

# TERMS AND CONDITIONS

These Terms and Conditions (Conditions) set out the basis on which Globe Runner Hotel & Hostel, the travellers' hub, (as defined below) will provide accommodation and other products and services to Customers (as defined below) and Guests (as defined below). By making a Booking (as defined below) the Customer agrees to comply with these Conditions.

## 1. INTERPRETATION

In these Terms and Conditions, unless the context otherwise requires, the following expressions have the following meanings:

"Arrival Date" means the date on which the Customer's stay at the travellers' hub is due to commence, as per the Booking Details,

"Booking" means the reservation of accommodation and any other products and services made by the Customer and detailed in the Booking, which is accepted by Globe Runner Hotel & Hostel,

"Booking Details" means the details of the Booking, including a number of Guests, a number of rooms/dorms required, duration of a Guest's stay at the travellers' hub and any other products and/or services covered in the Booking,

"Charges" means the charges payable by the Customer in relation to the Booking,

"Contract" means the contract between the Customer and Globe Runner in relation to the Booking,

"Customer" means a person who makes the Booking,

"Guests" means the Customer and any third parties Customers invite to the travellers' hub in connection with the Booking.

## 2. BOOKINGS

2.1 Customers can request Bookings via Globe Runner's website or by contacting Globe Runner's staff.

2.2 When requesting Bookings, Customers will be required to provide identification information including, but not limited to, their name, address, contact telephone number and email address.

2.3 No request for a Booking should be deemed to be accepted unless and until Globe Runner confirms its acceptance and provides a booking reference, at which point the Contract will come into existence.

2.4 Subject to the clause 4, Globe Runner will use its reasonable endeavours to accommodate any request from the Customer to change the Booking details. However, any request to change the dates or length of stay or add products and/or services will be subject to availability and the Customer will pay for a prolonged stay and/or additional products and/or services according to Globe Runner's standard rates relevant on the day of changes.

2.5 When booking beds in a shared room, Globe Runner will attempt to put people on the same booking in the same room, however, this cannot be guaranteed.

### 3. FEES AND PAYMENT

3.1 The Charges will be as quoted by Globe Runner to the Customer upon the Customer's request for a Booking.

3.2 Unless otherwise agreed with Globe Runner, the Charges only cover the provision of accommodation at the travellers' hub and the Customer may be charged additional fees for extra services.

3.3 The Customer will be informed of the amount of Additional Charges before they are incurred.

3.4 Bookings will be subject to the Customer making payment of the Charges in full in advance or, at Globe Runner's option, paying a booking fee, and providing valid Debit or Credit Card details via which payment of the Charges or the balance of the Charges (as the case may be) and any Additional Charges can be taken at check-in at the travellers' hub or at the time of booking.

3.5 If not prepaid in full at time of booking the balance of the Charges will be charged by Globe Runner upon arrival. Any Additional Charges must be paid either as they are incurred or, at Globe Runner's option, upon the Customer's checking out at the travellers' hub.

3.6 Globe Runner reserves the right to pre-authorize the Customer's credit cards in order to guarantee the booking. Guests' credit cards can be pre-authorized by Globe Runner prior to their arrival.

For all reservations made under the flexible cancellation policy, the amount equal to the cost of the first night is subject to be blocked.

For reservations made under the non-refundable cancellation policy, the amount equal to the total cost of a stay is subject to be blocked.

3.7 The following payment methods are accepted by Globe Runner (payment is accepted only in the local currency - Ukrainian Hryvnya, according to the commercial exchange rate effective on the payment day): cash, a credit card (Visa, Master Card, Maestro Card, American Express), bank transfer or our online payment system.

## 4. CANCELLATIONS

4.1 Cancellations must be notified directly to Globe Runner at least 24 hours prior to arrival. In case of no show, the Customer's card will be charged for the total amount of the first night. For any changes to an existing reservation, the Customer should contact Globe Runner directly. If the Customer's credit card expires or the credit card details change prior to arrival, the Customer should notify Globe Runner of the amended details. Reservation with the invalid credit card details is considered as non-guaranteed. The travellers' hub reserves the right to cancel non-guaranteed reservation.

