
RULES FOR THE PROVISION OF HOTEL SERVICES AND ACCOMMODATION (FURTHER RULES)

In these Rules the terms are used with the following meaning:

Hotels – hotels, which are included in the Reikartz Hotel Group chain, intended for temporary residence of citizens regardless of their place of living and registration.

Guest – is an individual who acquires, orders, uses or intends to purchase or order hotel services.

Customer – an individual or juridical person, including a subject of tourist activity (tour operator, travel agent), which concludes agreement with the Hotel about providing hotel services on behalf of and in favor of the Guest and pays or provides guarantees for payment according to the contract.

Hotel services – are the hotel's activity by providing temporary accommodation room for the Guest. Hotel services consist of basic and additional services provided to the Guest during staying and accommodation in the Hotel.

Basic services – the amount of Hotel services included in the price of Room rate and provided to the Guest.

Additional services – the amount of Hotel services that are not part of the hotel's main services and can be ordered and paid by the Guest separately.

Room – a separate furnished room consisting of one or more rooms and equipped for temporary accommodation.

Place (extra bed, bed-place) – part of the Room area with bed, bed linen, towels and other inventory according to the category of the Hotel, intended and suitable for one person stay.

Reservation (order) – the process of reservation basic and/or additional Hotel services to a certain extent for the purpose of their use in a timely manner by a particular Guest or Guests Group.

Guaranteed reservation – is a reservation guaranteed by pre-paid services.

Non-guaranteed reservation – ordering services without prepayment. All Non-guaranteed reservations are valid until 06:00 p.m. the day before arrival at the hotel. The hotel has a right to cancel non-guaranteed reservations in case of delayed payment. Guests with Non-guaranteed reservation can Check-in in the Hotel in the order of their turn (according to the principle "First arrived – First placed in the room").

Confirmation of the booked services – the Hotel's agreement to fulfill the ordered list with basic and additional services according to the application.

Refusal in reservation services – refusal of the Hotel in booking the hotel's basic and/or additional services.

Cancellation of the reservation – the Customer's refusal from the booked services.

Non-arrival – actual absence of the Guest or group of Guests in the Hotel on the day of arrival.

Check-in date – the date of Guest arrival to the Hotel.

Check-out date – the date of Guest departure from the Hotel.

Early check-in – Guest arrival to the Hotel before 02:00 p.m. Check-in date.

Late check-out – Guest leaving the hotel after Check-out hours.

Rate/Price List – a document that contains valid Hotel prices and tariffs.

Settlement hour (settlement time) – 12:00 p.m. of check-out date. When the Settlement Hour comes Guest must release the hotel number and make a full settlement with the Hotel for the received services.

Penalty – penalties paid by the contracting part in case of violation of its requirements that are conditioned by the contract or current legislation.

Site – is the official website of the Hotel with the domain name <reikartz.com>, without limiting the level of the hierarchy.

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Tourist tax-fee – local tax, the funds of which are credited to the local budget. The rate of the tourist tax is established by the decision of the corresponding rural, settlement, city council or council of the united territorial community, for each day of the temporary accommodation of a person at the places of residence (overnight) in the amount of up to 0,5% - for residents (domestic tourism) and up to 5 % - for non-residents (inbound tourism) of the minimum wage established by law for January 1 of the reporting year for one person for each day of temporary accommodation of a person at the hotel.

Tourist tax payers are citizens of Ukraine, foreigners, also stateless persons who arrive on the territory of the administrative-territorial unit on which the decision of the rural, settlement, city council or council of the united territorial community is applied for the establishment of a tourist tax and is temporarily placed at the places of residence (overnight).

Dismissal terms from payment of tourist fee:

- availability of business trip order for a Guest at check-in and / or providing a scan copy at the time of booking. In order for the tourist tax not to be included in the bill when it was booked by cashless payment it is necessary that together with the reservation request were sent and a scan copy of the travel order to the booking department; otherwise, the tourist tax will be included in the account;
- availability of disabled person status, a disabled child status, which is confirmed by the relevant documents;
- availability of war veteran status, which is confirmed by the relevant documents (including participants of Counter-terrorism);
- availability of a participant status in the liquidation of the consequences Chernobyl AES accident, which is confirmed by the relevant documents;
- having a guest pass (courses) in sanatorium and boarding houses;
- permanent residence of the guest, including the terms of employment contracts, in a rural, settlement or city which Councils have established a tourist tax;
- guest age is under 18 years old.

