

Улица Гаршина 3, Одесса, 65016, Украина  
тел.: +38(097)500-00-50;  
+38(048)777-03-03.  
e-mail: booking@vele-rosse.com.ua



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## **RULES FOR ACCOMMODATION OF GUESTS IN THE HOTEL**

1. The following rules are developed based on requirements of Ukrainian Laws "On protection of consumer's rights", "On tourism", "On entrepreneurship", as well as Guidelines for using hotels and rendering hotel services in Ukraine and are binding for all commercial entities rendering hotel services irrespectively of form of incorporation and form of ownership.

### **2. ACCOMMODATION CONDITIONS**

- The Hotel is opened 24/7.
- While checking-in the Guest provides an identity document (passport, military card or another identity card) and completes a registration form. The guest makes 100%-payment for the whole period of staying in the Hotel.

### **3. BOOKING TERMS AND CONDITIONS**

- A room in the Hotel is booked by sending request to the Booking Department via postal, telephone, or other means of communication. Tel. +38 (048) 777-03-03, Fax: +38(048)777-04-94, e-mail: velerosse.od@gmail.com;
- In case of secured booking a 100%-prepayment is made for the whole staying period or 100%- prepayment for the first day of staying with further payment for unpaid staying period during checking-in;
- Provided that Guest did not use accommodation service on a specified check-in date in case of the secured booking with 100%- prepayment for the 1<sup>st</sup> day of staying and he/she did not cancel the booking at least 3 days before expected check-in date, the prepayment for the 1<sup>st</sup> day of staying is not subject to repayment. This booking is transferred into an Unsecured status and is cancelled if the Guest did not confirm this booking;
- Provided that Guest did not use accommodation service on a specified check-in date in case of the secured booking with 100%- prepayment for the whole period of staying and he/she did not cancel the booking at least for 3 days

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before the expected check-in date, the prepayment for the 3 days of staying is not subjected to repayment. This booking is not cancelled before receiving Guest's refusal in writing. In the absence of written refusal of booking and accommodation services within prepaid period, payment for each day of the accommodation service is not subjected to repayment;

➤ In case of a unsecured (without prepayment) confirmed booking and provided that Guest did not specify exact check-in time, the booking is cancelled at 6:00 p.m. local time on a check-in date.

#### **4. PROCEDURE OF PAYMENT FOR SERVICES PROVIDED BY THE HOTEL**

- Payment for accommodation and services provided by the Hotel is effected at prices according to Price list approved by the Hotel Director;
- Payment for accommodation is charged according to the check-out time from 12:00 p.m. of the current day local time;
- In case of secured and unsecured booking the check-out time is always 12:00 p.m. and amounts 100% from the room rate per day that ensures to Guest room availability from 12:00 p.m. to 2:00 p.m. at any check-in time;
- Extension of the room after the first day of staying is possible at least for half a day;
- If necessary to extend staying period in the Hotel a Guest may address Reception and Accommodation Service at least 2 hours before the check-out time. Provided that free rooms are available in the hotel the period of staying can be extended;
- In case of staying period extension a Guest pays 100% from the accommodation cost for the extended period;
- Additional services are rendered to Guests for extra-payment. Information about a list and cost of the Additional Services is provided by the Reception and Accommodation Service;
- Children aged under 6 years are accommodated in the Hotel free of charge without an additional sleeping accommodation at the parents' room;
- If possible, the Hotel may offer additional accommodation for extra-payment according to the applicable price-list;

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- The hotel renders the following services to its Guests without extra-payment:
  - emergency call;
  - use of a first aid kit;
  - delivery of correspondence addressed to the Guest ;
  - wake-up service;
  - taxi call;
  - information about railway and flight timetable;
- Towels are changed every day. An early change of sheets and towels is possible upon Guest's request without extra-payment;
- While checking-out the Guest effects a final payment for rendered services including additional services such as city, inter-city and international calls, except for calls within the Hotel and returns a room key.

