

Accommodation Rules

- 1. Check-in and accommodation at the hotel** are carried out in accordance with the “Rules for the Provision of Hotel Services and Services of Other Accommodation Facilities in the Russian Federation,” approved by Resolution of the Government of the Russian Federation No. 1912 dated 27.11.2025.
- 2. Check-in at the hotel** is carried out on the basis of presented identity documents, in accordance with clauses 18–23 of the “Rules for the Provision of Hotel Services and Services of Other Accommodation Facilities in the Russian Federation.”
- 3. A foreign national is obliged to** notify the receptionist/administrator in a timely manner of their departure from the hotel prior to the established check-out date. Otherwise, the Hotel reserves the right to claim compensation for damages caused by the Hotel being held liable due to the untimely submission of information on the departure of a foreign national to the territorial body of the Ministry of Internal Affairs of the Russian Federation.
- 4. The Vesna Hotel operates on 24-hour basis.**
- 5. Check-in time: from 03:00 P.M. Check-out time: by 12:00 A.M.**
- 6.** The Hotel applies a booking arrangement at the accommodation facility that provides for the consumer’s expected arrival until 12:00 A.M. of the day following the scheduled check-in date. In the event of a no-show, the Hotel reserves the right to terminate the agreement. If the customer (consumer) notifies the Hotel of the cancellation of the Agreement prior to the check-in date, the Hotel shall refund the full amount paid for the accommodation services to the customer (consumer). In the event of untimely notification of cancellation by the customer (consumer), late arrival or no-show, the Hotel shall charge a fee for the room (or bed in the room) in the amount equal to the cost of one night’s accommodation.
- 7. The «Late Check-Out» service (check-out after the standard check-out time)** is provided upon the guest’s request and subject to the availability of vacant rooms. Payment for accommodation is charged as follows:
departure before 03:00 P.M. – 30 % of the cost of the current day’s stay;
departure before 06:00 P.M. – 60 % of the cost of the current day’s stay;
departure after 06:00 P.M. – the guest is required to extend the stay for a full additional day.
- 8. The «Early Check-In» service (guest accommodation prior to the standard check-in time)** is provided upon the guest’s request and subject to the availability of vacant and cleaned rooms. Payment for accommodation is charged as follows:
from 07:00 A.M. to 10:00 A.M. – 30% of the cost of the first day;
from 03:00 A.M. to 07:00 A.M. – 50% of the cost of the first day;
from 00:00 A.M. to 03:00 A.M. – the guest is required to make a reservation for the previous day.
- 9. The Hotel establishes a daily (per-day) rate for accommodation.** Payment for accommodation at the Hotel is charged in accordance with the Hotel’s check-out time (standard check-out hour). If the Customer stays in the room for no more than 24 hours (less than one full day), the charge shall be calculated as a full day’s rate.
- 10. In the event of the Consumer’s cancellation of the occupied room within the first 10 minutes** after check-in, the Hotel shall refund the full amount paid for the room, provided that the guest has not used the room. If the use of the room is detected, the Hotel shall refund the amount minus the charge for the «express room cleaning» service and the cost of hygiene products consumed by the guest, as provided in the room’s standard equipment and according to the current price list.
- 11. In the event of the consumer’s cancellation of the occupied room after the first 10 minutes** following check-in, no refund shall be made for the first day’s accommodation.
- 12. Children under 5 years of age staying in the room** without being provided with a separate bed are not subject to any charge. If a main bed is provided for children, the accommodation shall be charged in accordance with the current price list.
- 13. For single occupancy,** the accommodation charge is calculated per room, not per person.
- 14. Additional paid services are provided by the Hotel** in accordance with the approved price list. All information regarding additional services and current prices is available at the Hotel Reception Desk.
- 15. Guests staying at the Hotel are obliged to:**
 - maintain silence (from 10:00 P.M. to 08:00 A.M.) and public order in their room and throughout the Hotel premises;
 - be responsible for the actions of invited guests;
 - settle all payments for accommodation and any additional services rendered, and return the room key upon departure from the Hotel;
 - strictly comply with fire and electrical safety regulations, preventing any fire hazards;
 - in case of loss or damage to property, compensate the Hotel for the damage caused, in accordance with the current price list for property damage (available at the Reception Desk). In the event of compensation for damage, a Damage Compensation Report shall be drawn up in two original copies

