



# ARISTOCRAT

## BOUTIQUE HOTEL

### **Hotel policy**

These rules are developed in accordance with the Law of the Russian Federation "On the Protection of Consumer Rights" dated February 7, 1992 N 2300-1, Decree of the Government of the Russian Federation dated November 18, 2020 N 1853 "On Approval of the Rules for the Providing of Hotel Services in the Russian Federation" (as amended and additions) and other federal and regional regulations governing the activities of hotels.

These rules may be amended and supplemented.

### **Room reservation**

The hotel has the right to apply the following types of booking:

a) guaranteed booking - a type of booking in which the hotel expects the customer until the check-out time of the day after the day of the scheduled arrival. In case of belated cancellation of the reservation, delay, change in the period of staying or no-show of the guest, the guest or the customer will be charged for the actual room downtime, which is governed by the conditions of the rate selected at the time of booking. In case of delay of more than one day, the contract is terminated;

b) non-guaranteed booking - a type of booking in which the hotel expects the guest on the day of arrival until a certain hour, established by the rules of accommodation, after which the contract is terminated.

Non-guaranteed bookings do not require prepayment or credit card details. In case of cancellation/no-show, no penalty will be charged.

In case of non-guaranteed booking, the guest must notify in advance of the time of arrival at the hotel. After 18:00 a non-guaranteed booking may be canceled if the guest does not notify in advance of a later check-in time. Non-guaranteed booking without specifying a check-in time may be canceled by the hotel if the guest does not respond to letters and phone calls from the reservation department.

To change the status of the reservation from "Not Guaranteed" to "Guaranteed", the customer must prepay the cost of 1 night of accommodation in the room of the selected category, or provide credit card details to guarantee the check-in.

### **Check-out time**

The minimum length stay is 1 night.

Check-in time is 14:00, check-out time is 12:00.

Early check-in or late check-out is possible for an additional fee, subject to availability upon prior request:

check-in from 08:00 to 14:00 - half of the cost of the first night;

check-out till 18:00 - half of the cost of the last night; check-out after 18:00 - the full cost of the last day.

If you decide to shorten your stay during your stay at the hotel, you must inform the hotel no later than one day before the intended departure. If the procedure of early departure from the hotel is not observed, a penalty will be charged in the amount of the cost of one night.

### **Accommodation**

Check-in is subject to the presentation of an identity document of all residents of the room, in accordance with the legislation of the Russian Federation, including:

- passport of a citizen of the Russian Federation, proving the identity of a citizen of the Russian Federation on the territory of the Russian Federation;
- birth certificates - for a person under the age of 14;
- passport of a citizen of the Russian Federation, proving the identity of a citizen of the Russian Federation outside the Russian Federation, for a person, permanently residing outside the Russian Federation;
- temporary identity card of a citizen of the Russian Federation;

- passport of a foreign citizen or other document established by federal law or recognized as an identification document of a foreign citizen in accordance with an international treaty of the Russian Federation;
- a document issued by a foreign state and recognized as an identification of a stateless person in accordance with an international treaty of the Russian Federation;
- permission for temporary residence of a stateless person;
- residence permit of a stateless person.

Check-in at the hotel of minors under the age of 14 is carried out on the basis of the identification document of their parents (adoptive parents, guardians), accompanying person (persons), provided that such accompanying person (persons) provides the consent by legal representatives (one of them), as well as the birth certificates of these minors.

Check-in at the hotel of minors who have reached the age of 14, in the absence of legal representatives, is carried out on the basis of identification documents of these minors, subject to the consent of legal representatives (one of them).

Registration of a citizen of the Russian Federation at the place of stay in the hotel is carried out in accordance with the "Rules for the registration and deregistration of citizens of the Russian Federation at the place of stay and at the place of residence within the Russian Federation".

Registration and deregistration of a foreign citizen and stateless person at the place of stay in the hotel is carried out in accordance with the "Rules for the implementation of migration registration of foreign citizens and stateless persons in the Russian Federation".

Accommodation of children under the age of 3 with parents without extra bed - free of charge; for children from 3 to 12 years old on an extra bed - 500 rubles/day.

Children over 12 are considered adults.

Accommodation of an adult on an extra bed - 1000 rubles/day.

Breakfast is included in the price of the extra bed.

### **The procedure for providing hotel services**

The hotel administration has the right to refuse to accommodate in case of violation of these Rules and in case of late payment for the services provided or aggression and other actions against staff or other guests that threaten their safety or health.

The guest agrees to comply with the rules established by the hotel and hotel policies, fire safety rules, and prevent the occurrence of fires.

