

**Dear guests! We are glad to welcome you at our hotel!
Please read carefully the rules of residence!**

1. The hotel is open 24 hours a day. Check-in time is from 12:00. Departure time - until 10:00.
2. Upon arrival at the hotel, the Guest must present identity documents (passport, driver's license), a receipt for booking of the reservation / settlement voucher.
3. "Early check-in" - 06:00-12:00 (not earlier than 06:00). 50% of the cost of hotel services for 1 day. The price includes breakfast. "Late check-out" - 10:00-17:00 (no later than 17:00). 50% of the cost of hotel services for 1 day. Lunch is included in the price.
4. For stays of less than 24 hours, payment is made for 1 day, regardless of the settlement time.
5. Children under 6 years stay and feed for free.
6. Rooms are cleaned every day. Bed linen, towels, cosmetics are changed every 4 days. For an additional payment - washing and ironing of clothes and out of turn replacement of towels, bed linen.
7. The hotel has two tariffs: "Full board", "Bed and breakfast". According to the chosen tariff, the room rate includes: accommodation, meals open buffet- three times or breakfast only; doctor's consultation for a stay of 4 days or more; use of children's room services; parking ; WI-FI.
8. Guests staying at the rate of "Bed and breakfast" and who wish to book an additional lunch or dinner must notify the hotel reception in advance. The service is provided the next day after the order. The cost of an additional lunch or dinner - 220 UAH.
9. A reservation is made by the Guest in writing or verbally - it is considered guarantee if the hotel received full or partial payment for accommodation.
10. Cancellation of reservation, no check-in, change of arrival date, period of stay, pre-departure, without notice in less than 24 hours (before arrival/departure), a fine of 1 day of stay is charged, except for the cases that became the basis for such departure (illness of the Guest, illness or death of members of his family, other cases that make it impossible for the Guest to receive the services in full amount). In the event of confirmation of such circumstances, cash is returned in the amount of the value of unused services.
11. It is forbidden to transfer to other persons an electronic card, which is a pass to the medical zone "Med Palace".
12. For the sake of safety, storage of the personal property of the Guest and the hotel, the entire area of the hotel (excluding toilet rooms and Guest rooms / suites) is controlled and recorded by video cameras.
13. On the basis of the number it is necessary to switch off the light, electric appliances, close the cranes.
14. In the rooms and other areas of the hotel, it is strictly forbidden to smoke, drink alcohol, drugs and be in a state of intoxication.
15. The hotel and the rooms are prohibited: play musical instruments, make noise, whistle, sing loudly, use abusive vocabulary, and loudly include audio systems and TVs.
16. In the case of repeated violations of the internal rules of residence of Guest's in the hotel, causing inconvenience to other Guests of the hotel, causing material damage to the hotel (damage / destruction of property, etc.), the hotel has the right to refuse the accommodation or to evict a Guest with the client's inclusion in the black list-letter.
17. For Guests traveling with pets:
 - When making a reservation, the Guest must notify the hotel administrator about the animal.
 - Keep the animal on a leash, in a muzzle or in a cage and do not allow the animal to move freely on the territory of the hotel.
 - Provide a certificate from a veterinarian with a note about the pet's vaccinations.- Do not allow disturbance of peace and quiet by a pet and reduce such disturbance to a minimum.
 - It is forbidden to take pets with you to the restaurant, SPA center of the hotel and other public places.
 - The owner of the animal bears full financial responsibility for damages caused to hotel property by the animal, including damage to furniture, walls, carpeting and other damages caused by the animal to Guests or hotel staff.

**We wish you a comfortable rest!
Best regards, the administration of the hotel "VESNA"**