1. GENERAL RULES

1.1. These Rules regulate the basic requirements of the usage of the Hotel services, operating in the territory of Ukraine in the sphere of provision of temporary accommodation services (provision of Hotel Services) to the Guests; regulate the relations between Guests, between Customers and Hotel, which performs the specified services.

1.2. The business Hotel activity is regulated by the current legislation of Ukraine. In its activity, the Hotel is guided by the "Rules of the usage of the hotels and similar means of accommodation and provision of hotel services", approved by the order of the State Tourism Administration of Ukraine dated March 16, 2004 No. 19 and internal rules.

2. ACCOMMODATION PROCEDURE

2.1. Room (place) for Guest is provided with the presentation of a passport or another identity document of a person (Ukrainian passport, international passport of a citizen of Ukraine, diplomatic or official passport, seaman's identity card, residence permit for a person living in Ukraine, but not a citizen of Ukraine, foreigner's national passport or a replacement document and a visa for a stay in Ukraine (unless otherwise provided by valid bilateral agreements), birth certificate of minors under the 16 years old, driving license, for the military – a personal identity card or a military ticket, certificate issued at the Consumer place of work, etc.) and filling out the Guest's registration form.

2.2. In the presence of free rooms and with the request of the Customer, the Guest may be provided with a room for two or more places with full payment of the room rate in accordance with the hotel's rates for placing two or more persons in the Room.

2.3. After registration of documents for accommodation and payment for accommodation of the Room, the Hotel gives the Guest a document confirming the payment of the Room and the key of the Room.

2.4. Documents (passports or other documents), money of any country, jewelry, etc. are not accepted by the Hotel as guarantee.

3. CHECK-IN, CHECK-OUT, REGISTRATION OF ACCOMMODATION

The hotel is open 24 hours a day. Check-in time - 02:00 p.m., Check-out time - 12:00 p.m. Payment is charged for the day of accommodation according to the estimated time.

For stays of less than 24 hours, payment is made in full settlement day in accordance with the established settlement time and settlement hour.

In case of early departure due to the reduced length of stay in Hotel compared with reservation stay, Guest is obligated to warn the Hotel of reduction in the length of stay one day before or pay Penalty in the amount of one night stay and pay for the actual provided Hotel services.

Early check-in from 12:00 a.m. to 06:00 a.m. is paid additionally at the rate of 100% cost of the stay (breakfast is included in the price).

Early check-in from 06:00 a.m. to 02:00 p.m. is paid additionally at the rate of 50% cost of the stay (breakfast is included in the price).

Late check-out from 01:00 p.m. to 11:00 p.m. is paid additionally at 10% cost of the stay per 1 hour.

Exception is Reikartz "Park Hotel Ivano-Frankivsk":

Early check-in from 12:00 a.m. to 08:00 a.m. is paid additionally at the rate of 100% cost of the stay (breakfast is included in the price).

Early check-in from 08:00 a.m. to 02:00 p.m. is paid additionally at the rate of 50% of the cost of the stay (breakfast is included in the price).

Children under 5 years (inclusive) are accommodated free of charge (without providing additional place). For accommodating children over 5 years of age and adults with extra bed and for the provision of children under 5 years of extra bed in the room, a fee is charged in accordance with the Hotel Price list. Cost can be obtained by contacting the Hotel or the central booking department, as well as through the booking module on the Site.

The Hotel has the right to refuse a Guest in accommodation in following cases:

- Guest does not have documents, or documents are invalid or overdue; there is a suspicion that documents are fake;
- Guest has a low, dirty appearance, he is drunk, inadequately, aggressively behaves;
- Guest refuses to adhere to the rules of residence in the hotel;
- Guest has been added to the unwanted guests list;
- Guest has a weapon, special means or devices, ammunitions and bullets for them ;
- in other cases stipulated by the legislation of Ukraine.

