

Public Offer (Contract) for the Provision of Temporary Accommodation Services

Limited Liability Company "Grand Hotel Lviv", registration code 45130330, represented by its director Andrii Oleh Novosad, acting based on the Charter (hereinafter referred to as the "Hotel"), offers any capable individual (hereinafter referred to as the "Guest" or "Guests") to accept (agree to) this public contract for the provision of temporary accommodation services (hereinafter referred to as the "Contract").

Please read this Public Offer (Contract) for the provision of services. If you do not agree with or understand any of its terms, we suggest that you seek additional clarification from Hotel staff.

The services are provided at the Grand Hotel Lviv Casino & SPA, located at: Svobody Avenue 13, Lviv, Ukraine (hereinafter referred to as the "Hotel"). These services include accommodating individuals by providing rooms (spaces) for temporary residence, as well as dining services, supplementary, and additional services as specified (hereinafter referred to as the "Services") under the terms of this Contract.

The Hotel operates 24/7.

Suppose you accept the Services offered by the Hotel. In that case, it is assumed that you fully and unconditionally agree to all the terms of this Public Offer (Contract) in full, accept them without reservations, and understand all their provisions. This Public Offer (Contract) determines the rights, obligations, and responsibilities of both the Hotel and the Guest and operates concurrently as a supplement to other related agreements.

1. General Provisions

1.1. This Public Offer, governed by Article 641 of the Civil Code of Ukraine, defines the terms of the agreement and is an official public offer addressed to other individuals (hereinafter referred to as "Guest" or "Guests") to agree to the provision of accommodation services (provision of a room/space for temporary residence), as well as dining, supplementary, and additional services under the terms below.

1.2. In the text of this Public Offer (Contract), the Hotel and the Guest are collectively referred to as the "Parties," and each individually as a "Party."

1.3. Each Party guarantees the other that they possess the necessary legal capacity, as well as all the rights and authority needed and sufficient to conclude and fulfill this Contract.

1.4. The text of the Public Offer (Contract) is published on the Hotel's official website: www.grand-hotel.com.ua (hereinafter referred to as the "Hotel's Website").

1.5. The Guest agrees to the disclosure of information to third parties related to the execution of this Public Offer (Contract) and the receipt of Services from the Hotel.

2. Subject of the Contract

2.1. The subject of this Public Offer/Contract is the provision by the Hotel to the Guest, for a fee, of accommodation services by providing a room/space for temporary residence at the Hotel's location according to the booking order, as well as dining, supplementary, and additional services.

2.2. The Contract is deemed concluded and takes effect as an adhesion contract upon the Guest performing any action specified in clause 3.4 of this Contract, indicating full and unconditional acceptance of all the terms of the Contract without any exceptions or restrictions, by Article 642 of the Civil Code of Ukraine. The agreement for the provision of temporary accommodation services concluded by the Guest through acceptance of the Public Offer has legal validity under Article 642 of the Civil Code of Ukraine and is equivalent to a contract signed by both Parties, implying that the Guest has read and agreed to the terms of this Public Offer (Contract).

3. Procedure for Concluding the Contract

3.1. The Contract between the Hotel and the Guest is concluded as an adhesion contract (Article 634 of the Civil Code of Ukraine).

3.2. Acceptance of the Public Offer means the Guest's performance of any actions specified in clause 3.4 of this Contract.

3.3. Acceptance of the Public Offer constitutes the Guest's full, unconditional, and irrevocable acceptance of all terms of the Contract without any exceptions or restrictions and is equivalent to a bilateral written agreement under part 2 of Article 642 of the Civil Code of Ukraine.

By entering into the Contract, the Guest:

- Fully understands and agrees with the terms of the Public Offer;
- Acknowledges the suitability of the Hotel premises to meet the needs described in this Contract;
- Accepts all terms of the Contract without objections or reservations.

3.4. The Guest confirms acceptance of the Public Offer under Article 642 of the Civil Code of Ukraine by performing any of the following actions:

- Payment for temporary accommodation services at the reception desk, by bank transfer based on issued invoices, via bank card, or by any other valid means by Ukrainian law;
- Direct use of the Hotel's services (check-in);
- Completion and signing of the registration form/receipt/questionnaire at the reception desk.

GRAND HOTEL LVIV

CASINO & SPA

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3.5. The Guest is obliged to independently provide accurate personal data and information during registration for the Hotel's services.

3.6. The term for accepting this Public Offer is unlimited.

4. Payment Procedure

4.1. Hotel services, including additional services, are provided to the Guest on a paid basis according to the terms of the Contract and the rates/prices specified in the Hotel's informational materials and/or website, taking into account the chosen room category. The Hotel determines and modifies rates/prices for its services unilaterally.

