



HOTEL «IRIS»
HOTEL ACCOMMODATION TERMS AND CONDITIONS

1. General Provisions

1.1 These Hotel Accommodation Terms and Conditions (hereinafter referred to as the "Terms") govern the use of **Hotel Iris** (hereinafter referred to as the "**Hotel**"), which operates in Ukraine and provides temporary accommodation and hotel services. These Terms regulate the relationship between the Hotel, booking parties, and guests.

1.2 The Hotel operates in accordance with:

- the Laws of Ukraine;
- the Law of Ukraine "On Tourism";
- the Rules for the Use of Hotels and Similar Accommodation Facilities and the Provision of Hotel Services approved by the State Tourism Administration of Ukraine;
- these Terms and Conditions;
- other applicable legislation of Ukraine.

1.3 Definitions

For the purposes of these Terms:

Hotel – Hotel Iris, a structural subdivision of Salamandra-Zakarpattia LLC, providing accommodation and related hotel services, including daily housekeeping and room maintenance.

Service Provider – Salamandra-Zakarpattia LLC.

Booking Party – an individual or legal entity, including a tour operator or travel agency, that enters into an agreement with the Hotel on behalf of the Guest and undertakes payment or guarantees payment for the services.

Guest – an individual who purchases, books, uses, or intends to purchase hotel services for personal purposes.

Hotel Services – accommodation services consisting of providing a hotel room for temporary stay, together with any other services related to accommodation.

Basic Services – services included in the room rate.

Additional Services – services that are not included in the room rate and are charged separately.

Room – a furnished accommodation unit consisting of one or more rooms intended for temporary residence.

Bed Space – a designated sleeping place within a room equipped according to the Hotel category.

Arrival Date – the date on which the Guest checks into the Hotel.

Departure Date – the date on which the Guest checks out of the Hotel.

Early Check-in – check-in before the official check-in time.

Late Check-out – check-out after the official check-out time.

Check-out Time – the time established by the Hotel by which the Guest must vacate the room and settle all outstanding charges.

Penalty – a financial charge imposed for violation of these Terms, the accommodation agreement, or applicable legislation.

1.4 The Hotel operates **24 hours a day, 7 days a week**.

1.5 Employees directly involved in guest reception and service possess appropriate professional qualifications, undergo mandatory medical examinations where required by Ukrainian law, comply with professional standards of conduct, and maintain a courteous and professional attitude toward guests.

1.6 The Hotel uses only cleaning and hygiene products approved by the Ministry of Health of Ukraine and compliant with applicable quality and safety standards.

2. Information About Hotel Services

2.1 The Hotel provides Guests with information regarding its legal entity, location, hotel category, and other information required by applicable legislation.

2.2 The following information is available at the Hotel Reception:

- these Hotel Accommodation Terms and Conditions;
- room rates and payment procedures;
- a list of additional services and applicable charges;
- information about on-site restaurants, bars, retail outlets, and other facilities;
- contact information for consumer protection authorities;
- the Guest Feedback Book.

2.3 Services Included in the Room Rate

The room rate includes:

- accommodation;
- breakfast;
- complimentary high-speed Wi-Fi access throughout the Hotel.

The **tourist tax is not included** in the room rate and is payable separately in accordance with local legislation.

2.4 Additional Services

A complete list of additional services and the applicable price list are available at the Hotel Reception.

2.5 Check-in and Check-out

- **Check-in:** from **2:00 PM** (Kyiv time).
- **Check-out:** until **12:00 PM** (noon) (Kyiv time).

Accommodation for less than 24 hours is charged as one **full night's stay**, regardless of the actual duration of the stay.

2.6 Early Check-in and Late Check-out

Early check-in and late check-out are subject to room availability and prior approval by the Hotel Administration. Additional charges apply according to the current rates:

- **Early Check-in (12:00 AM – 12:00 PM):** charged according to the applicable tariff.
- **Early Check-in before the official check-in time (up to 2:00 PM):** 100% of the room rate.
- **Late Check-out (12:00 PM – 6:00 PM):** 50% of the room rate.
- **Late Check-out after 6:00 PM:** 100% of the room rate.

2.7 Children

Children under **3 years of age** staying in the same room with their parents or legal guardians **without an extra bed** stay free of charge.

Any additional services not included in the room rate are charged separately

3. Provision of Hotel Services

3.1 Registration

Guests are required to present a valid identity document upon arrival and complete and sign the Hotel Registration Card before check-in.

3.2 Check-in Procedure

After completing the registration process and paying for the booked services, the Guest will receive:

- proof of payment (upon request or where required by law);
- a room key card.

In the event of loss or damage to the room key card, the Guest shall pay the applicable replacement fee in accordance with the Hotel's current price list.

3.3 Refusal of Accommodation

The Hotel reserves the right to refuse accommodation in the following cases:

- failure to present a valid identity document;
- presentation of expired, invalid, or suspected forged documents;
- the Guest appears intoxicated or under the influence of drugs or behaves in an aggressive, offensive, or inappropriate manner;
- refusal to comply with these Hotel Terms and Conditions;
- the Guest is included on the Hotel's internal list of undesirable guests;
- other circumstances provided for by the legislation of Ukraine.

