

# RULES OF ACCOMODATION



ВИШНЁВЫЙ РОЯЛЬ

— ОТЕЛЬ —

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## **1** .General provisions:

1.1. These rules were developed in accordance with the Decree of the Government of the Russian Federation of November 18, 2020 No. 1853 “On approval of the Rules for the provision of hotel services in the Russian Federation” and determine the conditions of residence and use of hotel services at the Vishnevyy Royal Hotel.

1.2. These rules can be found at:

· on the hotel’s official website [www.vroyal.ru](http://www.vroyal.ru) in the “About the Hotel” section.

1.3. The Rules for the provision of hotel services in the Russian Federation, approved by Decree of the Government of the Russian Federation of November 18, 2020 No. 1853, which regulate relations in the field of provision of hotel services, can be found in the information folder located in the hotel lobby.

1.4. The hotel has a daily rate for accommodation, the payment for accommodation is calculated per day, determined in accordance with the time of arrival and time of departure (checkout time). For stays of less than a day, the fee is charged per day, regardless of the check-out time.

1.5. In case of arrears in payment for hotel services (accommodation, additional services), unreimbursed material damage caused to the hotel during an earlier stay, if it is impossible to guarantee payment for additional services when staying at the hotel, as well as in the absence of documents required to be presented upon check-in, the hotel has the right refuse accommodation to citizens.

## **2. Room reservations:**

2.1. The Contractor provides the necessary and reliable information about the hotel and services on the hotel website, in electronic systems and to travel agencies cooperating with the hotel.

2.2. The Contractor accepts requests for reservations via electronic communication or telephone communication, which makes it possible to reliably establish that the application comes from a specific person:

- telephone contacts 8(8162)-502-888 8(8162)-502-838
- contacts for electronic communication: reservationvroyal@mail.ru

2.3. The contract is considered concluded from the moment the customer (guest) receives confirmation of the reservation, as well as in the event that the customer (guest) takes actions aimed at receiving services (including payment by the customer (guest) of the corresponding amount).

2.4. The hotel has the right to refuse to satisfy the reservation application and conclude an agreement if there are no available rooms that meet the requirements of the application on the dates specified in the application.

2.5. Check-in and check-out from the hotel is carried out taking into account the check-in time and check-out time established by the hotel.

2.6. With a guaranteed reservation, the hotel awaits the guest until check-out time - 12:00 on the day following the day of scheduled check-in.

In case of untimely cancellation of the reservation, less than:

- three days before the day of arrival.

as well as late arrival or non-arrival of the guest, he or the customer will be charged for the actual downtime of the room, but not more than per day. If you are more than a day late, the guaranteed reservation is canceled and the contract is terminated.

2.7. For a non-guaranteed reservation, the hotel waits for the guest until 18:00 on the day of arrival, after which the reservation is canceled and the contract is terminated.

2.8. When a guest checks in before check-out time (early check-in) and subsequently stays at the hotel, a fee of half a day will be charged for the period from check-in time to check-out time.

2.9. When a guest arrives before check-out time, check-in is only possible if rooms are available.

## **3. Accommodation of guests at the hotel:**

3.1. The hotel is intended for temporary accommodation of guests for the period specified in the application, or declared by the guest at the reception desk during check-in, if check-in is carried out without prior notice. Foreign citizens can be accommodated for the duration of their visa and migration card.

3.2. Check-in time is 14:00 Moscow time. Checkout time is 12 o'clock Moscow time. Check-out of guests is until 12:00 on the day of departure.

3.3. If it is necessary to extend the period of stay, the guest must inform the hotel reception administrator (reception desk) no later than 3 hours before check-out time. If there are available rooms, the reception administrator, in agreement with the hotel management, extends the period of stay.

3.4. If it is necessary to shorten the length of stay, the guest or customer pays the actual expenses incurred by the hotel, the amount of which is determined by the hotel.

3.5. The check-in of a citizen of the Russian Federation into the hotel is subject to the presentation of a document proving his identity in accordance with the legislation of the Russian Federation.

3.6. Check-in of a foreign citizen and stateless person into the hotel is subject to presentation of:

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

3.7. The total number of guests staying in the room must correspond to the number of beds in the room. In rooms of a certain category, upon agreement with the hotel, an extra bed can be installed at a cost at the current hotel rate.

3.8. Children under 10 years old stay in the room with their parents free of charge without the provision of an extra bed. If necessary, a cradle can be installed in your room free of charge. Children from 5 to 10 years old will be charged 50% of the breakfast price.

3.9. In accordance with the Rules for registration and deregistration of citizens of the Russian Federation at the place of stay and place of residence within the Russian Federation, the hotel registers guests who are citizens of the Russian Federation.

3.10. Registration of a foreign citizen and stateless person at the place of stay in a hotel and deregistration of them is carried out in accordance with the Rules for the implementation of migration registration of foreign citizens and stateless persons in the Russian Federation. For foreign citizens this service may be paid.

