



ДИПЛОМАТ

Бизнес-Отель



**ACCOMMODATION
REGULATIONS**

**AT DIPLOMAT
BUSINESS HOTEL**

**Nizhniy Novgorod
2019**

1. LEGAL BASIS FOR PROVIDING HOTEL POLICIES

The legal basis for providing hotel services in the Russian Federation is the Constitution of the Russian Federation, Federal laws and other regulatory legal acts of the Russian Federation.

These Rules are regulated by the Law of the Russian Federation №2300-1 dated February 7, 1992 "On Protection of Consumers' Rights", " On approval of the rules of provision of hotel services in the Russian Federation", approved by the Resolution of the Government of the Russian Federation №1085, dated October 09, 2015 and other regulatory legal acts of the Russian Federation.

2. GENERAL TERMS AND CONDITIONS

Business Hotel "Diplomat", located at: Nizhny Novgorod, Bolshaya Pecherskaya St., 26.

Guest - an individual, a consumer of hotel services.

REC - a reception of the hotel.

Overbooking – reservation beyond the capacity for accommodation – as a marketing strategy.

Front Desk: 24/7.

Check-in time: 02:00 PM.

Check-out time: 12:00 PM.

The accommodation service provided only by identity document of the Guest and full payment for all services in the Hotel for the period of stay.

List of documents accepted:

- valid passport and a Russian entry visa;
- birth certificate (for persons under 14 years of age).

Receptionist is a responsible for the registration of persons settled in the hotel. In the absence of relevant documents, the Hotel keeps the right to refuse the Guest in accommodation.

Guest makes a reservation for a certain category of the room while Hotel has a right to choose a specific room from the chosen category.

3. BOOKING TERMS AND CONDITIONS

Advance booking (hereafter – **reservation**) - request for accommodation sent to the reservation department via telephone, fax, e-mail, official Hotels' website or online booking channels.

Booking cancellation is accepted in writing (fax, e-mail) or verbally (by phone).

The reservation guarantee is considered as full or partial (minimum one night) payment for accommodation service.

Reservation types:

A) guaranteed reservation - the type of booking that is held by the Hotel until the check-out the day after arrival. In case of cancellation less than 24 hours prior the arrival date or no show the fee in amount of one night room price will be charged to the Guest. In case of no show by 12:00 p.m. the day after schedule arrival date the guaranteed reservation is canceled;

B) non-guaranteed reservation - the type of booking that is held until settled by the Hotel time and is canceled in case of no show.

Non-guaranteed reservation (without prepayment) is canceled at 6:00 p.m. arrival date. After 6:00 p.m. accommodation might be provided in case of available rooms.

In case of guaranteed reservation (prepaid) accommodation provided at the hotel according to the reservation and Hotels' regulations. Guaranteed reservation is not to cancellation until 12:00 a.m. on the day following the date of arrival.

4. REGISTRATION PROCEDURE

4.1. The Hotel is intended for temporary accommodation within the period agreed upon by the parties. After agreed accommodation period, Guests are required to vacate the room.

4.2. Guests wishing to extend their stay must notify the Hotel no later than three hours before the check out time and extend the stay by signing the guest registration card with a new departure date at the Reception of the Hotel. Extension provided to availability.

4.3. In accordance with 21st paragraph of the RULES FOR PROVISION OF HOTEL SERVICES IN THE RUSSIAN FEDERATION, approved by RF Government Decree No. 1085 dated October 9, 2015 Guest must provide passport upon the registration

at the Hotel.

4.4. Fill in the submitted documents, pay for accommodation and receive a guest card. Driving license is not an identity document for registration at the Hotel.

4.5. When making a registration in the Hotel an agreement (registration card) between a Contractor and a Consumer is signed by both parties. The agreement must contain:

- A) Contractor name & information on state registration;
- B) Consumer information;
- C) Room information;
- D) Room rate;
- E) Period of stay at the Hotel;
- F) Basic terms of accommodation and fire safety.

Guests' signature on the registration card is consent to the personal data processing, awareness with fire safety rules and Hotel regulations, acknowledgment all room & extra charges as a personal indebtedness.

4.6. For minors registration accompanying person authorization document (birth certificate, custody over the child etc.) is need.

