

**SMALL HOTEL
INTERNAL RULES
(hereinafter referred to as the Rules)**

By entering into the Public Hotel Accommodation Agreement with SMALL HOTEL (hereinafter referred to as the Hotel), You declare that You accept the rules and guarantee compliance with these rules by You and by the persons who came to our Hotel with You.

These Rules are communicated to all Consumers by posting the same on the Hotel's website and placing it at the Hotel reception desk.

1. GENERAL PROVISIONS

1.1. These Rules are addressed to the persons (hereinafter referred to as the "User" or "Users" or "Customer" or "Customer" or "Consumer" or "Consumers" or "Guest" or "Guests") who intend to enter into and/or have entered into a Hotel Accommodation Agreement.

1.2. These Rules govern the relationship between the consumers and the hotel and regulate the basic requirements for the Hotel use.

1.3. The Public Service Agreement, the Internal Hotel Rules, and the Pet Accommodation Rules define the content of the rights, obligations, and responsibilities of the Hotel and the Consumer, operate simultaneously and complement each other.

1.4. The Hotel shall be guided by the Law of Ukraine on Tourism, the Rules of Use of Hotels and Similar Accommodation and Hotel Services, approved by order of the State Tourist Administration of Ukraine No. 19 dated March 16, 2004, these Rules, as well as other regulations of Ukraine.

1.5. The Hotel shall provide round-the-clock Consumer check-in and check-out services.

1.6. The terms used herein shall have the meaning assigned to them in the Public Hotel Accommodation Agreement.

2. INFORMATION ABOUT THE HOTEL AND HOTEL SERVICES

2.1. The Hotel services are provided by S-MALL HOTEL Limited Liability Company (EDRPOU code 44344723) in the territory of SMALL HOTEL, located at 18 Yunosti Avenue, Vinnytsia, Vinnitsa region, Ukraine, 21021, and include accommodation of individuals by providing a room (place) for temporary accommodation.

2.2. The Hotel is assigned a "three stars" category (certificate series BH number 130 from 25.11.2021).

2.3. The Hotel operates in the territory of Ukraine and is intended for temporary accommodation and servicing of consumers, regardless of their place of permanent residence and registration.

2.4. The Hotel room stock consists of 28 rooms, including single and double rooms. Hotel rooms of the same type may have different interior design.

2.5. Each room has free Internet access (WiFi), TV, a landline phone, an electric kettle, a safe deposit box, a stocked minibar, an air conditioning system, and a full-fledged bathroom.

A stocked minibar is not included in the list of basic free services.

2.6. **The list of basic free services included in the room price:**

- accommodation in a room of a relevant category as specified in the accommodation request;
- round-the-clock reception desk services;
- room cleaning by the maid daily from 8.00 a.m. to 8.00 p.m.;
- bed-making by the maid;
- changing the bed linen once every three days or at the request of the consumer;
- towel replacement on a daily basis or at the request of the consumer;
- luggage storage in the luggage compartment or in a safe deposit box;
- calling a taxi;
- booking tickets for various types of transport, theater, and other entertainment events;
- calling an ambulance; using the first aid kit;
- breakfasts;
- free Internet connection (WiFi) in the room and within the Hotel territory;
- parking lot;
- cosmetic kit.

2.7. The Hotel provides additional Hotel services. The Consumer shall pay the cost of additional services separately. The list of additional services and the price list of these services shall be approved by the Hotel and communicated to Consumers by posting the same on the website, at the hotel reception desk, and in each Hotel room.

It is forbidden to provide additional services without the Consumer's consent. If additional services are provided without the Consumer's consent, the latter shall be entitled to refuse to pay for such services, and if they are paid for, the Hotel shall refund the amount paid to the Consumer.

2.8. The Hotel is adapted to the needs of the disabled people and people with reduced mobility.

2.9. There is a free parking lot at the Hotel. It is strictly forbidden to leave vehicles at the entrances and exits of the road next to the Hotel. Only one free parking space is assigned to one Hotel room.

2.10. Reviews, suggestions and comments about the Hotel can be left on all known online platforms (Booking.com, Google maps, etc.) or on the Hotel website.

3. ROOM BOOKING PROCEDURE

3.1. The Hotel provides the following booking services:

3.1.1 The Consumer shall send a request and/or amendments to the same to the Hotel by mail, e-mail, telephone or through the official website of the Hotel.

