

# ACCOMMODATION RULES IN HOTEL

## 1. General provisions

- 1.1. The hotel is intended for temporary residence of citizens for a period agreed with the hotel administration. At the end of the agreed term the resident must vacate the room upon request of the administration. Duration of stay can be extended if there is a lack of confirmation of the reservation in favor of third parties.
- 1.2. The hotel reserves the right of customer choice.
- 1.3. The hotel is open for leisure.

## 2. The order of service

- 2.1. The provision of services upon presentation of a client passport, a passport certifying the identity of the citizen of the Russian Federation outside the Russian Federation, the passport of a foreign citizen of the temporary residence permit of a stateless person, a residence permit of a stateless person.
- 2.2. Check-in to the hotel can only be made upon the guest's payment for the entire term of the intended stay.
- 2.3. Payment is made in rubles in cash by Bank transfer or payment credit cards through the following payment systems: VISA, Master-Card, Maestro, JCB. The cost for accommodation and facilities in the hotel includes all taxes. Fees for accommodation and services are provided at prices from the approved price list. Fiscal receipts and the final bill for the services are given at check-out.
- 2.4. For children under the age of 10 years, without providing a cot, no fee is charged. For children older than 10 years or adults on an extra bed (rollaway) will be charged 1500 RUB per person per day, breakfast included.
- 2.5. Check-in starts from 14:00 Moscow time of the day in. In case of early arrival, guests are charged as follows: 6 hours or less before check-out time (12:00 a.m.) – payment for half a day.
- 2.6. Check-out is until 12:00 a.m. Moscow time on the day out.
- 2.7. For stays of less than a day (24 hours) will be charged per day regardless of the current hour.
- 2.8. In case of delay of departure from the Guest rooms after check-out time, payment is made depending on the estimated time as follows:
  - the estimated time from 12:00 to 18:00 – payment for half hotel of the day;
  - the estimated time after 18:00 – payment for full day stay.

- 2.9. In case of arrival at night after 24.00 –payment is charged for half hotel of the day.
- 2.10. In case of cancellation guests from the accommodation or reducing the length of stay administration reserves the right to keep submitted by Guest payment amount the cost of one night stay. This amount is pay for reservations in the name of the Guest for the stay.
- 2.11. Maid service is performed daily, change of bed linen, towels and toiletries is made once in three days.
- 2.12. The hotel provides its Guests the following free services:
- Wi Fi throughout the Motel;
  - booking of air and railway tickets;
  - visa support;
  - registration of foreign citizens;
  - order in-room dining (room service);
  - booking tables in restaurants;
  - storage;
  - call ambulance;
  - first aid kit use;
  - delivery of correspondence to the room upon its receipt;
  - taxi call;
  - service "Alarm clock";
  - printing and Photocopying of documents;
  - provision of sewing accessories, sets of dishes and Cutlery;
  - dental kits upon request;
  - Ironing room.
- 2.13. Guests are obliged:
- when leaving the room to close the taps, Windows, turn off the lights, TV;
  - comply with the established in the hotel order, cleanliness, silence in the room and Hotel;
  - follow the rules of fire safety;
  - to pay damages in case of loss, damage or deterioration to the Hotel property. Damage assessment is made on the basis of "price list for damage to hotel property";
  - to be responsible for the actions of guests to their room visitors;
  - timely and fully pay all presented hotel additional services.
- 2.14. The hotel is prohibited:
- leave the room by unauthorized persons, and send them the key number;

- keep bulky items, flammable materials, weapons, chemical and radioactive substances, mercury and other items prohibited and/or restricted circulation in the territory Of the Russian Federation;
  - to keep animals in the room (insects, birds, reptiles);
  - Smoking in the room (according to the Federal law from 23.02.2013 N 15-FZ (as amended on 30.12.2015) "About health protection of citizens from impact of ambient tobacco smoke and consequences of tobacco consumption");
  - to be in a state of alcoholic, narcotic, toxic, psychotropic substances;
  - to use additional heater if it is not provided in the hotel room;
  - to disturb the peace of other guests staying in neighboring rooms.
- 2.15. The administration reserves the right to visit the rooms without coordination with the guest in case of smoke, fire, flooding, and in case of breach by Guest of this policies, public order, the order of use of household appliances.

### 3. The order of visiting Guests

- 3.1. On request, with the consent of the administration, allow unauthorized persons in the room from 08: 00 a.m. until 11 p.m., after 11 p.m. unauthorized persons are required to leave the room.

### 4. Responsibility

- 4.1. The administration is not responsible for the loss of valuable items of the Guest, staying in the room, if he violates the rules of hotel accommodation. In case of finding things forgotten by the Guest, the administration accepts measures for their return to the owner. If the owner is not found – administration the right to dispose of lost things at its discretion.
- 4.2. The hotel is not responsible for the operation of city services (emergency shutdown of electric and thermal energy, water supply).
- 4.3. The hotel administration has the right to terminate the contract for the provision of hotel services unilaterally in case of violation by the guest order of residence, untimely payment for hotel services, causing guest property damage to the hotel.

### 5. Final Provisions

- 5.1. The book of reviews and suggestions is available at the reception administrator hotels and is issued upon request of the Guests.

- 5.2. In case of complaints from the Guest, the administration of the hotel takes all possible measures to resolve the conflict.
- 5.3. These rules are developed in accordance with federal law of the Russian Federation "On the Protection of Consumer Rights" and the Rules for the provision of hotel services in the Russian Federation approved by the Resolution of the Government of the Russian Federation No. 1085 dated October 9, 2015.