



DEAR GUESTS!

**WE ARE VERY HAPPY TO WELCOME YOU IN
HOTEL LITERA**

USE THIS INFORMATION TO HELP YOU DURING YOUR STAY.
IF YOU STILL HAVE ANY QUESTIONS, FEEL FREE TO
CONTACT THE RECEPTION ANYTIME.

ENJOY YOUR STAY!

H 49000, Ukraine, Dnipro, Troitska Street, 8
Mobile phone: +38 095-604-62-00, +38 067-630-92-55
Landline phone: +38 (0562) 300-600
E-mail: reception@hotellitera.com



Rules of Residence

Dear guests!

1. Follow the rules of residence.
2. Do not disturb other guests of the Hotel, keep quiet.
3. Strictly obey rules of fire safety, preventing causing a fire.
4. Do not use your own heating appliances in the room.
5. Pay for all of the provided services on time.
6. Before leaving the room, check that the taps and windows are closed; switch off the lights and electric appliances.
7. It is not recommended to invite strangers to the room, to leave your guests alone in the room, to give keys to other people and leave the room's door opened.
8. In case of loss or damage of the Hotel's property guests should pay the cost of the damage in full.
9. Do not smoke on the territory of the Hotel, except specially equipped places.
10. Do not store flammable materials, weapons, chemical and radioactive devices in the Hotel.
11. Do not keep animals, birds, reptiles, etc. in the room, except the cases when it is agreed with the administration of the Hotel.
12. If you travel with valuables, there is a safety box in your wardrobe. The Hotel is not responsible for any stolen or lost items.
13. In case of disappearance of personal belongings from the room immediately inform administration of the Hotel in order to take necessary steps.
14. Please note that video surveillance system operates on the territory of the Hotel (except for the guest rooms).



Dear guests!

Please note that this is a **NON-SMOKING ROOM**
(you are also not allowed to smoke on your room balcony).
If you smoke in the room you will be charged the amount of 1-night
accommodation in your room for deep cleaning.

Thank you for understanding.



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PRICELIST

Category	COST of Accommodation, UAH		
	Single/Double	For 3/4 persons	Additional place*
Standart	1190,00	-	-
Superior	1320,00	-	400,00
Family Suite	2000,00	2380,00	400,00
Apartments	1480,00	-	400,00

Dear guests!

Check-out time at the hotel is 12:00 a.m.

Check-in time is 02:00 p.m.

Arrival from 06:00 a.m. to 02:00 p.m. is considered an early check-in and is additionally paid 50% of the room rate.

Check-out from 12:00 a.m. till 06:00 p.m. is considered a late check-out and is additionally paid 50% of the room rate.

You can make the payment by any convenient way for you: by cash, credit card or bank-transfer according to the invoice.

Children under 6 years without extra bed can stay free of charge in the hotel.

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MINI-BAR

<i>Name</i>	<i>Quantity</i>	<i>Price per unit, UAH</i>
Mineral Water (Still)	1	30,00
Mineral Water (Sparkling)	1	30,00
Sparkling Water "Borjomi"	1	60,00
Coke "Coca-Cola"	1	40,00
Juice	1	40,00
Salted peanuts	1	50,00
Pistachios	1	65,00
Chocolate Bars in assortment	3	30,00
Chips "Pringles"	1	60,00
Chips "Люкс"	1	25,00

**DEAR GUESTS! PLEASE NOTE THAT MINI-BAR IS NOT INCLUDED
IN THE ROOM RATE. HAVE A GOOD REST!**

HOT DRINKS

<i>Name</i>	<i>Quantity</i>	<i>Price per unit, UAH</i>
Espresso, Americano, Hot chocolate	1	30,00
Americano with milk, Hot chocolate with milk	1	35,00
Cappuccino, Moccaccino	1	40,00
Latte	1	45,00
Tea (black, green)	1	25,00

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EXTRA PAID SERVICES

(not included in the price of your hotel room)

<i>Name of service</i>	<i>Cost of service, UAH</i>
Transfer airport/railway station (one-way)	500,00
Transfer airport Zaporizhzhia (one-way)	1500,00
Child/toddler bed	(per day) 150,00
Pet accommodation	(per day) 350,00