3.1.2 After processing the Consumer's request, the Hotel shall send a letter of the booking confirmation and an invoice by mail, e-mail, telephone and other communication means.

3.2. When booking Hotel services, the Consumer must indicate the period of stay, the date and time of arrival and departure, room categories and number of beds, Consumer's identification data to be used during check-in, the number of persons proposed to stay in the Hotel, including children and their age, the number of extra beds, etc.

3.3. When booking rooms, the Hotel may request an advance payment from the Consumer, i.e. **100% advance payment of the cost of living to make a guaranteed booking.**

3.4. If the Customer refuses to make a guaranteed booking, s/he shall be accommodated in the Hotel on a first-come, first-served basis (**non-guaranteed booking**).

3.5. The check-in in the Hotel shall be made at the Hotel reception desk. The Consumer must have a passport or another identity document with a photo to check in at the Hotel.

3.6. To register his/her accommodation at the reception desk, the Consumer shall:

3.6.1. make payment in full in the case of non-guaranteed booking;

3.6.2. in case of a guaranteed booking, specify the number of the booking or the name of the organization that made the booking;

3.6.3. fill out the registration card with attachments in the established form.

3.7. After checking in at the Hotel, the Consumer shall receive a room key card, which s/he shall return on the check-out date. Should the Consumer lose the key card, s/he shall pay the cost of the lost key card according to the price list approved by the Hotel and communicated to the Consumers by posting the same at the Hotel reception desk.

4. HOTEL PROPERTY USE

4.1. The Consumer shall treat the Hotel property with care, use the equipment, facilities and other internal infrastructure of the hotel as intended, and comply with fire safety requirements. If damage to property, technical faults, emergencies (flooding, fire, broken glass, etc.) is detected, the Consumer shall immediately notify the Hotel administrator at the reception desk (hereinafter referred to as the administrator) about the same.

4.2. Within one hour after checking in at the room, the Consumer shall be entitled to report to the Hotel administrator about the defects revealed in the hotel room furnishings and fittings. Should the administrator discover the loss or damage to Hotel property when the Consumer checks out, in the absence of the Consumer's prior a report about the lack of room furnishings, the Consumer shall pay for the material damage.

If property (including towels, furniture, technical equipment, etc.) placed in the room and/or at the Hotel premises is lost or damaged due to the guilty actions/omissions of the Consumer (Consumer's guests), the Consumer shall, no later than upon check-out from the Hotel, compensate for damages to the Hotel. The amount of such damages shall be determined in accordance with the price list available at the Hotel reception desk, and if no such price list exists – at the market value of the lost or damaged property.

5. COST OF SERVICES AND PAYMENT PROCEDURE

5.1. **The single billing hour is 12.00 p.m.** local time.

The check-out hour is 12.00 p.m. local time.

The check-in time is 2.00 p.m. local time.

5.2. **Early check-in from 6.00 a.m. to 6.00 p.m.** local time is an additional service provided subject to availability of free rooms and paid at the rate of 50% of the cost of the room per night.

5.3. **Late check-out from 12.00 p.m. to 6.00 p.m.** local time is an additional service provided subject to availability of free rooms and paid at the rate of 50% of the cost of the room by 6.00 p.m. only; check-out after 6.00 p.m. shall be paid as for one billing day.

5.4. **Payment for stays during less than one night shall be made in the amount provided for a full billing day.**

5.5. When the Customer checks in and is accommodated from 12.00 a.m. of the current day and stays in the Hotel for less than one calendar day, the billing hour shall be 12.00 p.m. of the current day and the daily cost of accommodation shall be charged.

5.6. Children under six (6) years old shall not be charged for staying with their parents in the same room, without being provided a separate place.

5.7. The Consumer shall pay a tourist tax for the entire period of stay in the Hotel in the amount established by a corresponding decision of the Vinnytsia City Council. The persons exempt from paying the tourist fee shall be exempted from this fee upon presentation of the following supporting documents:

- permanently reside, including under the employment contracts, in the city of Vinnytsia (as evidenced by a passport of a citizen of Ukraine, a certificate of residence or another document containing information about the place of residence. In the case of residence on the terms of employment contracts – an employment contract);

- the persons who arrived on a business trip (by order of company director);

- persons with disabilities; children with disabilities and persons accompanying the persons assigned a Group I disability category or children with disabilities (with no more than one accompanying person);

- war veterans;

In accordance with the Law of Ukraine on the Status of War Veterans and Their Social Protection Safeguards, war veterans are the persons who participated in the defense of the homeland or in combat operations in the territory of the foreign states. War veterans include participants of combat operations, persons with disabilities caused by war, and war participants.