4.2. The right to receive/use the Hotel's services is granted after payment for the respective services according to the rates/prices. The Hotel may provide services without prepayment based on a separate written agreement in compliance with current Ukrainian legislation.

4.3. The Hotel may apply flexible pricing and discount systems for temporary accommodation services.

4.4. Payment for services at the Hotel can be made in cash, by bank cards (Visa, Mastercard), bank transfer, or any other valid method under Ukrainian law. Payment can also be made via a secure online payment provider page ("Portmone") upon receiving a link from Hotel staff. Proof of payment is confirmed by a receipt from the payment provider offering online acquiring services.

4.5. Upon the expiration of the paid accommodation period, the Guest must vacate the room and remove personal belongings no later than the checkout time specified in clause 4.6 of this Contract or pay for an extended stay, provided no third party has reserved the room.

4.6. Check-in time at the Hotel is 2:00 PM, and check-out time is noon. The period between check-in and checkout is referred to as a "billing day."

4.7. Early check-in and late checkout are additional services that are charged according to the chosen room category and the rates specified in the Hotel's informational materials and/or website. Check-in before 6:00 AM and checkout after 9:00 PM are charged at the full daily room rate. Check-in after 6:00 AM and checkout before 9:00 PM are charged at half the daily room rate. If the Guest stays less than a billing day, payment is charged for the full day regardless of the actual checkout time.

5. Check-in and Early Termination by the Guest

5.1. Accommodation in the Hotel is provided on a prepaid basis, requiring 100% payment for the agreed period of temporary accommodation at the rates specified in the Hotel's materials and/or website. The Guest must present identification documents (passport, birth certificate for individuals

under 16 years old, etc.) and complete a registration form at the reception. Failure to provide such documents entitles the Hotel to refuse services.

5.2. If the Guest cancels a reserved service or changes the start/end date of the service for reasons not attributable to the Hotel, or changes the terms of the service after payment, this is considered a partial or full cancellation of the service. The Hotel retains or charges 100% of the service cost for one day unless otherwise regulated by separate written agreements before the service begins.

6. Force Majeure

6.1. In the event of force majeure circumstances (war, floods, earthquakes, fires, strikes, epidemics, changes in legislation, etc.), the Parties are partially or fully released from fulfilling their obligations under this Contract.

6.2. The Party unable to fulfill its obligations due to force majeure must notify the other Party in writing about the occurrence and cessation of such circumstances.

6.3. Force majeure circumstances must be confirmed by a competent authority by current Ukrainian legislation.

7. Accommodation of Children

7.1. Children under 5 years old can stay with their parents in the same room with no additional charge for an extra bed and breakfast.

7.2. Children aged 6 to 12 years can stay with their parents in the same room with an additional bed charged at the applicable rate. Breakfast is not included in the additional bed rate but can be provided at a 50% discount upon request.

7.3. Children under the age of 18 can only be accommodated with their parents or other legal guardians.

8. Additional Hotel Services

8.1. In addition to accommodation services, the Hotel provides the following free services:

- Emergency medical assistance call;
- Delivery of correspondence to the room upon receipt;
- Wake-up call at a specified time;
- Taxi call;
- Luggage assistance;
- Shoe cleaning;

- Use of the in-room mini safe.

8.2. Other additional services are provided at the rates/prices specified in the Hotel's informational materials and/or website, depending on the chosen room category.

8.3. Accommodation with pets is an additional paid service offered by the Hotel and is governed by the internal pet accommodation policy, which the Guest must confirm by signature during registration at the Hotel.

Guests have the right to request and receive the pet accommodation policy in advance through any means of communication. Compliance with the internal pet accommodation policy is mandatory for the Guest regardless of prior familiarity with it.

9. Rights and Obligations of the Guest for Accommodation Services

9.1. Guests of the accommodation services have the right to:

- Use the accommodation and additional services by the terms of this Public Offer and other Hotel documents;
- Receive complete and accurate information about the access hours to the Hotel premises, and the cost of services provided at the Hotel;
- Contact reception staff regarding the quality of temporary accommodation services, and leave complaints, feedback, and suggestions.

9.2. Guests of the accommodation services are obligated to:

- Strictly comply with the terms and conditions of this Public Offer;
- Pay the full cost of all services provided by the Hotel before departure;
- Respect the rights of other Hotel guests;
- Follow moral and ethical standards, refrain from using obscene language in public areas of the Hotel;
- Adhere to the rules for using the Hotel's infrastructure, including access regulations available at reception;
- Close windows, turn off faucets, and switch off lights and electrical appliances when leaving the room;
- Safeguard the Hotel's property. In case of loss or damage caused by the Guest to the Hotel's property (including towels, linens, dishes, furniture, and other items), the Guest is required to compensate the Hotel for damages within three calendar days, but no later than the checkout date. The amount of compensation will be determined transparently by a committee including managers of the housekeeping and engineering departments, a receptionist, and any other Hotel staff, based on the market value of the lost or damaged property;
- Observe fire safety rules and use electrical appliances and equipment economically.

