

## RULES FOR RESIDENTS OF THE GANZ & SPA HOTEL

### Accommodation policy

1. Check-in: after 2 p.m.
2. Check-out: before 11 a.m.
3. When checking in from 06 a.m. to 2 p.m., payment is made in the amount of 50% of the cost of accommodation for one day, when checking in from midnight to 6 a.m, payment is made in the amount of 100% of the cost of accommodation for one day.
4. In case of late check-out, the accommodation fee is charged in the following order: when checking out from 11 a.m to 7 p.m, payment is made in the amount of 50% of the room price per day, when checking out from 7 p.m to midnight, payment is made in the amount of 100% of the room price per day.
5. Early check-in before 2 p.m. and late check-out after 11 a.m. are possible upon prior agreement with the reception and accommodation service and are paid at the rate of half of the current tariff for one day.
6. When staying at the hotel for less than a day, payment is taken for a full day regardless of the actual estimated time.
7. Reservation is considered guaranteed with advance payment. The size of the advance payment is determined by the reception and accommodation service.
8. Cancellation and refund conditions can be viewed in the Booking Conditions section.
9. In case of urgent departure after check-in, funds for unused days are not returned.
10. Living with pets is strictly prohibited. The hotel has the right to refuse accommodation to guests with pets without refunding the advance payment.
11. Children under the age of 4 can stay for free on existing beds in the room. An additional bed is available upon request for an additional fee.
12. Accommodation for children aged 5 and over is paid at the rates for accommodation for adults.
13. When leaving the hotel, the Guest must go through the check out procedure, pay in full for accommodation, received additional services and hand over key cards.

### Rights and obligations of guests staying at the hotel

1. The guest is obliged to:
  - 1.1. Comply with the established Rules for staying at the hotel.
  - 1.2. Follow the Fire Safety Rules.
  - 1.3. Follow the Rules for visiting the spa, restaurant, gym and kids room.
  - 1.4. Be careful with the property in the room in which the Guest lives and in common areas. In the event of loss or damage to property, the Guest is obliged to notify the reception and accommodation service and compensate for the damage in accordance with the issued invoices.
  - 1.5. When leaving the room, close windows, appropriate faucets, turn off lights and electrical appliances, close doors.
  - 1.6. Pay for the services received in the Hotel in a timely manner according to the current tariffs.

1.7. By agreeing to these Rules, and on the basis of documents confirming the provision of additional services by the Hotel in accordance with the tariffs in force at the Hotel, the Guest authorizes the Hotel and grants the right to the authorized services of the Hotel to reimbursement from his card account of the value of the provided additional services by independent transfer from the Guest's account to the account Funds to the Hotel in the amount of the cost of services that were not paid by the Guest upon check-out from the Hotel.

1.8. Register visitors who are invited and are in the guest room after 11:00 p.m. By inviting guests to the room, the Guest assumes responsibility for: material damages caused to the Guest or the Hotel; expenses related to the guest's stay in the room.

1.9. Pay compensation in the amount of UAH 200 in case of loss or damage to the room key card or ski locker.

1.10. The guest bears full responsibility for the life and safety of himself and his children on the entire territory of the Hotel.

2. The guest has the right to:

2.1. Order additional paid and free services by contacting the Hotel in advance in sufficient time needed to prepare for the provision of services, by phone to the administrator or at the reception desk.

2.2. Pay for the services provided by cash, credit card and bank transfer.

2.3. Use the safe in the room or the safe at the reception and accommodation service. The Hotel administration is not responsible for lost items and funds that were not deposited. In case of loss of things during the stay at the Hotel, the Guest should notify the reception and accommodation service as soon as possible.

2.4. The Guest has the right to send forgotten things to the Hotel with the written consent of the Guest at his expense.

2.5. Express your comments, claims or suggestions to the administration.

2.6. Notify the Hotel administration in case of deterioration of well-being, injury, accident, etc.

3. The guest is prohibited from:

3.1. Bringing and storing in the rooms substances, materials and things that are dangerous for people's life and health.

3.2. Live and stay on the territory of the Hotel with pets.

3.3. Use electric heaters and other electrical devices that are not included in the room equipment.

3.4. Independently eliminate malfunctions in the use of electrical equipment, water supply, sewage, sanitary ware and other items that make up the Hotel's economy.