- participants of the liquidation of the consequences of the Chernobyl accident;

In accordance with the Law of Ukraine on the Status and Social Protection of Citizens Affected by the Chernobyl Disaster.

- children under 18 years old;

- registered as internally displaced persons in accordance with the Law of Ukraine on Safeguarding the Rights and Freedoms of Internally Displaced Persons, temporarily accommodated in the SMALL HOTEL, and information about the address of the SMALL HOTEL is indicated in the certificate of registration of the internally displaced person as the address of their actual place of residence/stay.

6. HOTEL SERVICES CANCELLATION PROCEDURE

6.1. If the Consumer waives the booked hotel services or changes the start date for any reason beyond the Hotel control, or the change of service terms and conditions at the Consumer's initiative after payment for the same shall be tantamount to the waiver (partial waiver) of the service (hereinafter – the cancellation).

6.2. Should the Consumer cancel the Hotel services less than 24 hours before the scheduled check-in/check-out date (late cancellation), the Hotel shall be entitled to charge the Consumer a fine at the rate of 100% of the cost of the booking per day.

6.3. Should the Consumer fail to arrive at the Hotel on the check-in date (no-show), the Hotel shall be entitled to charge the Consumer a fine at the rate of 100% of the cost of the booking per day.

7. PROCEDURE OF REFUND BY THE HOTEL IN THE CASE OF CANCELLATION OF THE HOTEL SERVICES

7.1. To receive a refund, the Consumer shall:

- present a billing document confirming payment for the Hotel services to the Hotel administrator;
- present his/her passport or another identity document;
- fill out a refund request in 2 counterparts (one counterpart shall be retained by the Consumer and the other – by the Hotel);

7.2. After submitting all the above documents, the Hotel shall make a refund to the Consumer as follows:

- in the case of cash payment, the funds shall be returned to the Consumer on the date of filling out the Refund Request;
- in the case of cashless payment, the funds shall be returned to the Consumer within 7 banking days from the date of filling out the Refund Request.

7.3. The Hotel shall not be responsible for the correctness of the bank details for refund indicated by the Consumer in the Refund Request.

7.4. The refund shall be made in the form in which the Consumer made a payment for the booking of Hotel services.

8. INTERNAL HOTEL RULES

7.1. The Hotel is open 24 hours a day.

7.2. The Consumer visitors shall be allowed in the Hotel during the period from 8 a.m. to 11 p.m. The Consumer shall be responsible for the actions/omissions of his visitors. All visitors entering the Consumer rooms shall be entered by the administrator into the visitor's list.

7.3. Between 11:00 p.m. and 7:00 a.m., silence must be maintained in the room and within the Hotel territory.

7.4. Should the Consumer wish not to be disturbed, s/he must place a "Do not disturb!" sign on the outside of the door handle. On the back of the same sign, there is a "Please, clean!" inscription. Such a sign should be hang if the Consumer believes that the room is not clean.

7.5. The Consumers are strictly forbidden to:

- bring and keep things, materials and objects that are dangerous to life and health of people in rooms;
- store explosives, poisonous, flammable substances, and weapons within the hotel premises.
- use fireworks, pyrotechnics, any weapons, make bonfires within the hotel premises, including in the surrounding area.

7.6. The administrator shall supervise compliance with the Internal Hotel Rules. He explains the Hotel rules and accept complaints from the Customers.

7.7. In the case of any offenses or aggressive/unlawful behavior manifested by the Consumer, the administrator shall be entitled to call the law enforcement authorities to draw up an appropriate report.

8. SPARING ENERGY AND WATER CONSUMPTION

8.1. It is forbidden to use tees and extension cords, powerful electrical appliances, including heating appliances, in Hotel rooms, unless these appliances are included in the standard room set or provided for use by the Hotel staff.

8.2. It is forbidden to leave cold and hot water taps open unnecessarily, and it is forbidden to leave them open after leaving the room.

8.3. It is required to turn off the air conditioner when leaving the room.

9. CCTV

9.1. The Hotel reserves the right to the video surveillance in public areas (lobby, hallway, corridor, luggage compartment, etc.) in order to ensure the safety of Consumers, visitors and Hotel employees. Since the conclusion of the Hotel Accommodation Agreement, the Consumer shall take into account and does not object to the fact that CCTV are used in the public areas of the hotel (except for the rooms and toilet cubicles).