The guest undertakes to maintain public order in the hotel and in the room, not to make noise or disturb other guests after 23:00 in accordance with the law of the Russian Federation.

Residents are not recommended to invite strangers to the room, leave guests alone in the room, hand over the keys to them. Persons not staying at the hotel can be on the territory as guests from 08:00 to 23:00. If these persons remain in the room after 23:00, the resident must present the guest's documents to the administration and pay the cost of an additional bed according to the price list. The hotel is open for entry and exit around the clock, however, when entering the hotel at night (after 23:00), representatives of the security service or the hotel administration may ask you to present identification documents.

If during the period from 08:00 to 23:00 visitors come to the already living guests in the number of more than two people, guests must leave a deposit at the reception in the amount of 5000 rubles per room. The deposit is refundable, provided that after the end of the visit of non-resident guests, the property in the room is left intact. And there is also a surcharge for each visitor (more than two people) in the amount of 400 rubles for each person. If visitors do not leave the hotel before 23:00, you must provide an identity document and pay the cost of an additional seat according to the price list.

The hotel ensures the preservation of personal belongings in the room, subject to the Rules of accommodation. Money, securities, jewelry must be left in a safe in the room. The hotel is not responsible for the safety of valuables not placed in the safe. In case of detection of the loss of personal belongings from the room, immediately report the incident to the hotel management in order to take the necessary measures. The hotel has a video surveillance system. Please be informed that video cameras are used in the hotel premises (except for the rooms and toilet cabins).

Upon detection of things left by the guest in the room, the administration takes measures to return them to the owner. If this is not possible, the hotel ensures the preservation of things until they are transferred to the guest or his authorized representative within six months. In case lost cosmetics are found, the administration will store them for three days, after which it is utilized. In case of discovery of lost valuables (documents, jewelry, etc.), the storage period is extended to twelve months from the date of check-out.

If the administration failed to transfer the lost things to the guest or authorized person after the expiration of the storage period, the lost things are utilized.

In case of detection of an accident in power networks, water and heat supply networks and other technical, engineering systems and equipment of the hotel, immediately inform the administrator of the reception. If it is necessary to make emergency repairs in the room or take measures to eliminate the reasons that prevent its normal use, the Hotel Administration has the right to relocate the guest to an equivalent room.

When leaving the room, the guest must close the water taps, windows, turn off the lights, TV and other electrical appliances, and close the room.

When check-out, the resident must go to the reception desk in order to make the final payment for additional services, hand over the room key.

In case of damage caused by the guest to the property of the hotel, it is required to compensate for the damage in accordance with the current price list and the provided act of property damage. If the item that suffered damage is not stated in the price list, the guest compensates for the damage according to cash receipts confirming the purchase price of the damaged property, and an act made by a commission of hotel employees.

During the stay, the room is cleaned daily. Towels are changed daily, bed linen is changed every three days. Additional cleaning of the room, change of towels, and bed linen are paid in accordance with the price list of the hotel.

In order to ensure a comfortable stay for all hotel guests, as well as on the basis of the Federal Law of February 23, 2013 N 15-FZ (as amended on December 31, 2014) "On protecting the health of citizens from the effects of second-hand tobacco smoke and the consequences of tobacco consumption", smoking on the hotel territory, including in the rooms, is strictly prohibited. Compliance with this rule allows us to maintain high-quality standards and provide the possibility of a good rest.

In case of smoking in the room, the hotel has the right to include in the guest's bill the cost of additional cleaning of the room in the amount of 10,000 rubles per day.

## **Payment**

The hotel accepts the following credit cards: Visa, Master Card, Maestro, MIR.

It is possible to pay by bank transfer for individuals, as well as by bank transfer for legal entities. Booking is considered guaranteed in case of receipt of funds to the hotel's current account before the actual check-in of guests. If by the time of arrival the funds have not yet been received to the current account, the hotel reserves the right to block funds on the guest's card or take a deposit of a cost of at least the first day of stay. Cash payment is accepted only in Russian rubles.

In case of a delay in the departure of the guest after the check-out time (late check-out), the guest will be charged for accommodation in the order determined by the Hotel Administration.

If the room is to be vacated due to the expiration of the paid period of stay, The Hotel Administration has the right to place things left by the guest in the storage room. Such actions are carried out in the presence of a representative of the Hotel Administration with the obligatory execution of the act.

In case of arrears in payment for hotel services (accommodation, additional services), uncompensated material damage caused to the hotel during the previous stay, as well as if it is impossible to guarantee payment for additional services when staying at the hotel, and also in the absence of documents required to be presented upon check-in, the hotel has the right to refuse to accommodate a customer.