16. Guests staying at the Hotel are prohibited from:

- smoking in rooms and in any other premises of the Hotel building, as well as on the Hotel territory outside designated areas. A designated smoking area is provided outdoors near the main entrance to the Hotel.
- the use of electric heating appliances in rooms.
- being in public areas of the Hotel while under the influence of alcohol or narcotics to a severe degree.

17. Keeping animals, birds, etc. in the room is permitted only upon prior approval from the Hotel Administration, 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 Guest undertakes to provide, upon request of the Hotel Administration, any documents, including those confirming the vaccination of animals. The animal accommodation service may be subject to a fee. The Guest undertakes to compensate for any damage caused to the Hotel's property in the event of keeping animals or birds in the room.

18. Unauthorized persons may stay in guest rooms upon the request of the registered guest only between 08:00 A.M. and 11:00 P.M. After 11:00 P.M., visitors must formalize their stay at the Hotel by registering with the Accommodation Service (Reception) in accordance with the current rules. In case of refusal to register, visitors are required to leave the Hotel premises. Registered guests shall be held responsible for any unauthorized persons who have not formalized their stay at the Hotel.

19. The Hotel shall not be held liable for the loss of money, foreign currency, securities, credit or telephone cards, jewelry, precious items, or other valuables that have not been deposited with the Hotel for safekeeping, in accordance with Article 925 of the Civil Code of the Russian Federation.

20. The Hotel reserves the right to conduct video surveillance in public areas (lobby, halls, corridors) for the purpose of ensuring the safety of guests and staff.

21. The Hotel reserves the right to refuse accommodation services to a guest or to evict a guest from the Hotel in the following instances:

- if arriving guests lack valid identification documents, such documents are expired, or there are reasonable grounds to suspect that the documents are fraudulent;
- if payment for the room has not been made in accordance with the established procedure and in the required amount;
- if the guest fails to maintain silence (between 10:00 P.M. and 08:00 A.M.) and public order in the room and on the Hotel premises;
- for repeated smoking in the room or other areas of the Hotel building;
- if the guest refuses to comply with the internal rules of accommodation and public order;
- if the guest engages in aggressive actions towards Hotel staff or other guests, threatening the safety, health, or property of the Hotel and/or third parties;
- if the guest is in a state of severe alcohol or drug intoxication in public areas of the Hotel, thereby disturbing other guests' rest;
- if the guest causes property damage to the Hotel and/or third parties;
- if the guest commits unlawful acts (offenses and/or crimes);

in other instances provided for by the legislation of the Russian Federation.

22. If the guest is absent from the room two hours after the check-out time, the Hotel shall: form a commission, make an inventory of all property located in the room, and remove the property from the room. The property shall be stored in a designated area within the Hotel premises for 24 hours. After this period, it may be transferred to the police.

23. Return of found (forgotten) items. In order to streamline operations, the Hotel classifies all found items into the following categories and establishes the respective storage periods:

- Household items (linen, cosmetics, etc.) – storage period: 1 month;
- Documents and securities – storage period: 3 months;
- Monetary funds – storage period: 3 months;
- Identity documents – to be transferred to the police within business working days from the date of discovery;
- Jewelry and valuables – storage period: 3 months;
- items that are prohibited for circulation and storage are not subject to storage by the Hotel. If necessary, such items shall be promptly transferred to the relevant law enforcement authorities.

24. The public offer for the provision of hotel services and the Policy on the Processing of Personal Data of guests (users of the hotel's services) are available on the Hotel's official website: www.hotelvesnann.ru

25. By signing the registration card, the Guest agrees to the terms and conditions of the Hotel Accommodation Rules.

Yours sincerely, The Vesna Hotel Team