## **5. PRIORITY ACCOMMODATION CONDITIONS IN THE HOTEL**

In case of free rooms availability the following guests have precedence of accommodation:

- Heroes of Ukraine and the Soviet Union, Full Cavaliers of the Order of Glory;
- Veterans of the Great Patriotic War;
- Disabled persons of I, II, and III groups and accompanying persons;
- Pregnant women and women with children aged under 6 years;

## **6. GUESTS ARE OBLIGED:**

- In case of loss or damage of Hotel property, to compensate for damages according to procedure stipulated by applicable legislation. Amount of loss is estimated regarding prices according to price list approved by the Director;
- to keep cleanness and order;
- to observe silence;
- to comply with fire regulations;
- to close taps, windows, to switch off the light and other electric devices while leaving a room;

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- to check-out upon expiration of paid accommodation term –.

## **7. IT IS PROHIBITED IN THE HOTEL:**

- to leave third persons in a room when you are absent there;
- to give a room key and a guest card to third persons;
- to stay in a room with domestic animals and birds without prior consent by the Hotel Administration;
- to keep bulky things (packages, boxes with dimensions of 50X50 should be kept in a storage room of the hotel to ensure the housekeeping and personal safety of Guests), explosives, toxic materials, weapon in the room. Weapons and other valuables must be kept in a safe.
- to use heating appliances except for devices installed in a room;
- to move furniture without prior consent of the Hotel Administration;
- to smoke in rooms;
- to violate calm of other Guests, making noise;
- to carry publicly any types of civil, duty, combat weapons by guests of the hotel, including discharge of their duties, as well as special munitions;

## **8. OBLIGATIONS OF THE HOTEL**

- to ensure quality of the rendered services provided by the hotel;
- to provide complete information about services rendered by the Hotel, form and procedure of their payment, to provide information in the room in a Guest's folder and the Reception and Accommodation Service of the Hotel;
- to provide a Book of Comments and Suggestions that can be found at Reception and Accommodation Service of the Hotel at a short notice of a Guest;
- to consider requests and complaints of the Guest immediately.

## **9. ADDITIONAL INFORMATION ABOUT ACCOMMODATION TERMS**

- The Hotel is entitled to refuse further accommodation in the Hotel in case of Rules violation by Guest and delayed payment for Hotel services;

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- If Guest refuses accommodation at a check-in date, repayment of the whole amount is effected if the Guest came to a counter of Reception and Accommodation Services within the first hour after settling and did not use the room. If the Guest did not use the room and came to the counter of Reception and Accommodation Services in order to refuse the room within the 1<sup>st</sup> or the 2<sup>nd</sup> hour upon settling, repayment of amount paid for accommodation is effected with 15% withholding from a room rate/day. If the Guest used the room or came to the counter of Reception and Accommodation Services in order to refuse the room later than two hours upon settling – repayment for the first day of accommodation is not effected;
- If a term of Guest staying in the Hotel expired and the Guest is absent in the room from 12:00 p.m. to 11:00 p.m. or from 11:00 p.m. to 12:00 p.m. (if accommodations in not extended and paid in due time), the Hotel Administration is entitled to make a list of property located in the room of the absent Guest, to vacate the room. The administration lodges valuables in form of cash, precious metals, valuable papers in a safe-deposit box, a Room of forgotten and found articles free of charge;
- Procedure and rules for storage and receipt of property from the Room of forgotten and found articles are approved by the Hotel Director and located at the Reception and Accommodation Service;
- The Hotel Administration is not responsible for valuables not lodged in the safe-deposit box (that are not left in a room mini-safe), at the Reception and Accommodation Service;
- A guest who detected a loss, shortage, or damaged of his/her belongings immediately notifies the Hotel Administration thereof, the Reception and Accommodation Service. Otherwise the Hotel is indemnified for failure to preserve the belongings;
- In case if forgotten things are found the Hotel immediately notifies an owner thereof, if the owner is known. The Hotel will keep a forgotten thing within 3 months. Valuables, a substantial sum of money shall be kept for one year;
- The Guest takes into consideration and gives his consent to use surveillance systems in premises of the Hotel (except for rooms and shower units).