5. TERMS OF PAYMENT

5.1. Payment for accommodation is charged by check-in with Guest consent in full or partly (per night) according to official Price list in accordance with the established check-out time - 12:00 p.m.

5.2. Check-in time is 02:00 p.m..

5.3. In case of occupancy less than 24 hours minimum pay of room night must be charged regardless of check-out time.

5.4. Early check-in from 00:00 to 06:00 am is charged as 50% of the room rate.

5.5. Early check-in from 06:00 to 11:00 is charged by the hour. Accommodation provided to availability.

5.6. In case of late check-out:

Less than 6 hours after the estimated check-out time - by the hour;

From 6 to 12 hours after check-out time - 50% of the room rate;

From 12 to 24 hours after the check-out time - 100% of the room rate.

5.7. Payment for accommodation is charged by check-in.

Accepted way of payment:

- Cash;
- Credit card (VISA, Master Card, JCB, UnionPay, American Express, MIR);
- non-cash payment to the hotel's account

5.8. In accordance with Chapter 2 of Federal Law 178 of 17.07.1999. "On state social assistance" benefit-entitled citizens are given discounts of 10% on accommodation.

List of beneficiaries:

- Heroes of the Soviet Union and Russia;
- Veterans of World War II;
- Disabled person of group I, II and III and their accompanying persons

Discounts are not summarized. In case of several discount reasons the basis for large discount is applied.

6. ACCOMODATION IN THE HOTEL

6.1. For advanced booking on the following conditions:

- Reservation provided to availability;
- Early check-in provided to availability;
- Non-guaranteed reservation might be canceled after 6:00 p.m. arrival date if not provided arrival information;
- Reservation service is free of charge.

6.2 Check in terms for walk-in guest (without advanced booking):

- Check in is provided after 2:00 PM;
- The Hotel can provide an additional "Early Check-In" service upon

Guest request for extra pay:

- 00.00-06.00 AM - 50% of the room rate;
- 06.00-11-00 AM – by the hour;
- Early check-in provided to availability.

6.3 The guest is considered to be accommodated one hour after receiving the guest's card.

6.4. In agreement with the Hotel the resident can occupy the room of any capacity

with full payment.

6.5 One additional bed can be provided with extra charge upon request according to the Hotels' price list.

6.6 Children under the age of 12 years stay free of charge at the same room with adults if no extra bed needed.

6.7 It is possible to change upon request already paid room to any other category or similar if there are available rooms.

6.8 Upon Guests' charge back request the refund provided by the Hotel on the basis of following document package: an original invoice & sales receipt, an identity document. If any of listed document is not provided the Hotel has the right to refuse the refund.

7. HOTEL POLICIES

7.1. Guest agrees to take care of the Hotels' property, to keep order and quite in the room and public area of the Hotel. For damage of the Hotel property the penalty determined by the Hotels' price list is imposed.

7.2. Unauthorized persons may stay in the rooms with the Guest and Hotel management consent from 07.00 AM to 11.00 PM (identity document might be requested). After 11.00 PM the visitor will be extra charged for accommodation.

7.3. Guests are not allowed within the Hotel:

- Pass a guest card or a room key to unauthorized persons or leave them solo in the room;
- Smoke and drink alcohol in the room;
- Smoke indoor the Hotel;
- Keep animals and birds in the room without the Hotels' permission;
- Photo and video shooting without the Hotels' permission;
- Store flammable, radioactive and explosive substances indoors;
- Bring cumbersome objects (furniture, household appliances, etc.) to the Hotel;
- Self-repair of Hotels' equipment;
- Gain access to various utilities of the Hotel;
- Rearrange the furniture in the room;
- Guests with firearm permit are required to provide documentary evidence.

7.4. Obligations of Guest:

- Take care of the property of the Hotel;
- Keep quite in the room & public area of the Hotel after 10.00 PM;
- Do not disturb the other guests of the Hotel;
- Consider Security and Reception instructions;
- When leaving the room turn off a tap, close the windows and door and hand over a room key to the Reception of the Hotel;
- Pay all room & extra charges upon the check out. In case of a temporary departure with no notification and no prepayment Guest loses the right of accommodation;
- Observe fire safety rules in the Hotel;
- Notify Hotel's Reception of guests staying after 11:00 PM and make an extra payment;
- Observe the Hotel regulations;
- Be responsible for accompanied minors and do not leave them unattended;
- In case of non-smoking rule violation the Guest will be charged 3 000 rubles for full-scale cleaning service. In addition the Hotel may deny the right to accommodation unilaterally;
- Carry food out of the restaurant;
- Compensate damage of the Hotel property. The penalty determined by the Hotels' price list on the day of the damage detection.