3.5. Leave minor children and persons who need additional supervision unattended.

3.6. Leave the strangers or friends in the Hotel rooms during the Guest's absence.

3.7. Transfer the room access key card to other persons.

3.8. Rearrange and remove furniture from the room.

3.9. Smoking in rooms, stairwells and other places not designated for smoking. In case of violation, a fine is charged.

3.10. Take out food, dishes and cutlery from the restaurant.

3.11. Keep ski equipment and shoes in the room.

3.12. Disrupt peace and discipline in the Hotel after 11:00 p.m., generally recognized norms of behavior, including to be on the territory of the Hotel under the influence of narcotics, to show aggression or actions

that threaten the safety, health and property of other persons. In case of a systematic violation of this rule, the administration stops providing further services to the Guest and/or evicts the Guest from the Hotel without refund.

## RULES OF BEHAVIOR WHEN VISITING THE SPA

1. To visit the SPA area, it is recommended:

- be in bathing suits, bathrobes and special shoes (flip-flops, beach or disposable slippers from the room)
- visit the salt room before receiving water procedures, that is, in dry clothes
- take a shower before and between visits to swimming pools, jacuzzis and saunas
- refrain from using creams, perfumes, cosmetics and swimming with loose hair
- leave personal and valuable things in special storage chambers
- children under 5 years old should be in the water in special panties/diapers for swimming.

2. It is prohibited:

- Being in an intoxicated state, under the influence of narcotic substances
- Bring food and drinks with you, neither in the SPA premises, nor in the area near the outdoor pool
- Eating and drinking while in swimming pools, jacuzzis and saunas
- Bring weapons, as well as sharp and cutting objects
- Smoking in places not designated for smoking, staying with pets
- Independently open the outdoor pool, adjust the equipment and eliminate malfunctions
- Jump into the water from the sides of the pools
- Visit the SPA with open wounds, infectious, skin and other types of diseases, as well as in the presence of medical bandages and plasters
- Throw foreign objects into the water
- Play with toys, balls
- Rearrange tables, chairs, deckchairs
- Leave baby carriages and other equipment in the SPA premises.

3. The hotel administration is not responsible for:

- for injuries, damage, material, moral damage caused to the guest as a result of his failure to comply with these Rules or generally accepted safety standards.
- for guests' belongings that were left unattended.
- for the life and health of children without the supervision of adults accompanying them.

4. Guests are responsible for damage to the property of the SPA complex, as well as for causing moral and material damage to other visitors and staff.

5. The hotel administration reserves the right to refuse access to the SPA to guests who violate these Rules, public order and generally accepted norms of behavior, and to charge a fine.

## RULES FOR VISITING THE GANZ RESTAURANT

1. In order to have a comfortable and safe time in our restaurant, please familiarize yourself with these Rules for visiting the restaurant. By visiting the restaurant, the Guest agrees to our terms and conditions and accepts the Rules specified below. All rules and conditions are binding for all visitors to the restaurant.

2. The following is prohibited in the restaurant:

- Bring any food, alcoholic and non-alcoholic beverages with you. The restaurant reserves the right to collect a corkage fee from guests who still wish to take their own alcohol.
- Take out dishes, utensils, food from breakfast.
- Presence of persons in a state of alcoholic, toxic or narcotic intoxication.
- Inadequate, aggressive behavior towards other guests or restaurant staff, as well as behavior tending to commit illegal acts towards guests, staff or restaurant property.
- Being in an institution with weapons, sharp and cutting objects.
- Being in bathrobes, beach clothes, work clothes with bulky items, as well as in untidy, torn or dirty clothes and shoes that can contaminate interior items or belongings of restaurant visitors.
- Rearranging tables and chairs, taking them out of the restaurant.
- Smoking tobacco products, electronic cigarettes, devices for consuming tobacco products without burning them, hookahs.
- Sale of alcohol to minors.
- Staying with animals.
- In order to protect the owner's rights and privacy of the restaurant's visitors, take unauthorized photos and videos on the restaurant's territory, film the visitors without their permission or in case of their objection to the filming.
- Disrupt public order and peace of other visitors.
- Damage the property of the restaurant.
- Enter the office premises.

