

“Vesna” Hotel Policies

- 1. The guests check in and stay at the Hotel** in accordance with the “Regulations for provision of hotel services in the Russian Federation” approved by RF Government Resolution No. 1853 dated 18.11.2020.
- 2. The guests check in at the Hotel** against the produced identification (passport, birth certificate) according to p. 18 of the “Regulations for provision of hotel services in the Russian Federation.”
- 3. A foreign national** must in a prompt manner notify the receptionist of his / her intention to check out of the hotel before time. Otherwise, the Hotel may seek recompense for the damage caused by holding the Hotel liable for late notification of the regional office of the Ministry of Internal Affairs of the Russian Federation about the departure of a foreign national.
- 4. “Vesna” Hotel is open around-the-clock.**
- 5. Check-in time is from 15.00. Check-out time is before 12.00.**
- 6. In case of guaranteed reservation,** the Hotel awaits guest’s arrival before 12.00, following the day of the pre-planned arrival, provided that the Customer or Guest makes an advance payment in the amount and within the time frame specified in the booking offer. In case of reservation cancellation or no-show of a guest, he / she will be taken a charge for the actual unoccupied period of the room, but in any event not more than for one day. In case of late arrival for more than a day, the guaranteed reservation will be canceled. If the payment is not received within the specified time, the reservation is considered to be unguaranteed. In case of unguaranteed reservation, the latter is canceled at 18.00 on the arrival date.
- 7. The "Late Check-Out" service** The is provided upon a guest’s request strictly subject to vacant rooms availability. The accommodation charge is collected as follows:
 - check-out before 15.00: in the amount of 30% of the room rate for the last day of stay.
 - check-out before 18.00: in the amount of 60% of the room rate for the last day of stay.
 - check-out after 18.00: the stay must be extended for a clear day.
- 8. The "Early check-in" service** upon a guest’s request strictly subject to vacant and made up rooms availability. The accommodation charge is collected as follows:
 - from 07.00 to 10.00: 30% of the room rate for the first day
 - from 03.00 to 07.00: 50% of the room rate for the first day
 - from 00.00 to 03.00 – a reservation for the previous day must be made.
- 9. The Hotel applies a pay-per-day method towards accommodation.** The accommodation charge is taken according to the check-out time of the Hotel. If a Guest stays in a room for less than a day (less than 24 hours), the charge is taken for a clear day.
- 10. If a Guest refuses to take a paid-up room within the first 10 minutes from** the check-in time, the Hotel will refund money for the room in full provided that the Guest has not used the room; if the Guest has used the room, the Hotel will refund money exclusive of compensation for the "express room cleaning" service and personal-care products offered in the room and used by the guest, according to the room options and price list.
- 11. If a Guest refuses to take a paid-up room after 10 minutes** from the check-in time, he / she will not be refunded for the first day of stay.
- 12. No charge is collected from children under 15 years of age if** they are offered no beds in a room; when beds are offered, the respective charge is collected as per current price list.
- 13. A Guest is charged a single supplement** if he / she stays in a double (triple, etc.) room.
- 14. Extended chargeable services at the Hotel** are provided in accordance with the approved price list. All information about extended services and current prices is available at the reception desk of the Hotel.
- 15. Guests of the Hotel must:**
 - keep quiet (from 22.00 to 08.00) and preserve the public peace in the room and Hotel
 - assume responsibility for behavior of invited guests
 - when checking out of the Hotel, make a full payment for accommodation and extended services provided, leave the room key with the receptionist
 - compensate for damages incurred by the Hotel through the lost or damaged property (if any), according to the current Hotel property damage price list (the price list is kept by the Hotel receptionist). In case of compensation for damage, a Statement of charges is drawn up in duplicate.

16. Guests of the Hotel may not:

- smoke in the rooms, other premises of the Hotel buildings, the tourist compound, i.e. no smoking other than at designated smoking points. A comfortable designated smoking point is arranged outdoors near the main entrance to the Hotel.
- go around the Hotel being heavily intoxicated or under the influence of narcotics

17. Pets in the rooms are allowed as long as specifically agreed by the Hotel management, provided that the guest complies with the requirements of the Federal Law "On responsible treatment of animals and on amendments to certain legislative acts of the Russian Federation". The pet service can be fee-based. A Guest must compensate for any damage caused to the Hotel property by his / her pet.

18. Unauthorized persons (visitors) may stay in guests' rooms at occupants' request only from 8.00 to 23.00. After 23:00, such visitors must formalize their stay at the Hotel, i.e. check in with the accommodation service as per applicable rules. Those visitors who refuse to, must leave the Hotel. Guests of the Hotel are responsible for the visitors who failed to check in at the Hotel.

19. The hotel is not responsible for lost money, other currency assets, securities, credit and telephone calling cards, valuable, jewelry and other precious things not placed in the custody, in accordance with Article 925 of the Civil Code of the Russian Federation.

20. The Hotel may refuse to provide accommodation services to a Guest or evict a Guest from the Hotel in the following instances:

- the newcomers have no documents, the documents are invalid or expired, the documents are suspected of being false;
 - the room has not been paid for in the prescribed manner and in the required amount; the guest neither keeps quiet (from 22.00 to 08.00) nor preserves the public peace in the room and Hotel;
 - repeated smoking in the room or other premises of the Hotel;
 - the guest refuses to comply with the internal Hotel rules and causes a nuisance;
 - the guest demonstrates belligerency towards the Hotel staff and other Guests thus threatening safety, health or property of the Hotel and/or third parties;
 - the guest goes around the Hotel being heavily intoxicated or under the influence of narcotics disturbing other Guests;
 - the guest causes property damage to the Hotel and/or third parties;
 - the guest commit unlawful acts (offenses and/or crimes);
- in other instances, provided for by the Russian legislation.

21. If a Guest is out of the room after 2 hours from his / her check-out time, the Hotel may appoint a committee, take an inventory of the personal belongings in the room, remove the belongings from the room. The belongings will be kept in the Hotel premises for a day, after which they can be delivered to the police.

22. Hotel Fire Safety Rules.

- It is forbidden to use electric heaters in the rooms
 - When leaving the room, do not forget to turn off the TV, air conditioner, lighting lamps
 - Do not put combustibles on switched-on stand and table lamps.
 - It is forbidden to bring and keep flammable substances and materials in the rooms.
 - It is strictly FORBIDDEN to use the following in the Hotel building:
1. Open fire and smoking requisites, including vapor pens.
 2. Use gas equipment.
 3. Misuse fire-extinguishing appliances.
 4. Open firefighting equipment stand, unless necessary.

23. The Public offer of hotel services, the Personal data processing policy (concerning service users) of the Hotel can be found on the Hotel's website: www.hotelvesnann.ru

24. By signing the registration card, the Guest agrees to the terms and conditions of the Hotel Policies.

Sincerely yours, "Vesna" Hotel Team