

BOOKING AND ACCOMMODATION RULES

MOTEL-RESTAURANT “CHALET”

1. General Provisions

1.1. These Booking and Accommodation Rules define the procedure for providing temporary accommodation services at the Motel-Restaurant “Chalet” (hereinafter referred to as the “Motel”) and are mandatory for all guests.

1.2. These Rules are applied in accordance with the Civil Code of Ukraine, the Laws of Ukraine “On Tourism”, “On Consumer Rights Protection”, “On Personal Data Protection”, and other applicable legal acts of Ukraine.

1.3. The fact of making a reservation, checking in, or staying at the Motel confirms the Guest’s full consent to these Rules and the terms of service provision.

2. Room Booking

2.1. Booking Channels

2.1.1. Room reservations at the Motel are made through the following official channels:

- directly at the Motel;
- by telephone;
- by e-mail;
- through the official website of the Motel;
- via messengers (Viber, WhatsApp) using the Motel’s official contact details;
- through other channels determined by the Motel administration.

2.1.2. A booking is considered confirmed after the Guest receives a booking confirmation specifying the main accommodation terms.

2.2. Guaranteed Booking

2.2.1. A guaranteed booking is a reservation confirmed by prepayment in the amount of the first night’s stay or by another form of guarantee specified in the booking confirmation.

2.2.2. In the case of a guaranteed booking, the Motel retains the reserved room for the Guest for the entire first day of stay, regardless of the actual arrival time.

2.2.3. The conditions for cancellation of a guaranteed booking and refund of payments are specified in the booking confirmation.

2.3. Non-Guaranteed Booking

2.3.1. A non-guaranteed booking is a reservation not secured by prepayment or a guarantee deposit.

2.3.2. A non-guaranteed booking (without prepayment) is valid until 6:00 PM on the day of arrival.

2.3.3. In case of delay or change in the arrival time, the Guest is obliged to notify the Motel administration in advance.

2.3.4. Retention of a non-guaranteed booking after 6:00 PM is possible only upon prior agreement and confirmation by the Motel administration.

2.3.5. In the event of the Guest's failure to arrive and absence of contact after the agreed arrival time, the booking may be cancelled without additional notice.

3. Check-In and Accommodation

3.1. Check-in at the Motel is available from 2:00 PM on the day of arrival, unless another time is specified in the booking confirmation.

3.2. Check-out time is 12:00 noon on the day of departure.

3.3. Early check-in and late check-out are possible subject to prior agreement with the Motel administration and availability of vacant rooms.

3.4. Check-in is carried out upon presentation of an identity document in accordance with the legislation of Ukraine.

3.5. Accommodation in the room is permitted only for persons specified in the booking confirmation or registered at check-in.

4. Payment for Services

4.1. Accommodation services are provided on a paid basis.

4.2. The Guest undertakes to pay for the Motel's services in accordance with the booking confirmation terms and the applicable legislation of Ukraine.

4.3. In case of early departure or change of the accommodation period, the cost recalculation is carried out in accordance with the booking confirmation terms.

5. Guest Rights and Obligations

5.1. The Guest has the right to receive services of proper quality.

5.2. The Guest is obliged to comply with these Rules, fire safety regulations, sanitary standards, and public order, to treat the Motel's property with care, and to respect the peace and comfort of other guests.

6. Material Liability

6.1. The Guest bears material liability for damage caused to the Motel's property in accordance with the current legislation of Ukraine.

6.2. Compensation is made in the amount of actual expenses required to restore or replace the damaged property.

7. Smoking

7.1. Smoking of tobacco products, electronic cigarettes, and other smoking devices is prohibited in the rooms and premises of the Motel.

7.2. In case of violation of this prohibition, the Guest shall reimburse the expenses related to restoring the premises to proper sanitary condition.

8. Pet-friendly accommodation

8.1. Pet-friendly accommodation is permitted only in specially designated rooms, subject to prior agreement with the Motel administration and for an additional fee.

8.2. The Guest is fully responsible for the behavior of the pet and any possible damage caused.

9. Personal Data

9.1. Processing of Guests' personal data is carried out exclusively for the purpose of providing accommodation services in accordance with the legislation of Ukraine.

10. Motel Liability

10.1. The Motel is responsible for the quality of services provided in accordance with the applicable legislation of Ukraine.

10.2. The Motel is not responsible for the Guest's personal belongings left unattended.

10.3. The Motel is not liable for interruptions in service provision caused by power outages, water supply failures, actions of third parties, or force majeure circumstances.

11. Final Provisions

11.1. All disputes are resolved through negotiations, and in case of failure to reach agreement — in accordance with the procedure established by the legislation of Ukraine.

11.2. These Rules are publicly available and are communicated to Guests in a manner determined by the Motel.