3. The restaurant administration is not responsible for:

- for injuries, damage, material, moral damage caused to the guest as a result of his failure to comply with these Rules or generally accepted safety standards.
- for guests' belongings that were left unattended.
- for the life and health of children without the supervision of adults accompanying them.

4. Guests are financially responsible for damage to the restaurant's property, as well as for causing moral and material damage to other visitors and staff.

5. The hotel administration reserves the right to deny access to the restaurant to guests who violate these Rules, public order and generally accepted norms of behavior and to charge a fine.

6. The restaurant reserves the right to charge a service fee.

7. These Rules apply to the open terrace and the area near the outdoor pool.

## RULES FOR CHILDREN'S STAY IN THE CHILDREN'S ROOM

1. Children under the age of 8 are allowed to visit the children's room under the supervision of adults.

2. Before visiting the children's room, the parents must independently explain to the child the rules of behavior in the children's room (regarding playing with toys and playing with other children).
3. To ensure safety, no more than 5 children can be admitted to the children's room at the same time.
4. To maintain cleanliness and hygiene, children and adults are allowed in the children's room only in socks and dressed in accordance with the temperature regime in the indoor children's room, taking into account the active play of children.
5. When using the children's room, it is prohibited to:
  - Bring sharp and dangerous objects that can cause injury, as well as hand luggage, food, drinks, money, documents and valuables.
  - Pushing each other, throwing objects and using physical force.
  - Speak with the use of obscene words and gestures to anyone; make noise, disturb other children's rest.
  - Staying with animals
  - Take out toys, equipment and game equipment.
  - Children should not leave the room without their parents or the hotel administrator.
  - Break the equipment, damage the walls, destroy the toys.
6. The hotel administration is not responsible for:
  - for lost or unattended items.
  - for damage related to the deterioration of visitors' health.
  - for damage caused to visitors of the children's room as a result of the actions of other visitors.
7. The children's room can be visited by children who do not have obvious signs of respiratory and other diseases transmitted by airborne or other contact means.
8. In the case of the child's behavior or development, parents (legal representatives) are obliged to inform the hotel administrator about it.
9. In case of aggression or other specific behavior, the hotel administration reserves the right to terminate the child's stay in the children's room.
10. For intentional illegal actions, as well as for unintentional damage to the property of the children's room, harming the life and health of third parties, committed by the child or his parents, the parents are responsible in accordance with the current legislation, including financial responsibility for compensating the hotel or other visitors children's room property damage, as well as damage caused to the life and health of third parties.

#### FIRE SAFETY RULES

1. When leaving the room, do not forget to pull out your key card to turn off the electricity in the room.
2. It is forbidden to cover switched-on table lamps with objects made of flammable material.
3. Smoking is prohibited inside the Hotel.
4. It is forbidden to store explosive substances and materials in the room.

5. When staying at the hotel for the first time, remember the location of entrances/exits, stairs, familiarize yourself with the evacuation plan and the location of fire extinguishing equipment.

In case of fire in your room:

1. You should immediately report the event to the Hotel reception or the fire department by calling 101. If it is impossible to locate the source of fire yourself, leave the room and close the door.

2. Leave the dangerous area and follow the instructions of the administration or the fire department.

In case of fire outside your room:

1. The event should be immediately reported to the Hotel reception or the fire department by calling 101.

2. Leave your room after closing the windows and doors. Exit the building.

3. If the corridor and stairs are very smoky and it is impossible to leave the room, stay in the room, open the windows wide and cover the gaps and ventilation holes with water-soaked towels and bed linen. Closed and well-sealed doors can protect you from dangerous temperatures for a long time. Call for help.

4. Inform the administration about your location by phone.

5. In case of fire, it is strictly forbidden to use the elevator.

Dear guests, compliance with fire safety rules will save your life and others.