Price list of LAUNDRY service

<i>Name of service</i>	<i>Cost of service, UAH</i>
Shirt/blouse	100,00
T-shirt	100,00
Dress	100,00
Sweater/pullover	150,00
Trousers/jeans	100,00
Skirt/shorts	100,00

Price list of IRONING service

<i>Name of service</i>	<i>Cost of service, UAH</i>
Trousers/jeans	100,00
Dress	100,00
Shirt/blouse	100,00
Sweater/pullover	100,00
T-shirt	100,00
Skirt/shorts	100,00

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Price list of additional mini-perfumes

<i>Name of service</i>	<i>Price per unit, UAH</i>
Set of toothpaste & toothbrush	20,00
Shaving kit	20,00
Capsules for a washing machine	20,00

Price list of additional services

<i>Name of service</i>	<i>Cost of service, UAH</i>
Bath towel	70,00
Face and hands towel	50,00
Feet towel	50,00
Bed linen (a set)	150,00
Bathrobe	100,00

Price list for property damage

<i>Damage type</i>	<i>Price, UAH</i>
Bathrobe	750,00
Bath towel	250,00
Face and hands towel	100,00
Feet towel	100,00
Pillowcase	80,00
Sheet	180,00
Duvet cover	300,00
Mattress cover	400,00
Bed cover	500,00
Plate	50,00
Glass	35,00
Wineglass	50,00



Service Instruction of Using Safe

To CHANGE personal CODE

ATTENTION! The code can be changed only when the door is opened

1. Press the red button on the back of the door near the door hinges, release it, you will hear a short sound and will see the yellow light.
2. Enter the personal code (combination length from 3 to 8 digits) that you want to use and press «E» to confirm the code.
3. While the door is opened try again lock and unlock several times before the final closing and locking the safe.

To OPEN / CLOSE the safe

1. Press «C» to reset the previous actions.
2. Enter your personal code and press «E», you will hear short sound and will see the green light. The default code is «1 - 5 - 9 - E».
3. During the 5 seconds turn the safe handle clockwise to open the safe. If the door does not open, first check the validity of the code and then repeat the procedure from the beginning.
4. To close the safe, close the door, turn the safe's handle counterclockwise. Make sure that the safe is closed.

ATTENTION! In case of using wrong personal code you will hear a long sound and will see yellow light. To cancel a wrong code combination, press «C».

Emergency opening. If you forget your code or several times enter the wrong code, it will lead to the safe lock. Contact the receptionist for emergency opening of the safe.

Dear guests!
We would be very grateful if you leave the safe open when checking out.



Fire safety rules

Dear guests!

We ask you to follow the fire safety rules.

Do not use electric heaters in your room.

Leaving the room, do not forget to turn off the TV, air conditioning and lights.

We remind you that it is dangerous to cover the lamps with materials that ignite easily.

Smoking is not allowed in the building.

It is unacceptable to bring and store fire-hazardous substances and materials in the room.

We wish you a good rest!

If there is a fire in your room:

1. Immediately report the incident to the fire department by phone "101".
2. If it is not possible to eliminate the fire on your own, leave the room and close the door without locking it.
3. Make sure to report the fire to the administrator on duty.
4. Leave the hazardous area and act as directed by the administration or fire department.

If there is a fire outside your room:

1. Immediately report the incident to the fire department by calling "101".
2. Leave your room after you closed the windows and doors, and leave the building.
3. If you cannot leave the room, stay in your room with the windows open. Closed doors can protect you from dangerous temperatures. To avoid smoke poisoning, cover vents with water-dampened towels.
4. Try to inform the administration about your location by phone.

5. With the arrival of the firefighters at the scene, go to the window and give a sign to help you. You can wait out the fire on the balcony, but you must close the balcony door behind you.



Phone connection

To call reception - press «10»

To call another room - dial room number.

To call other landline phone - press «9», and then dial phone number.

To call the firemen - press «9», and then emergency number «101»

To call the police - press «9», and then emergency number «102»

To call the ambulance - press «9», and then emergency number «103»

To call the gas station - press «9», and then emergency number «104»