

SENATOR

CITY CENTER

— RENT POLICY —

HOW TO BOOK AN APARTMENT

To book an apartment please use the Book Now section that can be found on the top right side of any page on our website. Please note, if you book an apartment online your reservation is guaranteed. If you do not wish to use online booking, then please:

1. *Send us a reservation application**
2. *Receive the confirmation of your reservation*
3. *Make your reservation guaranteed*

In order to make your reservation guaranteed, you should pay a security deposit depending on the length of your stay 1 day prior to the scheduled arrival date. We offer several methods to make your reservation guaranteed:

- *Cash*
- *Wire Transfer*
- *Credit Card through our online payment system*

In order to make your reservation guaranteed the amount depending on the length of your stay shall be blocked on the card (Visa, Master Card). You will receive your reservation confirmation with a link to the page where you can make a payment transfer.

Deposit amounts are calculated as follows:

1-6 nights	1 night's rate
7-30 nights	3 night's rate
1 month and longer	based on lease agreement terms

Please consider:

- We fully guarantee only reservations made according to the procedure described above. Please make sure your data is accurate. If the data you provide appears invalid or incomplete, we can't guarantee your reservation and are not responsible for your accommodation
- Apartment availability may change at any time. Though we will try to provide you with an availability report upon receiving your request, we cannot guarantee availability throughout the reservation process
- If you do not reserve an apartment in any way stated above, we have the right to lease the apartment in question to another client and hold no responsibility for your accommodation
- If you decide not to make your reservation guaranteed, please contact us before you arrive to check your apartment's availability
- We do our best to take into account our clients' preferences regarding apartment types, but reserve the right to change the type of an apartment you receive in case of emergency or technical problems

CHECKING IN AND CHECKING OUT

1. According to the Senator Hotels and Apartments policy, guests sign an Apartment Lease Agreement upon check-in
2. Upon check-in guests pay the total cost of their stay in cash or by credit card (Visa, Master Card, American Express)**. If you plan to pay before arrival you can wire the money or use our online payment system
3. Additional services are charged and paid for separately according to the bills. Damage compensation is based on the Senator Hotels and Apartments property price list

CHECKING IN AND CHECKING OUT

- Check-in: 14:00
- Check-out: 12:00
- Late check-ins receive no discount on rates
- Late check-outs before 18:00 are charged 50% of 1 night's rate
- Late check-outs after 18:00 are charged 100% of 1 night's rate

CANCELLATION POLICY

LENGTH OF STAY	CANCELLATION NOTICE TERM
1-7 nights	1 day before arrival date
More than 7 nights	3 days before arrival date

Cancellations 24 hours prior to the scheduled arrival date are free of charge. In case of no show and late cancellations 1 night fee applies

ONLINE PAYMENT SYSTEM

This system allows us to accept payment in EUR or USD. It is a reliable and secure payment tool you will find easy to use. We accept payment by credit cards (Visa, Master Card) via the online service called eCommerce. There is no fee to cover bank charges added on to your bill and the system allows debit and credit card payment***. Should you wish to make your payment through our online system, please send your enquiry to citycenter@senator-apartments.com and you will get the link to proceed with the payment.

What makes this payment method secure and reliable:

- The payment system is arranged by Ukrainian Processing Center (UPC), the leader in Ukrainian processing and outsourcing sector since 1997. UPC processes card transactions, provides ATM support and develops payment solutions for banks
- UPC's solution for eCommerce is based on 3D-Secure technology standards, which helps enhance Internet transactions security and minimize a possibility of retailers' financial loss
- UPC's end-to-end card payment solutions were developed with an understanding of customers' needs in Ukraine and Eastern Europe, while applying approaches of international payment systems and banks. UPC's solutions are fast and convenient and serve to provide the highest level of service to customers. UPC keeps their systems up-to-date and ready to meet the market challenges. Learn more on UPC's website www.upc.ua

* Senator Hotels and Apartments guarantees your data confidentiality

** Payment is accepted only in Ukrainian hryvnia according to the commercial exchange rate effective on the payment date

*** The payment amount at the charge-off moment can be changed depending on the Ukrainian hryvnia official exchange rate with respect to the currency of the card you are paying with