

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

1. The hotel operates 24 hours a day. Check in time from 12:00. Time of departure - until 10:00.
2. Upon arrival at the hotel, the guest must present the identity documents (passport, driver's license), a receipt for booking a reservation / settlement voucher.
3. Early check-in is from 06:00 to 12:00 (no earlier than 6:00). 50% of the cost of hotel services for 1 day.
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. Accommodation in the hotel with pets, birds, reptiles is strictly prohibited.
8. The hotel has four tariffs: "Full board", "Bed and breakfast", "Full board + SPA", "Bed and breakfast + SPA". According to the chosen tariff, the room rate includes: accommodation, meals open buffet - three times or breakfast only; doctor's consultation; use of children's room services; parking; WI-FI; visits to the SPA-center "Med-Palace".
9. Guests staying at the rate of "Bed and breakfast", "Bed and breakfast + SPA" 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 additional food - 120 UAH.
10. A reservation is made by the guest in writing or verbally - it is considered a guarantee if the hotel received full or partial payment for accommodation.
11. 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 a guest, illness or death of members of his family, other cases that make it impossible for the guests 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.
12. It is forbidden to transfer to other persons an electronic card which is a pass to the medical zone "MedPalace".
13. For the sake of safety, storage of 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.
14. On the basis of the number it is necessary to switch off the light, electric appliances, close the cranes.
15. 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.
16. 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.
17. In case of repeated violations of the internal rules of residence of guests 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.

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