

WELCOME TO



HOLIDAY INN KYIV

WE ARE GLAD TO WELCOME YOU!

We want you to make the most of your time with us. So, we've put together this Guest Service Directory, full of helpful information for your stay. Whether your visit is for business or pleasure, our colleagues are dedicated to providing the high-quality service you've come to expect from Holiday Inn.

We invite you to enjoy as many of our services as you like. If there's anything else you require, please contact our colleagues and we'll do everything we can to ensure you enjoy your stay, your way.

[Room service Menu](#)

[Event organization](#)

HOTEL DIRECTORY

We're so happy to have you. Whatever you need, our team is available 24 hours to help make your stay even better.

Here's more information on our services and amenities, including some ways we've adapted our stay experience to support your well-being and give you peace of mind.



Registration Procedure

According to the Martial Law it is **mandatory to register all guests in the hotel**. This process is carried out by filling in a **guest registration form** and verifying **Identity Documents** as follows:

- foreign passport
- passport of a citizen of Ukraine
- residence permit



Visitors & Couriers

All invited **visitors** can stay in the hotel **from 5AM to 12PM**. Visitor who is going to the living area should complete his **Identity Verification** at the Reception Desk.

Courier delivery is received by the guest at the reception.



Breakfast

The Towers Restaurant offers a breakfast **7:30AM – 10:30AM on weekdays, 7:30AM – 11AM on Saturday and Sunday**.

If you would prefer to have breakfast in your room, please call Room Service.

Don't have time to have a breakfast? Call the reception and order breakfast box in advance.



Food & Beverages

Something to eat? Join us in **The Towers restaurant from 11AM to 9:30PM**, 7 days a week. Lobby Bar is open from 11AM to 10PM. Room Service is available until 9:30PM.



Smoking Area

According to the Law of Ukraine No. 4844-VI dated 05/24/2012, **smoking** of tobacco products, electronic cigarettes and hookahs **is prohibited** throughout the hotel. Smoking **is allowed in specially designated areas** located on each floor.



Curfew

Curfew is in effect every day **from 12AM to 5AM**. During curfew, civilians **are not allowed** to move around the city on foot or to drive their own vehicles unless they have a **special pass**.

All hotel entries and exits are blocked by the Hotel Security Service at this time. Check-in and check-out procedures are provided only to guests who have the permission to move around the city.



Bomb Shelter

When you hear an **air raid siren**, proceed to the **bomb shelter** which is located on the **"-2nd" floor** (passage through the reception area according to the signs).

During the activation of the alarm, **the provision of services in the hotel is suspended**.

If you need to **contact staff** during this period, please dial **4444**.



Housekeeping services

Cleaning is carried out daily **from 9AM to 3PM**. If you wish to opt out of daily housekeeping, please use the **Do not disturb sign** on your door and let us know should you need a refresh of amenities and towels.



Laundry Service

You can use the laundry and ironing services **from 9AM to 3PM on weekdays**.

Dry cleaning services are temporarily unavailable.



GYM & Sauna

Complimentary GYM and infrared sauna are located on the 1st floor and open 24 hours a day.



Municipal Parking

You can use a paid municipal parking at the entrance to the hotel, subject to availability.