4.2 For group bookings, we ask organizers to either contact our administrators or to speak to their respective sales account managers.

4.3 If the Customer has been offered a discounted rate on condition that the Booking becomes non-refundable, cancellation is not possible. Reservation needs to be fully prepaid within 24 hours after booking has been proceeded. The payment is accepted only in the local currency - Ukrainian Hryvnya, according to the commercial exchange rate effective on a payment day. For the Customer's convenience, Globe Runner offers any of the following methods of payment: cash, credit card (Visa, Master Card, Maestro Card, American Express) or our online payment system. Non-refundable booking cannot be cancelled or modified. No-show leads to a full stay fee. The travellers' hub reserves the right to cancel booking if the provided card is not valid. Any cancellations or modifications lead to a full stay fee.

4.4 Globe Runner may at any time cancel the Booking if the travellers' hub becomes unavailable due to circumstances outside Globe Runner's control, in which case Globe Runner will offer the Customer an option to rebook for the future at no additional charge.

4.5 Globe Runner may at any time cancel the Booking if the payment details provided by the Customer are invalid and the Customer fails to provide alternative valid details.

## 5. CHECK IN AND CHECK OUT

5.1 Check-in time booked at the travellers' hub starts from 14:00. Check-in prior to 14:00 is subject to the prior arrangements with Globe Runner and availability. The guaranteed early check-in starts from 08:00, and it costs 50% of a daily rate.

5.2 Check-out time booked at the travellers' hub is 12:00. Late check-out is subject to the prior arrangements with Globe Runner and availability. The guaranteed late check-out is possible until 18:00 and it costs 50% of a daily rate.

## 6. HUB RULES

6.1 At check-in, Ukrainians should present their valid identity documents (a passport/diplomatic passport/ birth certificate (for kids under 16)/ driver's license/ seaman's identity card/ military id) and foreign citizens should present a passport/temporary or permanent residence permit.

6.2 The Customers are required to behave appropriately and ensure that their Guests conduct themselves in a reasonable and responsible manner at the travellers' hub and must not act in any way which may disturb other Guests. Failure to adhere to this requirement may result in Guests being asked to leave Globe Runner in which event all Charges and Additional Charges shall become immediately payable by the Guest.

6.3 According to the current Ukrainian law and Globe Runner's policy, smoking is prohibited in all guestrooms/apartments/dorms and in other property's common areas. Guests may smoke in designated areas outside the property. In case the rules are violated, Globe Runner's administration reserves the right to charge a penalty amounting to UAH 1 000.

6.4 The Customer will be responsible for any loss or damage caused by the Customer or the Guest. The Guest may be liable for Globe Runner's reasonable cost of repairing, cleaning or replacing any property of Globe Runner, which is damaged, soiled or lost by the Guest.

6.5 Pets are not allowed.

6.6 Globe Runner does not accept bookings made by those under the age of 18. Under 18's can stay in any guestroom/apartment/dorm only if they are accompanied by an

adult over 18 years. Kids aged 12 years and younger can stay for free with their parents in private rooms (without providing an extra bed and except services that are not included in the room rate). Kids aged 5 years and younger can stay in our dorms only if they are part of a group that has booked out the entire dorm.

## **7. FOOD AND DRINK**

7.1 Unless otherwise agreed by Globe Runner, the Charges do not include any food or drink.

## **8. GROUP BOOKINGS**

8.1 Reservation for 5 people or more will be considered as group bookings.

8.2 Special group terms and conditions will apply. Please contact our group administrators for more information.

## **9. GLOBE RUNNER'S LIABILITY**

9.1 Globe Runner is not responsible for cash and valuables left in guestrooms/apartments/dorms.