In disputed cases, the hotel administration decides the issue.

4. PROCEDURE OF ROOM RESERVATION, CANCELLATION, RESERVATION AND PAYMENT FOR HOTEL SERVICES

4.1. Room reservation:

The Hotel administration has the right to conclude agreements for reservations for the Rooms. In the case of Room availability, the administration accepts applications for reservations from legal entities and individuals.

The Hotel has the right to enter into an agreement with the Customer on Room reservation by signing it by two parties, as well as by making an application for booking by post, telephone or other communication (e-mail, including fax) that allows Hotel to reliably establish the ownership of an application to a customer. The contract is considered to be concluded only in case of written acceptance by the Hotel of the booking request sent to him.

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Requests for room reservation in Hotel to accommodate individual tourists and groups of citizens served by the Customer within the period specified by the Hotel, according to signed contract.

Accommodation is payable during check-in or before check-in. Payment can be made in cash, by credit card, etc.

The reservation is considered non-guaranteed without payment. To make a reservation guaranteed, Guest must make a prepayment. Prepayment is possible on the Site or otherwise by prior arrangement with the Hotel.

The non-guaranteed reservation is valid until 06:00 p.m. the day before arrival at the hotel. The Hotel has a right to cancel non-guaranteed reservations in case of delayed payment. Guest with Non-guaranteed reservation accommodated in the Hotel in the order of their turn (according to the principle "First arrived – First placed in the room").

The customer can confirm the reservation (Thus giving him the status of a Guaranteed Reservation) by prepayment with a bank card in the amount of:

- 100% from the cost of the reservation and tourist tax rate – for one day stay;
- the cost of one day stay (partial prepayment), or 100% of the cost of the reservation (full prepayment) and tourist tax rate – for bookings for more than one day, and subject to payment of tourist fee.

In case the Customer does not arrive at the Hotel or refuses the hotel booking later than 24 hours before Check-in date (here and thereafter – local time), the amount of the partial prepayment is not returned and is considered a Penalty paid in favor of the Hotel.

By confirming the Hotel room reservation, Guest accepts and agrees with the above conditions, including the Cancellation and Non-Acceptable Policy.

4.2. Cancel of reservation:

In case of cancellation the hotel booking earlier than 24 hours before Check-in date, cancel of reservation is free of charge. Cancellations can be made by calling +38 044 536 12 11 or by e-mail reservation@reikartz.com.

In case if Customer does not arrive at the Hotel or refuses the hotel booking later than 24 hours before Check-in date to the Hotel, the amount of the prepayment is not returned and is considered a Penalty paid in favor of the Hotel.

Exceptions:

Reservation conditions for hotels "Reikartz Polyana", Polyana, "Reikartz Carpathians", Zhdeniyevo, "VitaPark Stanislavsky Yaremche", Yaremche.

To confirm booking in the indicated Hotels, the Guest will be paid a partial prepayment for the first two days of the stay during the 3 banking days from the date of invoicing. The Hotel has a right to cancel the reservation in case of non-payment by the Guest of the account within 3 business days, and the Guest will be notified about in writing.

Cancellation terms:

- Cancellation of the reservation for 15 days until 02:00 p.m. Check-in date – without penalty.
- Cancellation of reservation is less than 15 days before 02:00 p.m. Check-in date – a fine of two first days of accommodation (partial subscription).

All prices for Hotel services are indicated in UAH. Payment for accommodation is made in UAH. The hotel accepts payment by cash, bank transfer or bank cards: Visa, MasterCard or American Express. The value of the room does not include a tourist tax imposed by the administration of some Ukrainian cities. The tourist tax is paid separately.

5. GUESTS RIGHTS AND RESPONSIBILITIES, STAYING IN THE HOTEL

Guests staying at a Hotel are required to comply with the present Rules, fire safety rules, as well as other regulatory documents and legislation of Ukraine.

