**HOTEL POLICIES AMSTELSKI**

**1. General provisions**

1.1. These Hotel Policies govern the relationship between the AmstelSki Hotel (hereinafter referred to as «Hotel») and consumers and customers of hotel services and set out the basic requirements for the rules of use of the Hotel.

1.2. These Hotel Policies are developed in accordance with the Rules of Hotels and similar accommodation and hotel services approved by the State Tourism Administration of Ukraine of 16 March 2004 r. №19.

1.3. The consumer is obliged to comply with the Hotel Policies and Fire Safety Rules.

1.4. If the consumer repeatedly violates the Hotel Policies and / or the Fire Safety Rules, which leads to material damage and / or creates inconvenience to other consumers, the Hotel has the right to refuse accommodation or terminate the contract (eviction).

1.5. The Hotel guarantees guests privacy. Consumers of the Hotel take into account and do not object to the use of video surveillance systems in the Hotel, except for toilets and hotel rooms. The Hotel reserves the right to provide at the request of the competent state authorities all the necessary data and information.

1.6. Smoking is not allowed in the hotel. The Hotel reserves the right to charge additional costs in the amount of the room rate per day for additional cleaning or evict the Guest (Guests) for violation of fire safety, smoking in unauthorized places and disobedience to legal requirements of the administration.

1.7. Reviews and suggestions on the work of the Hotel can be left on all known online platforms (Tripadvisor.ru, Booking.com, Goolgle maps and others) or in the book of reviews from the hotel administrator.

1.8. The Hotel is open 24 hours a day.

1.9. The estimated time set in the Hotel is 12:00 Kyiv time.

1.10. The hotel charges a daily fee for hotel services.

1.11. All children under 5 years stay free of charge when using existing bedding. There is no charge for children.

1.12. The hotel provides the consumer with the following types of services at no extra charge:

- ambulance call;

- wake up at a certain time;

- providing the necessary equipment in accordance with the categories of the Hotel.

1.13. To visit third parties staying in the room, the hotel administration sets the time from 09:00 to 21:00. Outsiders (visitors) staying in the room after 21:00 must pre-register with the reception and accommodation service.

1.14. Bed linen, towels and toiletries are changed once a day or at the request of the guest.

1.15. The hotel administration is responsible only for those valuables (including money) that have been transferred for safekeeping in the prescribed manner.

1.16. Control over the observance by consumers of these Rules is carried out by the Hotel Administration.

**2. Definition of terms**

2.1. In the Hotel Policies, the terms are used in the following meaning:

consumer (guest) - an individual who orders, uses or intends to purchase or order the services of the Hotel for their own needs;

customer - a natural or legal person, including a tourist entity, which enters into a contract for the provision of hotel services on behalf and for the benefit of the consumer and makes payment under this agreement (provides guarantees for payment under this agreement);

hotel service - actions (operations) of the Hotel for accommodation of the consumer by providing a room (place) for temporary accommodation in the Hotel, as well as other activities related to accommodation and temporary accommodation. Hotel service consists of basic and additional services provided to the consumer during accommodation and accommodation in the Hotel;

place (bed-place) - part of the room area with bed, bed linen, towels and other inverter according to the category of the Hotel, designed and suitable for one person;

room - a separate room equipped with furniture, consisting of one or more rooms suitable for temporary residence;

booking - the process of ordering the customer of the Hotel basic and / or additional services in a certain amount, in order to use the services in a specified time by a particular consumer or group of consumers;

confirmation of booked services - the Hotel's consent to perform the ordered agreed list of basic and additional services in accordance with the application;

refusal to book services - refusal of the Hotel to book basic and additional services of the Hotel within the period specified in the contract;

cancellation - the customer's refusal of the booked services. Cancellation is divided into three types: timely cancellation, late cancellation, non-arrival (no-show). In case of late cancellation or non-arrival (non-arrival) the Hotel will charge a penalty from the customer in accordance with the terms set out in the contract;

timely cancellation - the customer's refusal to use the booked services no later than 35 (thirty-five) days before the date of the scheduled arrival or within the contractual period;

late cancellation - cancellation after the expiration of the term of timely cancellation or in the terms stipulated by the contract;

non-arrival (non-arrival) - the actual non-arrival of the consumer, a group of consumers to the Hotel on the day of arrival;

check-in date - the date of arrival of the consumer to the Hotel, arrival time 15 hours 00 minutes Kyiv time;

date of check-out - the date of departure of the consumer from the Hotel time of departure 12 hours 00 minutes Kyiv time;

early check-in - arrival of the consumer to the Hotel before the settlement hour. The possibility of service is agreed with the hotel, and paid extra;

late check-out - departure of the consumer from the Hotel after the settlement hour on the day of departure. The possibility of service is agreed with the hotel, and paid extra;

check-out time - the hour that is set in the Hotel and at the occurrence of which the consumer must vacate the room on the day of departure and after which check-in at the Hotel.

**3. The order of check-in at the Hotel and payment for Hotel services**

3.1. Payment for accommodation and services provided by the Hotel is made in cash, by bank transfer or by credit card, according to the current price list of accommodation in the hotel. Payment for accommodation and additional services is made in the national currency - hryvnia.

