

# General Terms and Conditions for Hotel Accommodation

## 1. CHECK IN/CHECK OUT

**1.1.** Check-in time at the Hotel is 14.00 p.m. Check - out time at the Hotel is 12.00 p.m. on the day of departure of the Guest.

**1.2.** If the guest wishes to book an early check-in, he should pay for the early check-in service on the following conditions:

- booking early check-in from 8.00 a.m. to 14.00 p.m. costs 50% of the first night.
- booking early check-in before 8.00 a.m. costs 100% of the first night.

**1.3.** The cost of late check-out (after the check-out hour) from the Hotel is:

from 12.00 a.m. to 18.00 p.m. – payment by hour;  
from 18.00 p.m. to 00.00 p.m. - payment by half a night;  
from 00.00 p.m. to 12.00 a.m. - payment by one night.

**1.4.** Check-in and accommodation in the Hotel are possible on presentation by guests of the documents.

Documents for foreign guests:

- passport
- migration card
- visa
- residence permit or temporary residence permit

**1.5.** Guest receives a room key after payment. Registration card of the guest is a contract between the Guest and the hotel, confirmed by the signature of the Guest. Cash receipt is given to the Guest immediately after payment, and the bill-at check-Out.

**1.6.** Guest must return the keys on the day of departure to the reception.

## 2. General Terms and Conditions for Hotel Accommodation

**2.1.** Limits and restrictions:

- give the room key to other persons;
- smoking in rooms, halls, restaurants and corridors of the Hotel, sports and entertainment complex and other non-smoking areas;
- use electrical appliances in the room and in the Park;
- express aggression relating to other guests and Park staff;
- throw garbage out the windows and on the ground;
- take out of the room furniture;
- be in public areas in underwear or naked (corridors, halls, stairs, restaurants);
- walking animals on the territory of the complex without a leash and muzzle;
- visiting the complex with animals.

## **2.2.** Guest is obliged to:

- pay for accommodation and additional hotel services;
- leave the room before check-out time;
- keep quiet at night from 23.00 p.m. to 8.00 a.m.;
- follow the rules of visiting the complex (at reception desk);
- inform the hotel management if personal items are found missing from the room;
- inform the hotel management if the key card is missing;
- compensate in case of loss or damage of the complex property;
- be responsible for damage caused by invited Guests;
- visiting guests are allowed until 23.00 p.m. Later all visiting guests should be paid for accommodation.

**2.3.** The hotel reserves the right to refuse service for guests who have signs of alcohol or drug intoxication, and signs of express aggression relating to other guests and Park staff.

**2.4.** The hotel reserves the right to visit the room without the consent of the Guest in case of violation of the rules of accommodation and time of departure.

## **2.5.** The use of restaurants and bars is prohibited:

- bring drinks and food to restaurants and bars;
- smoking in the halls of the restaurant;
- visit the restaurants and bars with animals.

It is strictly forbidden to take away cutlery, ceramic and glassware from restaurants and bars.

## **3. RESPONSIBILITY**

### **3.1.** Guest is obliged to:

- pay the cost of the key card in case of loss of 1000 rubles.;
- pay the cost of additional cleaning in case of Smoking 3000 rubles.;
- pay for violation of the rules of accommodation 5000 rubles.

The guest book is at the reception and is given to the first guests demand.