10. PARKING

10.1. The vehicles may be parked in the parking lot within designated areas only.

10.2. It is strictly forbidden to leave the vehicles at the road entrances and exits near the Hotel.

11. HOTEL RESPONSIBILITIES

11.1. The Hotel shall ensure:

- round-the-clock check-in/check-out of Consumers arriving at and departing from the Hotel;
- completeness and serviceability of the equipment in the room, as well as the quality of room preparation for check-in;

- security of stay and confidentiality of information about the Consumer's identity;
 - professional provision of Hotel services;
 - performance of room cleaning or repair works when the Consumer is absent or in the presence of the Consumer subject to the Consumer's permission;
 - proper maintenance of the room or provision of another room where it is impossible to repair the damage;
 - performance of the other obligations stipulated by these Rules and the Agreement.
- 11.2. The Hotel shall be responsible for the loss of money, other valuables (securities, jewelry, etc.) only if they have been transferred to the Hotel for storage on the basis of the Custody Report signed by the administrator and the consumer.
- 11.3. If forgotten items are found, the Hotel shall draw up a Lost and Found Report and immediately notify the owner of the items (provided that the owner is known). Forgotten items shall be stored at the Hotel for six (6) months from the date of the Lost and Found Report, after which they shall be destroyed, as evidenced by a written Report of Written-Off/Returned Items.
- 11.4. The luggage compartment is video monitored. The Consumer shall examine the items in the luggage compartment, and in case of loss of or damage to the items, the consumer must immediately inform the Hotel, otherwise the Hotel shall not be responsible for the lost item.

12. CONSUMERS' RESPONSIBILITIES

- 12.1. The Consumer shall:
- comply with these Rules, as well as terms and conditions of the Agreement;
 - follow the fire safety rules;
 - keep the room and common areas clean;
 - not make noise exceeding the permissible thresholds;
 - compensate for material damages in the event of loss or damage to the Hotel property in the manner and on the terms provided for by these Rules and the Agreement;
 - use the equipment and accessories available in the room as intended;
 - perform the other obligations stipulated by these Rules and the Agreement;
 - pay the tourist tax in the amount and in the manner prescribed by applicable laws of Ukraine.
- 12.2. The Consumer shall not transfer the room and the key card for the room to the third parties.
- 12.3. It is forbidden to enter the Hotel and common areas with pets, except for the pets whose owners live in the hotel rooms. The Pet Accommodation Rules shall govern accommodation in the Hotel rooms with pets.
Consumers staying in a hotel with their pets shall:
- be fully responsible for the actions of their pets;
 - be responsible for damage to the property, life and health of the third parties caused by the actions of their pets;
 - pay the cost of additional cleaning and reimburse the value of the Hotel property damaged by the animal according to the current price list, which shall be approved by the Hotel and is communicated to the Consumers by posting the same on the hotel website and at the Hotel reception desk.
- 12.4. It is not safe to stay in the hotel rooms during an air alarm. After the "Air Alarm" signal is sounded, please, turn off the water and light in your room, close your room and proceed to the nearest shelter, which is located in the basement of the Hotel building.

13. SMOKING BAN

- 13.1. According to the Law of Ukraine on Restriction of Smoking Places No. 4844-VI dated May 24, 2012, smoking of tobacco products, as well as electronic cigarettes and hookahs in the hotel rooms (rooms and internal public areas) is prohibited. The violation shall be subject to a fine in the amount of UAH 1,000. If a violation is detected, the administration shall be entitled to call the law enforcement authorities to draw up an appropriate report and evict the Consumer from the Hotel without a refund.
- 13.2. Smoking in the territory adjacent to the Hotel shall be allowed in a designated place only.
- 13.3. The fact of smoking in the room or internal public areas of the Hotel shall be recorded in a report to be drawn up and signed by an authorized representative of the Hotel. The presence of the Consumer when drawing up the report is not obligatory.

14. MONITORING OF COMPLIANCE WITH THE RULES

- 14.1. Compliance with these Rules shall be monitored by local state administrations and local authorities, the central executive authority for tourism and other executive authorities within their competence.
- 14.2. The Hotel shall be liable for violation of sanitary requirements or provision of Hotel services that do not meet the regulatory requirements related to the safety for life, health and property of Consumers and the natural environment in accordance with applicable laws.
- 14.3. The Hotel management shall monitor the Consumers' and the staff compliance with these Rules.