

RULES FOR GUESTS AT DOM COMPLEX

1. Check-in is only possible after presenting a passport and 100% payment for the entire stay at the DOM country complex (hereinafter referred to as the complex).
2. Complex operating hours:
 - Hotel – 24/7 (check-in time: 3:00 PM, check-out time: 12:00 PM local time);
 - Restaurant – from 10:00 AM to 10:00 PM (orders from the menu are accepted until 9:30 PM);
 - Bathhouse complex – from 11:00 AM to 11:00 PM (visits to the bathhouse complex are by prior appointment);
 - Hotel pool – from May to September, from 8:00 AM to 8:00 PM.
3. Payment for accommodation is made according to the current rates at the time of the stay for the entire specified period.
4. The tourist tax is charged in accordance with current legislation and local government regulations. This fee is not included in the room rate and is paid separately.
5. In case of arrival after the stated date, no compensation will be provided for unused services.
6. Payment for additional services must be made in full according to the current price list.
7. Children under 6 years old can stay with their parents free of charge if no extra bed is required. Children from 6 years old are charged for the cost of an extra bed
8. Early check-in or late check-out is only possible with prior agreement from the administration and is subject to additional charges based on the established rates:
 - 8.1. Cost of early check-in (before 3:00 PM):
 - 50% of the cost of the booked room(s) for one (1) billing day, in case of check-in between 8:00 AM and 3:00 PM on the day of registration;
 - 100% of the cost of the booked room(s) for one (1) billing day, in case of check-in earlier than 8:00 AM on the day of registration.
 - 8.2. Cost of late check-out (after 12:00 PM):
 - 50% of the cost of the booked room(s) for one (1) billing day, in case of check-out between 12:00 PM and 6:00 PM on the day of departure;
 - 100% of the cost of the booked room(s) for one (1) billing day, in case of check-out after 6:00 PM on the day of departure.



9. Guests can extend their stay only by prior arrangement and based on room availability. The administration reserves the right to refuse an extension without explanation.
10. Refund policy in case of early departure or no-show:
 - If the cancellation occurs more than 7 days before the check-in date, 100% of the prepayment will be refunded.
 - If the cancellation occurs less than 7 days before the check-in date, the prepayment is non-refundable.
11. To make a reservation, the following guest contact details must be provided:
 - Full name;
 - Contact phone number;
 - Email address.

Reservations remain valid for 6 hours from the time the invoice is issued. If 100% payment is not received within this time, the reservation will be canceled. Cancellations without penalties are made in accordance with the rules outlined in point 10 of these conditions.
12. On the day of departure, please notify the reception 30 minutes before check-out time to arrange your departure and settle any outstanding charges.
13. The restaurant follows a casual dress code. Entry to the dining rooms and summer terrace in swimwear or bathrobes is prohibited.
14. For hotel guests, access to the outdoor (summer) pool at the hotel is included in the cost of accommodation. Access to the outdoor (summer) pool at the restaurant is subject to an additional fee.
15. Only registered guests are allowed in the hotel rooms. Inviting unregistered or non-resident individuals into hotel rooms is prohibited.
16. Guests are financially responsible for any damage or loss of property caused by their actions and must fully compensate for it according to the price list available at the hotel reception. Removing dishes, furniture, household appliances, or other hotel property from the room is prohibited.
17. Dogs weighing up to 4 kg are allowed in the rooms and cottages for an additional fee. Guests are responsible for any damage caused by their pets. Don't forget to bring a leash.
18. Store your valuables in the safe located in the room or at the hotel reception. The administration is not responsible for the loss of items left unattended outside the safe or in vehicles.

19. Bringing and consuming food and drinks purchased outside the complex is prohibited in the restaurant and throughout the complex.
20. Smoking tobacco products and hookah is prohibited in the rooms and cottages.
21. It is prohibited to use the fireplace in the cottage an bathhous complex for purposes other than its intended use or to light fires independently.
22. To ensure fire safety and the well-being of guests, storing firearms, gas weapons, pneumatic weapons, knives, flammable explosive an toxic substances in rooms or cottages is strictly prohibited. The use of fireworks and other pyrotechnic products is also banned. A fine of 5,000 UAH applies for violating fire safety rules, and compensation for any damages must also be paid.
23. When using the air conditioner, please, close windows and doors in the room or cottage to maximize cooling or heating efficiency and prevent from damaging the hotel property.
24. When leaving your room or cottage, please, close the faucets, windows, and turn off the lights and TV to prevent damage, conserve energy, and ensure safety.
25. Respect other guests and avoid making noise in the rooms and cottages after 11:00 PM.
26. The complex is not responsible for guests' health in cases of excessive alcohol consumption, drug use, or self-treatment.
27. Video surveillance is conducted in public areas of the complex, except for bathrooms and hotel rooms.
28. In the event of damage that prevents the room or cottage from being rented the next day, a fine equal to the cost of the room or cottage applies.
29. Guests with respiratory illnesses will be denied accommodation.
30. The fine for losing a room or cottage key is 200 UAH.
31. To preserve the peaceful and cozy atmosphere of the complex, playing music through speakers or phones is not allowed on the premises.



32. DOM is designed for peace and relaxation.

Parties, loud noise, and playing music through speakers or phones in the rooms, cottages, terraces, or anywhere on the premises are not allowed.

In case of violation, the administration reserves the right to call security or the police and terminate the stay without a refund.

33. Poolside Reservation Terms (on the restaurant premises):

33.1. Cancellations are not allowed; payments are non-refundable.

33.2. A reservation can be rescheduled only once and no later than 24 hours in advance, within the available booking window.

33.3. Rescheduling is only possible for dates that are currently open for booking on the website.

33.4. Children aged 6 and older — UAH 700 on weekdays, UAH 900 on weekends (no additional seating provided).

33.5. Payment is made on-site.

*Children under 6 years old — free of charge.

