



RULES OF RESIDENCE in “Twins Hotel&SPA”

Dear guests! We are pleased to welcome you in our hotel! Please read carefully the rules of stay in Twins Hotel&SPA.

GENERAL REGULATIONS

1. These rules have been developed on the basis of the current legislation of Ukraine, the decrees of the State Committee of Ukraine for Housing and Communal Services, the State Committee of Ukraine for Tourism, the Cabinet of Ministers of Ukraine, and taking into account the requirements of the International Hotel Association Council.
2. The hotel guarantees guests compliance with all privacy policies.
3. The hotel management reserves the right to impose a fine on guests for violation of fire safety, smoking and disobedience to the legal requirements of the administration.
4. Reviews and suggestions about the hotel work can be left to the hotel administrator.

ACCOMMODATION RULES IN THE HOTEL

1. The hotel works 24 hours a day, 7 days a week.
2. Check-out time – until 11:00, check-in time – from 14:00.
3. Early check-in is available only if there are free rooms. If you plan an early check-in (before the check-in time), you have to pay 50% of the room rate. If you need to check-out after the payment hour (after 11:00), you have to pay extra: until 18:00 – 50% of the room rate, after 18:00 – 100% of the room rate.
4. Breakfast is served from 08:00 until 11:00 (in wintertime).
5. Staying in the room without payment is not allowed.
6. The room is provided only after the presentation of an identity document.
7. During the settlement, the payment is charged for all the residential period.
8. After check-out, the rooms are cleaned.
9. Please keep the room and the territory of the hotel clean.
10. Rooms are cleaned every day or upon request of the guest (hang “Please clean my room” sign on the door).
11. We kindly ask you to treat with respect the people living in the neighboring rooms. Please turn down the volume of the TV and avoid loud talking and laughing between 22:00 and 7:00.
12. Please follow the fire safety rules. In case of a fire alarm, keep calm and leave the room in accordance with the evacuation plan.
13. Please turn off the water taps, the lights and other electric appliances while leaving the room.
14. Please leave the documents and valuable things in the safes in your hotel room. The administration of the hotel is not responsible for the things left unattended.

15. Please take care of the hotel's property and appliances. The room is accepted while the guest leaves. In case of damage, theft of property or equipment, the guest must reimburse the cost of it. The prices are provided by the administration.
16. Your guests can visit you daily from 9:00 to 23:00. They only need to inform the hotel administrator and register.
17. For the accommodation of children (together with adults) under the age of 6, no fee is charged (without providing an extra space in the room).
18. Please keep the ski equipment in a special room located on the territory of the complex.
19. Please inform the administration in case of equipment defects, electrical, heat and water supply faults.
20. Please ask the administration about your parking place during the check-in.
21. There's video surveillance on all the territory of the complex (except for toilets and rooms)

**«TWINS HOTEL&SPA» HAS THE RIGHT TO REFUSE THE GUEST IN
FURTHER ACCOMMODATION, IN CASE OF VIOLATIONS OF THE
RULES
AND LATE PAYMENT FOR SERVICES**

REFUSAL OF SETTLEMENT, TERMINATION OF RESIDENCE:

1. Guests terminate the residence after the end of the paid residence period.
2. If the Guest repeatedly violates the rules of residence, which leads to material damage or creates inconvenience for other guests, the hotel has the right to refuse accommodation or terminate the stay of the Guest (make a check-out).
3. We also refuse accommodation for guests, who are in the state of alcohol or narcotic intoxication.

IT IS PROHIBITED TO:

1. Pass the key to the room to the unknown persons.
2. Keep the birds, reptiles, etc. in the room.
3. Store in the room explosive, flammable, toxic materials, drugs, mercury, weapons.
4. Use of the electrical appliances in the room except permitted.
5. Move furniture without the consent of the administration.
6. Smoking in rooms, halls and premises of the complex (hookah same) – fine UAH 4000.00.
7. Show aggression or actions that endanger the safety, health or property of others.
8. Dry mushrooms, berries and fruits in the room.
9. Use pyrotechnics and sparklers on the territory of the complex without the consent of the administration.

PAYMENT RULES AND BOOKING CONDITIONS

1. Payment for accommodation and additional services is made in cash or non-cash, according to the price list.
2. Payment is made during the check-in.
3. Early check-in (until 14:00) or late check-out (after 11:00) is available only if there are free rooms in a hotel or no applications for similar dates and is paid according to the price list (50% of the room rate per day).
4. The booking services on the website are provided online, by e-mail and, if it's necessary, by telephone.
5. When booking through the website, the guest enters into a direct contractual relationship with the hotel. From the moment of booking, guests are sent an electronic booking confirmation on behalf of the hotel.
6. Cancellation policy at the hotel:
 - 6.1 If you book in advance, you can cancel the room booking without fine within 3 days from the moment of the guaranteed reservation, otherwise the money will not be refunded, but will be placed on the hotel deposit, which you will be able to use within one year from the date of cancellation, in case of cancellation within 14 or more days before the date of accommodation. In case of cancellation within 14 or fewer days before the date of accommodation, the hotel has the right to use the payment amount as a fine for late cancellation of the booking.
 - 6.2 In case of booking a room right before check-in (1 day or less), the Guest must make full payment at reception during check-in. If during the residence, the Guest reduces the period of stay in the hotel, the amount of payment is not refundable. In special cases (the decision is taken by the administration of the hotel) the remaining payment can be placed on the hotel's deposit with a guarantee of its use during the calendar year.
7. Cancellations are considered valid if they are sent to the hotel's e-mail, not by telephone.
8. To book group accommodation (more than 10 people) you need to send a request in any form to the hotel e-mail info@hotel-twins.com. Group accommodations can't be made by telephone.
9. In case of violation of the rules of stay established in the hotel, the administration has the right to refuse the Guest further stay.

If you have any questions or need additional information, please contact the hotel administrator by phone: +38 (066) 521 73 24, +38 (066) 521 73 41