5.1. Guests staying in the hotel are not allowed:

- to insert and store in the Rooms the substances, materials and objects that are dangerous for the life and health of citizens and the preservation of property;
- leave outsiders in the Rooms (those who did not fill out and did not sign the Guest's registration card), as well as to give them the keys to the Room;
- smoking tobacco products, electronic cigarettes and hookahs throughout the hotel (in rooms, corridors, lounges and restaurants, etc.). Smoking is allowed only in a specially designated place. For smoking in prohibited places, the Guest undertakes to pay a penalty of 50% of the value of the Room per day for each violation;
- bring dishes from the restaurant, cutlery, food and beverages without prior agreement with the restaurant administration;
- use electric heating appliances not included in the number;
- to use the equipment of the Hotel and the Room for other purposes;
- violate the rest of the guests after 22:00 pm and until 8:00 am;
- to bring and keep firearms, gas, pneumatic and other weapons, special equipment, armament, devices and ammunitions for them on the territory of the Hotel. In case if the Guest has any kind of the weapon, special devices and means, ammunitions and bullets for them the Hotel has the right to refuse of settlement.

5.2. Rights and responsibilities of guests:

- The guest has the right to invite visitors to your room from 07:00 am to 11:00 pm. If the visitor stays in the room after 11:00 p.m., the Guest must pay the difference between double and single accommodation in case the visitor pays only for single accommodation. If two Guests have already been registered in the Room, the Room will be charged according to the hotel's pricelist for accommodating adults in an additional place. The cost can be obtained by contacting the Hotel or the central booking department, as well as through the booking module at the reikartz.com site;
- The Guest is obliged to compensate the damage to the Hotel in case of loss or damage to the property of the Hotel, and is also responsible for the violation, caused by invited persons (visitors). The damage is determined by the Hotel administration. The losses are reimbursed by the guest in full, in the amount that covers the actual losses of the Hotel on the basis of the Peculiarity of the pecuniary damage, within five banking days from the moment of drawing up of the said Act;
- It is not recommended to leave money and jewelry in the Room. The hotel is responsible for the loss of money, other valuables (securities, jewelry) only on condition that they were separately transferred to the hotel for storage (located in the designated storage space or in the luggage room, while this category does not include safes located in the Rooms).

5.3. Rules for living with animals:

- Pets that are allowed to stay at the hotel are only small (not big) dogs "non-fighting breeds". The hotel reserves the right to refuse the Guest accommodation with the animal;
- Pets are allowed in hotels no more than two in the same Room. The cost of each animal living is 50% of the cost of 1 day of stay for one person (regardless of the Guest's stay). Guests which arrive at the Hotel with Pet must have an animal passport and a veterinarian's certificate stating that all the animals were vaccinated.

5.4. How to use the conference rooms.

The use of conference rooms can be Customers, Guests, as well as third parties (all together and each separately further – User).

At the written request of the User, the Hotel may provide a technical time not more than 30 minutes before the event, which is defined as the time required for preparation of the event and 30 minutes after its completion.

The placement of any advertising materials on the walls, furniture of the Hotel without prior approval of the Hotel is strictly prohibited.

Losses caused by the User or participants of the activities carried out by the User due to damage, loss, damage to the property of the Hotel, are compensated by the User in full, in the amount that covers the actual losses of the Hotel on the basis of the Peculiarities of Pecuniary Damage, within five banking days from the moment of drawing up of the said Act.

User has no right to use the premises of the conference room for purposes other than those specified in the written application.

5.5. Guests, when discover deficiencies in the provided service, have the rights:

- demand elimination of deficiencies within the term specified by the legislation of Ukraine and other normative acts;
 - terminate the contract and demand reimbursement of documented damage if the service provided previously did not remedy the deficiencies.
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The top priority of our team is to make your stay as comfortable and enjoyable as possible! If you have any questions, please contact us free on 0 800 304 500 if calling from Ukraine, or +38 044 536 12 11 if calling from outside Ukraine.

Our email address is
reservation@reikartz.com.

We are glad to welcome you at
Reikartz Hotel Group!