

GENERAL TERMS OF BUSINESS

Place where hotel services are rendered (Hotel) - 18, Boryspl highway, Kyiv, 02660, Ukraine.

Guest- should mean a person who directly consumes or has the intention to consume Hotel services for personal (consumer) needs and makes reservation and payment for Hotel services.

Hotel services (services) - should mean actions of the Hotel as to accommodation of a Guest, as well as other activities having to do with accommodation and temporary stay, including basic and extra services rendered to a Guest(s) during his/theirs temporary accommodation and temporary stay at the Hotel.

Basic services- should mean range of Hotel services including accommodation and board (breakfast) that are included into the price of the room and are rendered to a Guest.

Extra services - should mean range of Hotel services that do not belong to the basic services, which are ordered and paid for additionally.

Room - should mean a separate furnished premise consisting of one or several places for temporary stay of a Guest.

Reservation - should mean the process of ordering by a Guest of basic and/or extra services in a certain range with the purpose of use within stipulated terms.

Reservation confirmation- should mean written confirmation of the Hotel to fulfill ordered list of basic and/or extra services according to the application, that Hotel sends to a Guest personally by fax or e-mail.

Refusal to make reservation of Hotel services - should mean a refusal of the Hotel to reserve basic and extra services.

Check-in time - should mean 02:00 p.m. on the date of arrival to the Hotel.

Check-out time - should mean 12:00 a.m. on the date of departure from the Hotel.

Early check-in - should mean Guest's check-in from 00:00 a.m. to 02:00 p.m. of the arrival date to the Hotel.

Estimated hour - (equals 12 hours 00 minutes) should mean the hour established in the Hotel, after which a Guest has to free the room, and cleaning and check-in to the room are to be carried out.

Application - should mean a document in writing, according to a set form, that is compiled by the Guest and submitted to the Hotel for reservation of Hotel services.

Rack Rate - should mean the rate without any discounts (price for Hotel services) used by the Hotel for payments to be done directly by the Guest.

Cancellation - should mean refusal of a Guest from reserved Hotel services.

Timely cancellation - should mean refusal of a Guest from reserved Hotel services before 03:00 p.m. of the day preceding the day of arrival.

Late cancellation - should mean refusal of a Guest from reserved Hotel services later than 03:00 p.m. of the day preceding the day of arrival.

No-show - should mean actual no-show of a Guest.

Cancellation/ No-show fee - should mean money paid by a Guest to the Hotel for cancellation or no-show.

Reservation cancellation confirmation - should mean confirmation of the Hotel in writing of a Guest's refusal

from reserved basic and/or extra services according to the reservation cancellation application, sent by the Hotel to a Guest personally either by fax or e-mail, in accordance with details given in the application.

Late check-out - should mean departure of a Guest from the Hotel after 12:00 a.m. of the departure date.

Essential conditions for provision of Hotel services, reservation, cancellation, no-show

1.1. Hotel services reservation

1.1.1. The Guest makes reservation of Hotel services by means of sending an application to the Hotel.

1.1.2. Reservation application (reservation cancellation) for Hotel services shall contain information on range of Hotel services, namely:

- number, last name, first name, sex of a Guest;
- date and time of arrival and departure of a Guest;
- category and number of necessary rooms;
- number of places;
- list of extra services if needed;
- special accommodation conditions.

1.1.3. Reservation applications for Hotel services shall be submitted to the Hotel not later than 5 (five) calendar days before Guest's arrival date.

1.1.4. From the moment of confirmation by the Hotel of booked Hotel services reservation is considered to be completed.

1.2. Accommodation of Guests in the Hotel is possible only against presentation of documents identifying their personality, namely:

- passport or other document identifying a person, (including diplomatic or service passport, seaman's book, certificate of a person residing in Ukraine being non-resident of Ukraine, national passport of a foreigner or a document substituting it, certificate of birth for juveniles under 16 years of age, driver license, for servicemen - identity card or military card).
- visa which gives right to stay in Ukraine receipt of which is ensured by the Guest.
- registration form.

1.3. Reservation cancellation on the Hotel's initiative.

In case of force majeure the Hotel reserves the right to cancel application or to make some changes into it without reimbursement of the Guest for services value.

1.4. Changes and reservation cancellation on initiative of a Guest before arrival of a Guest.

1.4.1 The Guest has the right to change arrival and departure dates by means of sending respective application with changed dates, under condition of previous confirmation by the Hotel of such an application not later than 03:00 p.m. of the day preceding the arrival date of a Guest.

1.4.2. Shall change of arrival and departure dates need additional payment (accommodation extension - shall such extension be possible subject to rooms' availability), the Guest has to make such an additional payment for Hotel services.

1.5. The Guest has the right to refuse from the services given in the application by means of sending to the Hotel of a respective cancellation application, under condition:

Reservation cancellation for individual Guest - not later than 03:00 p.m. of the day preceding the Guest's arrival date.

1.5.1. In other cases reservation cancellation/ no-show are to be paid in accordance with the data given in the table 1.

Table 1

Number of Guests	Period of time before Guest's arrival (according to application) (calendar days)	Payment for no-show/cancellation
Individual Guests	After 03:00 p.m. of the day preceding the arrival date of a Guest or no-show	100% of the value of the booked room per one night

1.5.2. Cancellation and no-show fees are to be paid with the front desk of the Hotel.

1.5.3. Reservation is considered to be null and void from the moment of confirmation by the Hotel of the reservation cancellation.

1.6. Late check out.

1.6.1. Late check-out is considered to be check-out after 12:00 a.m.

1.6.2. In case of late check out of a Guest (from 12:00 a.m. to 08:00 p.m.) the latter pays to the Hotel 50% of basic services price per night according to the Rack Rate.

1.6.3. In case of check-out after 08:00 p.m. the Guest additionally pays to the Hotel 100% of basic hotel services price per night.

1.6.4. In case of Guest's check-out the latter pays 100% of booked and not paid extra services per room/ per night.

1.7. Early check-in.

1.7.1. In case of early check-in the Hotel reserves the right: to refuse provision of Hotel services before check-in time or to provide Hotel services to the Guest(s) with payment for such services as follows:

- early check-in from 00:00 a.m. to 07:00 a.m. - 100% of basic Hotel services price per one night.

1.8. Accommodation extension after check-in of a Guest.

1.8.1. In case of accommodation extension the Guest(s) has (have) to settle accounts with the Hotel for accommodation extension.