## **4. Payment for accommodation:**

4.1. There is no charge for room reservations.

4.2. Hotel fees are charged according to checkout time. In case of delay of the guest's check-out after the check-out time (check-out time) (late check-out), an additional late check-out fee will be charged:

- from 12:00 to 18:00 – in the amount of half a day's stay;
- after 18:00 – in the amount of the cost of one night's stay.

4.3. When a guest who does not have a prior reservation is accommodated from 0:00 am to 2:00 pm, the accommodation fee will be charged at the rate of half a day.

4.4. Payment for accommodation and other ordered services is made in accordance with the current price list.

4.5. Payment can be made by advance transfer of funds for ordered and confirmed services (before the guest's arrival) or upon check-in at the hotel in advance for the entire expected period of stay. The hotel accepts payment in cash in rubles or by credit card.

4.6. The hotel accepts bank cards valid in the Russian Federation for payment.

4.7. Visits to resident guests by third parties are allowed from 08:00 to 23:00. In the event that a visitor remains in the room after 23:00, the hotel has the right to invoice the guest for additional space and require the provision of an identification document of the visitor.

4.8. When leaving the hotel, the guest makes the final payment for the basic and additional services provided and hands over the electronic room key to the reception administrator.

## **5. Hotel policy**

5.1. In addition to paid services, the hotel provides guests with the following free services:

- call an ambulance;
- delivery of correspondence addressed to the guest to the room upon receipt;

Wake up at a specific time;

- wireless Internet services;
- provision of disposable razors at the guest's request;
- call a taxi;
- booking tables in hotel and city restaurants.

5.2. Money, securities, jewelry must be left in the safe in the room or in the safe at the reception. Subject to compliance with this rule, the hotel guarantees residents the safety of personal belongings.

5.3. The hotel is not responsible for the operation of city services and communications (emergency shutdown of electrical and thermal energy, water supply).

5.4. During the guest's stay, the room is cleaned daily. Towels are changed daily, bed linen is changed every 3 days. Additional room cleaning and change of towels and bed linen are paid additionally in accordance with the hotel price list.

5.5. If items forgotten by the guest are discovered in the room, the administration takes measures to return them to their owner. If this fails, the hotel ensures the safety of items until they are transferred to the guest or his authorized representative for three months.

5.6. The book of reviews and suggestions is located by the administrator at the reception desk, and is issued upon request/demand. Applications and complaints are accepted by the hotel in writing and are considered in the manner prescribed by law.

## 6. Rights and obligations of guests:

### 6.1. The guest has the right:

- request information on the procedure for receiving free services at the hotel;
- request a list of additional services and their current prices;
- demand that the defect be eliminated if a poor-quality service is provided, or that the price for a poor-quality service be reduced;
- leave a review about your stay at the hotel, rating all the services you used.

### 6.2. The guest is obliged:

- pay for all services provided to him;
- comply with the rules established by the hotel and certain rules of residence;
- follow fire safety rules and prevent fires from occurring;
- do not smoke in rooms and public areas of the hotel;
- pets are not allowed;
- maintain public order in the hotel and in the room, do not make noise or disturb other guests after 23:00;
- in case of detection of an accident in electrical networks, water and heat supply networks and other technical, engineering systems and equipment of the hotel, immediately notify the administrator of the reception service;
- when leaving the room, close the water taps, windows, turn off the lights, TV and other electrical appliances, close the room;
- compensate for damage caused to hotel property through your own fault in accordance with the current price list;
- bear responsibility for the actions of visitors invited to your room;
- store money, securities and jewelry in the safe in the room or hand them over for safekeeping to the reception service;
- Observe the established check-out time when leaving;

## **7.1. The hotel has the right:**

- if it is impossible to provide the guest with a hotel room, move him, by agreement with him, to another hotel of no lower level;
- visit the room in case of smoke, fire, flooding, as well as in case of violation of the rules of residence, public order, rules for the use of household and plumbing appliances;
- move the guest to an equivalent room if it becomes necessary to carry out emergency repairs in his room or take measures to eliminate the reasons that impede its normal use;
- evict a guest if he violates these rules, fails to pay for services provided on time, or displays aggression or other actions towards staff or other guests that threaten their safety or health;
- place things left by the guest in the room to be vacated due to the expiration of the paid period of stay in a storage room.

## **7.2. The hotel is obliged:**

- in case of relocation of a guest to another hotel, provide him with a free car for his transportation to this hotel;
- if deficiencies are identified in the room that threaten the safety of the guest, immediately move him to another room without additional payment to an equivalent room or to a room of a higher category;
- store items forgotten by the guest for three months, and valuables and money for one year from the date of drawing up the report on forgotten items;
- ensure the confidentiality of information about consumers and hotel visitors;
- do not hold noisy events in the hotel courtyard after 23:00.

**Thank you for choosing the Vishnevyj Royal Hotel.**

**We will be happy to help you resolve any issues that may arise.**