10. Rights and Obligations of the Hotel

10.1. The Hotel is obligated to:

- Provide paid services to the Guest promptly, efficiently, and in full;
- Inform the Guest about services available at the Hotel and the form and terms of payment;
- Ensure all services comply with sanitary and epidemiological standards and regulations;
- Respond promptly to Guest requests related to accommodation services, addressing malfunctions and emergencies in Hotel rooms as quickly as possible. If it is not possible to resolve the issue in the room, another room of a category not lower than the one agreed upon at check-in will be provided;
- Ensure the completeness and functionality of room equipment and the quality of room preparation for check-in
- Notify the owner of lost items immediately upon their discovery (if the owner is known). Items left behind in rooms will be recorded in a special log by the Hotel's administration and stored in the lost-and-found room for six months before being disposed of, documented by an appropriate act.

Items may also be shipped to the owner upon written request at the owner's expense.

Perishable food items left behind by Guests will be discarded according to the Hotel's established procedure.

The Hotel is not responsible for money, valuables, or other material items left in the room outside the mini-safe or lost on the Hotel's premises, except for items provided to the Hotel for safekeeping.

10.2. The Hotel has the right to:

- Enter the Guest's room to perform cleaning, change linens, inspect water supply systems, air conditioning, or fix malfunctions, as well as in cases of violations of this Public Offer by the Guest;
- In the event of the expiration of the agreed-upon and prepaid accommodation period, or if the Guest is absent from the room for more than two hours without payment, the Hotel may independently vacate the room of the Guest's personal belongings. An inventory of the removed items will be compiled, with a minimum of two Hotel staff present, and documented by an official act;
- Ensure adherence to established rules and safety by requiring Guests to present guest cards when necessary;
- Invite law enforcement officers to investigate and resolve violations of generally accepted norms of behavior by the Guest;
- Unilaterally terminate the accommodation services agreement without refund and evict the Guest in cases of:
 - Intoxication by alcohol, drugs, or other substances;
 - Smoking in non-designated areas;
 - Possession of weapons, explosives, flammable, corrosive, toxic, or narcotic substances without proper authorization;
 - Violations of public order;
 - Non-compliance with the provisions of this Public Offer;
 - Repeated complaints from other Guests about infringements on their rights or freedoms.

11. Prohibited Activities on Hotel Premises

Guests are prohibited from:

- Inviting or allowing unregistered individuals into rooms without registering them at reception;
- Transferring room keys to third parties;
- Storing large items, except for luggage, in rooms (e.g., boxes larger than 100 x 100 x 100 cm, bicycles, scooters, mopeds, etc.);
- Rearranging furniture or moving interior items;
- Smoking in rooms or other non-designated areas;
- Disturbing other Guests after 10:00 PM by creating noise or disturbances;
- Bringing or storing weapons, explosive, flammable, corrosive, toxic, or narcotic substances. Guests with the right to carry weapons must notify reception on the day of check-in and provide relevant documentation;
- Removing utensils and tableware from rooms or dining areas;
- Consuming food and beverages in rooms (except for items placed in the mini-bar by the Hotel);
- Littering Hotel premises with cigarette butts, trash, etc.;
- Throwing items from balconies or windows;
- Placing items on exterior windowsills;
- Using personal irons, heaters, kettles, or other appliances not included in the room's standard amenities;
- Lighting candles.

In cases of violations of behavioral rules or obligations outlined in Sections 9-11 of this Public Offer, the Hotel reserves the right to refuse further accommodation services and evict the Guest with the preparation of an official act, involving law enforcement if necessary.

Guests acknowledge the Hotel's right to refuse accommodation services to individuals who:

- appear to be under the influence of alcohol, drugs, or other substances;
- Possess or store prohibited items without authorization;
- Fail to provide identification documents;
- Intend to accommodate more individuals than the room's capacity allows;
- Fall under any other reasons specified by the Hotel administration.

12. Dispute Resolution

12.1. In case of complaints, Guests must provide: a written complaint, receipt (or equivalent), a document with the Hotel's mark confirming a violation of service conditions, and proof of actual damages. Complaints and all required documents must be submitted within 14 days of the service conclusion date. Complaints are considered only if the Hotel was informed of service condition violations in advance, allowing for resolution within 12 hours.

12.2. The Hotel reviews received complaints within 20 days.

12.3. Complaints submitted violating this Public Offer's requirements will not be considered.