3.2. If the guest is more than one day late, the guaranteed reservation will be canceled and the prepayment for the stay will not be refundable.

3.3. In case of early check-out or late cancellation, the Hotel will not refund the prepayment for the stay.

3.4. The hotel room is provided to the consumer after the check-in procedure. All guests must present a passport or other identity document (passport of a citizen of Ukraine, passport of a citizen of Ukraine for travel abroad, diplomatic or service passport, identity card of a seafarer, residence permit of a person living in Ukraine but not a citizen Ukraine, a national passport of a foreigner or a document replacing it, and a visa for the right to stay in Ukraine (unless otherwise provided by current bilateral agreements), birth certificate of minors under 14 years of age, driver's license, for the military - identity card or military ticket, certificate issued at the place of work of the consumer, etc.), and filling in the registration form of the established sample. The hotel administration reserves the right to refuse to provide services to guests who have not presented an identity card or refused to make payment.

3.5. Early check-in or late check-out is provided to Consumers only if there are rooms available in the Hotel and there are no applications for similar dates in accordance with the hotel price list.

**4. Obligations of the Consumer**

4.1. The consumer is obliged to:

4.1.1. Follow the order in the Hotel.

4.1.2. To receive a room key, all guests staying in the room must be registered.

4.1.3. Take care of the hotel property.

4.1.4. Do not take actions that violate the peace and disturb other Consumers.

4.1.5. Follow Fire safety rules.

4.1.6. Do not allow strangers into the room without informing the Hotel and / or at a time not specified for visiting.

4.1.7. When leaving the room: close the taps, close the windows and balcony doors.

4.1.8. When leaving the hotel to pay in full for all services and pass the room key manager on duty (the receptionist).

4.1.9. In case of damage to the property of the Hotel, the guest fully compensates it in accordance with the internal documents of the Hotel.

4.1.10. In case of accommodation in a room of pets to pay the additional payment established by Hotel.

4.2. To ensure order and safety in the hotel, the Consumer is prohibited during its staying in the Hotel:

4.2.3. Keep bulky items, flammable, explosive and flammable substances and objects in the room.

4.2.4. Use heating appliances.

4.2.5. Throw garbage, other items through the balconies, windows of the Hotel.

4.2.6. Smoking in rooms, halls and premises of the Hotel.

4.2.7. Bring into the hotel and store in the room materials and objects that are dangerous to life and health of others.

4.2.8. Rearrange and remove furniture from the hotel room.

4.2.9. Violate generally accepted norms of behavior, including to be on the territory of the Hotel under the influence of drugs.

4.2.10. Show aggression or actions that threaten the safety of health or property of others.

4.2.11. Damage hotel property.

**5. Responsibility of the Consumer**

5.1. In case of loss, destruction or damage to the Hotel property, the consumer is obliged to reimburse its value, according to the price list of the Hotel, and if there is no price list for such property according to market prices set at the time of loss, destruction or damage of such property.

5.2. For late arrival at the Hotel, or in case of non-check-in (non-arrival) of the Guest at the hotel or check-in days later, the money for the nights not spent in the hotel is not refundable.

**Addendix to the Internal Policies of Hotel AmstelSki**

**Rules for accommodation of guests with animals**

1. Pets of small and medium breeds are recognized as animals in the Hotel. The hotel reserves the right to determine whether the pet can stay in the room.

2. The Hotel allows the accommodation of people with disabilities and animals that serve their needs (guide dogs or other animals).

3. It is allowed to stay on the territory of the Hotel animals of special police units (guard dogs, sniffer dogs, etc.)

4. When staying at the Hotel with pets, the guest is obliged to read the "Rules for accommodation of guests with pets" and put a signature confirming compliance with these rules.

5. The guest is obliged to bring a special mat or a special cage for the pet.

6. The guest is obliged to walk medium and large dogs only in muzzles.

7. Walking pets are not allowed in the hotel.

8. For feeding pets, the guest is obliged to bring special utensils.

9. The guest is obliged to bring special trays for the pet toilet.

10. It is strictly forbidden to feed pets from the utensils belonging to the Hotel.

11. In the absence of a special cage for pets it is forbidden to leave pets unattended by the owners in the hotel room, lobby in the hotel.

12. It is forbidden to bring pets to the restaurant, bar and other public spaces.

13. It is forbidden to wash pets in the showers of the rooms, use towels, sheets and other bedding belonging to the hotel.

14. It is forbidden to comb pets in the hotel room and hotel lobby.

15. The guest is obliged to ensure the absence of a pet when cleaning the room by the Hotel staff or carrying out repairs in the room.

16. When staying in a hotel with a pet, the guest is obliged to make a cash deposit in the amount of the room rate per night for the possible risk of damage to the hotel property. In the absence of losses, upon termination of stay at the Hotel, the cash deposit is refundable. If the case of deeper damage to property hotel guests must pay additional funds to cover the effects of losses.

17. The hotel reserves the right to terminate the contract with a guest living with animals:

- in case of violation of the rules of residence,

- in case of aggressive, inadequate, noisy behavior of a pet.

18. An animal may be without a leash only within the living room where its owners live.

19. Free movement of animals without a leash in public areas - halls and corridors of the Hotel is prohibited.