibility does not cover any deficiencies or flaws if it is proved that they were caused by hotel guests (by visitors) or by force majeure.

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

15.6. 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 the keys to the room unfamiliar guests;
- Leaving the room, make sure windows and doors are closed;
- Do not leave unfamiliar occupancy;
- Save money, jewels and valuables in the safe.

15.7. 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.

15.8. In case of revealing lost property, the Hotel Administration is obliged to notify property owners, if they are known. Revealed property is kept on the Hotel premises for 6 months. In 6 months they are transmitted to public authorities or destroyed as specified in the Act.

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

15.10. If there are any major damages caused by guest's or visitor's fault or negligence, specified Act is being signed. In this case, guest, in addition to damages compensation, is also subject to costs reimbursement, associated with guestroom unavailability during repair, etc. cases (eg, pour water).

Dear GUESTS and VISITORS, the HOTELS ADMINISTRATION is waiting for your attitude towards Hotel-restaurant complex property.

Individually WE would be grateful for FEEDBACKS and SUGGESTIONS left in the GUESTBOOK and GUEST QUESTIONNAIRE.

SINCERELY, ADMINISTRATION of HOTEL-RESTAURANT COMPLEX "FOUR IV SEASONS."

