



H O T E L

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## **RULES OF PROVISION OF SERVICES AND ACCOMMODATION**

### **1. Basic provisions**

1.1. This work procedure was developed in accordance with the Rules for the provision of hotel services in the Russian Federation, approved by Decree of the Government of the Russian Federation dated 09.10.2015 No. 1085.

1.2. The Hotel is intended to provide services in accordance with the above Rules.

1.3. The operating mode of the Hotel is round-the-clock.

### **2. Order of booking, Check-in and payment**

2.1. A room or a place in a Hotel room is provided upon presentation by the Guest of an identity document.

The identity card of a citizen of the Russian Federation is:

- passport of a citizen of the Russian Federation;
- diplomatic passport of a citizen of the Russian Federation;
- service passport (issued to civil servants holding public positions in the Russian Federation or public positions in the constituent entities of the Russian Federation);
- a passport (or international passport) proving the identity of a citizen of the Russian Federation outside the Russian Federation (if the citizen of the Russian Federation permanently resides outside the Russian Federation);
- a sailor's passport or a sailor's identity card (for persons working on Russian ships of foreign navigation or foreign ships);
- temporary identity card of a citizen of the Russian Federation.

The identity card of foreign citizens is:

- a national foreign passport or a document replacing it;
- residence;
- temporary residence permit;

Other Documents:

- refugee identity card.

If the Guest agrees with the current rules of the Hotel and arranges accommodation, the contract for the provision of hotel services is considered concluded.

2.2. When concluding an agreement, the Customer is obliged to provide the Hotel with the data of a passport or other document proving the identity of the Guest, and other personal data. Based on paragraph 2 of Art. 9 of the Law of the Russian Federation of 01.01.2001 "On Personal Data" The Guest, by his signature in the questionnaire, gives consent to the Hotel for the processing of personal data. Personal data can be transferred only by the employees of the Hotel responsible for the provision of Hotel services, solely for the purpose of fulfilling this agreement, or can be transferred to the employees of the Federal Migration Service within the framework of the current legislation.

In accordance with the Law of the Russian Federation of January 1, 2001 "On Personal Data", when processing the Guest's personal data, the Hotel undertakes to take all necessary organizational and technical measures to protect such personal data from unauthorized or accidental access to them, destruction, alteration, blocking, copying, distribution of personal data, as well as other illegal actions.

2.3 The customer has the right to conclude an agreement for booking rooms in the Hotel by drawing up a document signed by both parties, as well as by sending an application via e-mail, which allows to reliably establish that the application comes from the customer.

2.4. There are two types of booking in the Hotel - guaranteed and non-guaranteed.

Non-guaranteed is a booking in which the Hotel does not bear any responsibility to the Guest in the absence of rooms by the time of the Guest's arrival.

The main condition for a guaranteed booking is the provision of a given bank card for a guarantee or payment for the first night of stay. Form of prepayment for accommodation - cash or bank transfer.

2.5. In the case of a guaranteed reservation, if it is impossible to Check-in, the Guest will be charged for the actual simple room, but not more than a day. If more than one day late, the Guest's booking will be cancelled.

2.6. The price of the room (place in the room), as well as the form of payment, are set by the Contractor according to the approved price list. The Guest is obliged to pay for the service provided by the Hotel in full after accepting it. With the consent of the customer, the service can be paid by him at the conclusion of the contract in full.

Payment for accommodation and additional services of the Hotel is accepted in cash and non-cash form.

Credit cards accepted: MasterCard, VISA, American Express, Maestro, Diners Club.

2.7. Payment for accommodation is charged in accordance with a single Check-out time – 12 pm of the current day. Check-in time at the Hotel is after 2 pm of the current day.

2.8. When placed before the Check-out time (from 12 am to 12 pm), the payment for accommodation is charged in the amount of 1 day of accommodation. For stays of no more than a day (24 hours), the fee is charged for a full day, regardless of the Check-out time. In case of delay in departure after the Check-out time from 12 pm to 6 pm - payment is charged for half a day, until 12 am - for a full day. There is no hourly pay.

\* There is no charge for a child under 2 years of age. When providing a child from 2 years of age with a main place, as well as when two or more children live with their parents, a fee is charged according to the price list approved at the Hotel.

2.9. The price includes breakfast, use of the fitness room (24 hours), Wi-Fi connection.

2.10. The mini-bar assortment is paid additionally, approved and replenished daily from 2 pm to 5 pm.

The condition for its replenishment is the absence of any product from the assortment in the refrigerator of the room.

