

Accommodation rules at Klyazma hotel

1. These rules are developed in accordance with the current Russian legislation governing the provision of services, including in accordance with the Decree of the Government of the Russian Federation of 11/18/2020. No. 1853 "On approval of the rules for the provision of hotel services in the Russian Federation"
2. The hotel is intended for temporary accommodation of Guests for a period agreed with the administration of the Hotel. Upon the expiration of the agreed and paid period, the resident is obliged to vacate the room at the request of the administration.
3. The administration provides the possibility of the Guest staying at the hotel only for the paid period of time. If you wish to extend your stay, you must inform the Hotel administrator about this no later than 2 hours before checkout time. After the end of the paid period, at the request of the Guest, the stay can be extended only subject to availability.
4. Check-in of the Guest at the hotel is carried out only upon presentation of an identity document:

- passport of a citizen of the Russian Federation;
- birth certificate for citizens under the age of 14
- passport of a foreign citizen (national passport or national foreign passport for citizens who crossed the border under the visa regime). In compliance with the RF Law of 18.07.2006. No. 109-FZ "On the migration registration of foreign citizens and stateless persons in the Russian Federation", the hotel administration prepares and sends a notification to the official authorities about the arrival of a foreign citizen at the place of stay in the Russian Federation. Accommodation of citizens of the above category is made for a period not exceeding the validity period of a visa or migration card. If the Guest agrees with the current rules of residence (personal signature in the questionnaire) and registration of accommodation, the contract for the provision of hotel services is considered concluded.

5. The guest must provide his data and, together with the above document, transfer it to the administrator of the reception and accommodation service for registration of accommodation. In case of free accommodation, the Guest chooses the category of the room from the available places, pays for the accommodation. After which he is given a Guest card and a room key.
6. Payment for accommodation is carried out on a hotel day. Check-in time at the hotel is 14:00. Check-out time is 12:00. (Moscow time)
7. The hotel is open 24 hours a day.
8. When a guest is accommodated without a reservation before checkout time (from 00:00 to 14:00), the accommodation fee is half the cost of the day. When staying in a room for no more than a day (24 hours), the payment is charged for a full day, regardless of the time of arrival and departure. In case of delayed departure of the Guest after the established checkout time, the fee for extending the stay is charged in the following order: - When checking out after 12:00 and before 18:00, an additional fee of 50% of the cost of one day of stay will be charged; -When

checking out after 18:00 hours, a payment of 100% of the cost of one night's stay will be charged.

9. If you book in advance without specifying the time of arrival in the application - after 00:00 to 12:00 a fee of 50% per day will be charged.
10. In case of refusal of the Guest for guaranteed booking from accommodation or shortening of the period of stay, the administration withholds from the prepayment made by the Guest (his guarantor) an amount equal to the cost of one night's stay.
11. For accommodation in the Hotel of children under 6 years old (with family accommodation) without providing the child with a separate bed, payment is not charged. When providing an additional place for a child from 4 to 12 years old, payment will be charged according to special rates located in the reception and accommodation service.
12. Pets are allowed in the hotel. For staying in the room of an animal, an additional payment to the cost of the room is charged - 500 rubles per day. For the damage caused to the hotel or other guests of the hotel by animals - the owner of the animal bears full financial and administrative responsibility.
13. It is allowed to visit the guests of the guests invited by them in the room from 08:00 to 23:00 hours. In this case, it is necessary to present an identity document to the reception and accommodation service, the meeting must take place in the hotel lobby from 08:00 to 23:00 hours. If the rules are not followed, the stay at the hotel of these persons may be limited in time or interrupted.
14. In case of delay of visitors in the Guest's room after 23: 00h. or wires to the hotel by a registered Guest of an outsider at night (from 23:00 to 08:00), these persons must be registered at the reception and accommodation service with payment of accommodation according to the price list.
15. The hotel provides the Guests with the following types of free services: a. Calling an ambulance, other special services; b. Use of a medical first aid kit, c. Correspondence delivery to the room, d. Wake-up at a specific time, e. Provision of boiling water, needles, threads.
16. Rooms are cleaned daily. Bed linen is changed every 3 days, towels daily. At the request of the Guest, an unscheduled change of linen can be made.
17. The guest is obliged: - when leaving the room, close the water taps, windows, balcony door, turn off the lighting devices, TV, air conditioner, close the front door;
 - comply with the hotel's rules of residence;
 - to observe cleanliness, silence and public order in the room and hotel;
 - strictly observe the safety rules of fire safety;
 - compensate for damage in case of loss or damage to hotel property;
 - be responsible for the actions of the visitors invited by him to his room;
 - Immediately inform the Hotel Administration if personal belongings are found from the room in order to take measures to search for the missing things;
 - inform the Hotel Administration in case of any accidents or breakdowns in the room;

- upon leaving the hotel, 30 minutes before the check-out of the room, notify the Administration about the delivery of the room. The hotel staff inspects the room, accepts the room and the room key, makes the final payments between the Guest and the hotel for the services provided (accommodation and additional services).

- 18.** The hotel is not responsible for the work of city services (emergency shutdown of electricity and heat, water supply)
- 19.** It is prohibited in the hotel: - to leave unauthorized persons in the room in your absence, as well as to give them the room key; - store flammable materials, weapons, chemical and radioactive substances, mercury; - take out dishes, cutlery, food and drinks from the restaurant; - smoke in rooms, halls, corridors, hotel restaurant.
- 20.** - is in a state of alcoholic and drug intoxication; - use heating devices; - disturb the peace of guests living in neighboring rooms.
- 21.** The book of reviews and suggestions is at the receptionist on duty of the reception and accommodation service and is issued at the request of the Guest.
- 22.** The hotel has the right to terminate the contract for the provision of hotel services unilaterally, or refuse to extend the period of stay without declaring the reasons, in case of violation by the Guest of the order of residence, untimely payment of the Hotel services, causing material damage to the Hotel by the Guest.
- 23.** If the Guest is absent from the place of residence for more than a day (or after 6 hours from the checkout time), the hotel administration has the right to create a commission and make an inventory of the property in the room. Material assets in the form of cash, precious metals, valuable documents, the administration takes for temporary storage under its responsibility. Other property is in the service department.
- 24.** In cases of violation of clauses 19 and 21, the Hotel administration has the right to interrupt the Guest's stay at the Hotel without compensation for paid services.