In disputed situations, the final decision rests with the Hotel Management.

3.4 Personal Belongings

The Hotel is not responsible for the loss of personal belongings left unattended in guest rooms, except where such liability is required under applicable law.

3.5 Loss or Damage of Guest Property

If a Guest discovers the loss or damage of personal belongings during their stay, they must immediately notify the Hotel Reception.

If no claim is submitted before departure, it will be deemed that the Guest has no claims regarding the loss or damage of personal property.

3.6 Lost and Found

If forgotten belongings are found, the Hotel will make reasonable efforts to contact the owner, provided the Guest's contact details are available.

Lost property will be stored by the Hotel for two (2) months.

3.7 Video Surveillance

For the safety and security of Guests, visitors, employees, and Hotel property, video surveillance operates in public areas of the Hotel.

By completing and signing the Guest Registration Card, the Guest acknowledges and accepts the use of the Hotel's video surveillance system.

Where required by law, the Hotel may provide relevant information or video recordings to authorized public authorities.

3.8 Guest Responsibilities

During their stay, Guests agree to:

- comply with these Hotel Terms and Conditions;
- comply with the Hotel's Booking and Cancellation Policy;
- observe fire safety regulations;
- maintain cleanliness in guest rooms and public areas;
- respect the peace, privacy, and comfort of other Guests;
- refrain from using personal electrical appliances not intended for hotel use (such as portable hot plates or immersion heaters);
- ensure the room is securely locked when leaving;
- compensate the Hotel for any damage caused to Hotel property in accordance with applicable legislation;
- smoke only in designated smoking areas;
- dispose of waste only in designated bins;
- before leaving the room, turn off water taps, electrical appliances, lighting, close windows and balcony doors, and ensure
- the room is securely locked;
- settle all outstanding charges and return the room key card upon departure.

3.9 Prohibited Activities

To ensure the safety, comfort, and well-being of all Guests, the following activities are strictly prohibited:

- bringing or keeping animals or pets on Hotel premises. If an unauthorized animal is found in a guest room, the Hotel reserves the right to terminate the accommodation without compensation;
- moving or removing furniture, appliances, or other Hotel property from guest rooms;
- violating generally accepted standards of conduct, including being under the influence of narcotic or psychotropic substances; engaging in aggressive, abusive, or threatening behaviour toward other Guests or Hotel staff;
- storing bulky items, explosives, flammable or hazardous substances, toxic materials, weapons, or other dangerous objects
- in guest rooms, safes, or anywhere on Hotel premises;
- smoking inside guest rooms or any indoor public areas of the Hotel, except in designated smoking areas.

A **UAH 3,000** penalty will be charged for smoking in non-smoking areas.

Professional photography, video recording, filming for commercial purposes, or the use of drones anywhere on Hotel premises is permitted only with prior written approval from the Hotel Administration.

3.10 Violation of the Terms

The Hotel reserves the right to refuse accommodation or terminate a Guest's stay without prior notice if the Guest repeatedly violates these Terms and Conditions, fire safety regulations, causes damage to Hotel property, or disturbs the comfort, safety, or peaceful enjoyment of other Guests.

3.11 Transfer of Accommodation

Guests may not transfer their room or permit another person to occupy it without prior authorization from the Hotel.

3.12 Visitors

Visitors are permitted in guest rooms only with the consent of the registered Guest and approval from the Hotel Administration.

Visiting hours are **7:00 AM to 9:00 PM**.

The registered Guest assumes full responsibility for the conduct of their visitors.

The Hotel reserves the right to request identification from any visitor entering the premises.

4. Liability

4.1

The Hotel shall provide accommodation and related services in accordance with applicable legislation of Ukraine, these Terms and Conditions, and the accommodation agreement.

4.2

Any party failing to fulfil its contractual obligations shall compensate the other party for proven damages in accordance with applicable law.

4.3

The Hotel is responsible for the safety and security of its Guests to the extent required by applicable legislation. The Hotel shall not be liable for deficiencies in the services provided where such deficiencies result from the Guest's actions, the actions of the Guest's visitors, or circumstances beyond the Hotel's reasonable control (force majeure).

4.4

Guests shall compensate the Hotel for the loss, destruction, or damage of Hotel property at its current replacement value.

4.5

In the event of late arrival, failure to check in, or cancellation contrary to the applicable Booking and Cancellation Policy, prepaid amounts shall be handled in accordance with the Hotel's Booking and Cancellation Policy.

5. Compliance

5.1

Compliance with these Terms and Conditions is subject to applicable legislation of Ukraine and may be monitored by the competent public authorities.

5.2

The Hotel shall ensure that its employees comply with these Terms and Conditions.

Persons responsible for violations of these Terms shall bear liability in accordance with the applicable legislation of Ukraine.