2.11. The Hotel Administration, if possible, can provide one person with a room for two or more places with full payment.

2.12. For providing an extra bed in the room without meals, is charged a fee of 1000 rubles per day.

2.13. At the request of the Guests, paid services are provided according to the price list approved by the Hotel.

2.14. When paying for cash at the reception and accommodation desk, a cash receipt is issued to an individual.

The account of the established sample is issued by the administrator upon readiness. To receive an invoice, the Guest, as a representative of a legal entity, must notify the administrator in advance, before paying for services in cash. The invoice is issued on the basis of the provided details of the organization or a power of attorney.

2.15. During your stay, bed linen and towels are changed every day.

At the request of the Guest, early change of bed linen and towels can be carried out with an additional payment in accordance with the price list.

2.16. At the end of the period of stay, the Guest is obliged to vacate the room before the Check-out time (12 pm of the current day), the extension of the period of residence is made only if there is no reservation for this room. If there are free rooms, the Guest can be provided with another room if necessary.

2.17. The Hotel Administration provides the Guests with the necessary background information.

2.18. The room key is issued to the Guest upon presentation of an identity document.

### **3. Responsibilities of Guests and Visitors**

All Guests staying at the Hotel have the same rights and obligations

3.1 take care of the property and equipment of the Hotel;

3.2 observe the established Check-out time upon departure;

3.3 to store money, securities and jewelry in safe boxes in the rooms;

3.4 do not make noise and do not disturb the rest of other residents, maintain cleanliness and the established procedure, in case of loss or damage to the property of the Hotel, reimburse the cost of the damage in accordance with the current price list;

3.5 strictly comply with fire safety rules;

3.6 when leaving the room, close the taps of water mixers, windows, turn off the lights, TV, close the room;

3.7 unauthorized persons can enter the room, at the request of residents, only upon presentation of a document, the resident is obliged to meet and see off the Guests. Unauthorized persons are not allowed into the Hotel building without warning from the administrator.

3.8 upon departure from the Hotel, it is necessary to make a full payment for the services provided, 5 minutes in advance. before the expected departure, inform the maid of your intention, and hand over the key to the room.

### **4. Rights of Guests and Visitors**

The Hotel resident has the right to freely receive the following information from the Hotel employees:

4.1 on ensuring security in the Hotel;

4.2 on the procedure for obtaining free services at the Hotel;

4.3 about the list of additional services of the Hotel and current prices;

4.4 about the order of residence;

4.5 about the work and location of all services of the Hotel;

4.6 on receipt of an invoice upon registration of accommodation;

4.7 on refusal to pay for services not provided for by the contract;

4.8 about getting forgotten things.

### **5. Hotel residents are prohibited from**

5.1 store bulky items, flammable and toxic materials, weapons, flammable and explosive substances;

5.2 use electric heaters not provided for in the Hotel;

5.3 rearrange the furniture in the room, arbitrarily connect telephone devices, faxes and other means of communication.

5.4 bring and keep animals and birds in the room;

5.5 smoking in the room.

## **6. Administration Responsibilities**

The administration is obliged to provide the resident, at no additional charge, with the following types of services:

- 6.1 Call an ambulance, call a taxi at a certain time.
- 6.2 Use of a medical kit.
- 6.3 Delivery of correspondence to the room upon receipt.
- 6.4 Wake up at a certain time.
- 6.5 Provision of an iron and ironing board.

## **7. Responsibility of the Administration**

7.1 The Hotel Administration guarantees the residents, subject to this procedure, the safety of personal belongings in the room.

7.2 The Hotel is not responsible for the loss of money, other currency values, securities, bank and telephone cards, jewelry and other valuables not left for storage in a safe.

7.3 In case of discovery of forgotten things, the Administration takes measures to return them to their owners.

8. The Hotel Administration is not responsible for the work of city services in cases of disconnection of heat and electricity, water supply.

9. The Hotel Administration reserves the right to visit the room without the consent of the Guest in case of smoke, fire, flooding, as well as in case of violation by the Guest of this order of residence, public order, the order of using household appliances.

10. The Hotel has the right to terminate the contract for the provision of hotel services unilaterally or refuse to extend the period of stay in case of violation by the Guest of the order of stay, late payment for the services of the Hotel, causing material damage to the Hotel by the Guest.