8. HOTEL FACILITIES

8.1 Complimentary service:

- Correspondence delivery;
- Emergency call;
- Concierge service;
- First-aid kit (due to the order of the Ministry of Health of the Russian Federation №169H of 05.03.2011);
- Wake-up call;
- Sewing kit, set of tableware and cutlery, wine glasses, shot glasses;

- Travel, cultural and historical information;
- Interactive TV;
- Wi-Fi;
- Shoe cleaning machine;
- Luggage storage;
- Parking.

Services for extra charge:

- Minibar in the room;
- Room-service;
- Conference services;
- Laundry and dry cleaning service.

8.2. Change of bed linen provided as required and on the request of the guest. Change of bed linen schedule: for Superior rooms ("Suite", "Apartments", "Junior Suite") - every day, for other rooms linen is changed every third day, towels - as needed.

8.3. The hotel should provide guests with background information about its operation hours and the cost of services.

8.4. Pets are not allowed.

8.5. Subject to 7.2. - 7.4. paragraphs of the Hotel regulations the hotel guarantees to the guests the security of personal belongings within the room except money, jewelry, valuables. The hotel is responsible for the loss of Guests' valuables subject to storage at the Central safe of the Hotel.

8.6. In case of lost & found the hotel responsible for return service.

8.7. The hotel is responsible for the quality of the services provided in accordance with the current legislation.

8.8. The hotel may deny booking request in case of nationwide event takes place within the Hotel. In case of overbooking the Hotel is obliged to provide subject to the Guests' consent a room of the same category at another Hotel of same category. All expenses and losses related to relocation must be covered by overbooked Hotel. The hotel undertakes to notify the Customer / Guest about overbooking situation and the measures taken.

8.9. The hotel has the right to occupied room change or vacation request in case of need to carry out unsafety or inequality service cause removal such as emergency repair, sanitary, epidemiological and other measures in the occupied premises.

8.10. The Hotel keeps the right to refuse the Customer in further accommodation in case of serious violation of Hotel regulations, untimely payment or aggressive behavior threatening the health and safety of Hotel staff and other guests or property.

8.11. Items left by Guest in the room after check out should be put into a storage room or other suitable premises for this purpose. Storage process in under control and assistance of Security.

8.12. Lost property is stored by Lost & Found for 3 months. Valuable things, as well as large amount of money, are stored for up to 1 year since property finding act has been made. In case of discovery, Lost & Found service might contact the Guest for notification via contact phone number indicated in the agreement.

8.13. The Hotel is not responsible for the guest's health in case of consumption of food and drinks purchased outside the Hotel.

8.14. The Hotel guarantees confidentiality of personal Guests' data due to the Federal law №152 "On Personal Data" dated August 1, 2011.

8.15. The Hotel assumes an obligation not to conduct any disturbing activities after 11PM.

8.16. The Hotel undertakes to timely respond to the Guests' damage or discomfort requests.

8.17. The Guest consent to the video surveillance systems use in the Hotels' public areas (except the rooms and restrooms).

9. FINAL PROVISIONS

9.1. This Regulation, all lists of extra services approved for the Hotel should be posted in the lobby or any accessible place for Guests.

9.2. Evacuation & Emergency plan and instructions provided in all the rooms.

9.3. Provisions of Hotels' Regulation apply to all Guests and visitors of the Hotel.

9.4. Guests' personal information is confidential and provided strictly in accordance with the current legislation of the Russian Federation.

10. CLAIMS AND ACTIONS

10.1. The book of comments and suggestions is kept at the Reception and provided immediately upon request of the Guest. Requirements and complaints are considered not later than a month from the day of filing a complaint.

10.2. In case of any disputes regarding the quality of the providing service, both parties should strive to the issue resolution. If the problem cannot be resolved locally, the Guest may present his claims in writing or in another form provided for by applicable law.

Coordinated version of The Hotels' Regulations you may claim upon the check-in at the Reception