



## ACCOMMODATION RULES

### 1. General Provisions

1.1 Present rules govern the relationship between the Sopka Hotel and guests - citizens of the Russian Federation, foreign citizens, legal persons, stateless persons in the implementation of hotel service.

1.2. Guests of the Sopka Hotel accepts the obligation to pay for services and shall be responsible for compliance with these rules for the duration of stay.

1.3. Hotel services are services for the provision of rooms (beds in rooms) for temporary guests.

1.4. The Hotel's working hours: 24 hours open.

1.5. Check-in time - 2:00 p.m. Khabarovsk time, check out time - 12:00 p.m. Khabarovsk time. In the case of late check-out after 12:00 p.m. a and 6:00 p.m. will be charged an additional fee of half (50%) the daily room rate, after 6:00 p.m. - in the amount of the daily (100%) room rate.

For booking with arrival before 08:30 a.m. will be charged an extra fee for guaranteed reservation at a rate per room per night, early check-in service is paid additionally as half (50%) of the daily rate with arrival time from 8:30 a.m. to 2:00 p.m.

1.6. For accommodation of children under the age of 12 years sharing a room with parents without extra bed is free of charge.

1.7. When possible, the hotel can offer extra space in a folding bed or a cot for an additional fee in accordance with the valid price list. Meals are provided at the parents's payment for an extra bed for a child. For adult guests additional bed is paid according to the price list approved by the administration of the hotel.

1.8. Leaving the hotel guest makes final payment for the provided services, including additional services and including local, long distance and international calls, except for calls inside the hotel and deliver a key-card numbers from the reception desk.

### 2. Provision of temporary accommodation rooms.

2.1. Sopka Hotel is designated for temporary accommodation of guests for the period agreed with the hotel administration.

2.2. Administration allows guest opportunity to stay at the hotel only in the paid period. Guests who wish to extend the stay at the hotel, informs an administrator of the hotel no later than 2 hours before the end of the period of staying. If the room is booked by other persons, guest may be provided another room (if it's possible) .

### 3. Hotel accommodation rules

3.1. For personal safety and property guests should:

Close the taps plumbing fixtures, windows, door to the room leaving the room;

Follow the rules of fire safety.

3.2. For ensuring the order and safety of guests, it is prohibited in the hotel to:

- Create inconvenience and disturb other guests at the hotel;
- Leave outsiders in the room in his absence;
- Transfer outsiders electronic key;
- Store Room bulky items, flammable, explosive, toxic, narcotic substances and materials;
- Smoke in the rooms, halls and corridors of the hotel. Failure to comply with the norms of the Russian legislation to ban smoking in hotels and catering and accommodation rules establish responsibility in the amount of 5000 rubles. This amount goes to the room of the smell of smoke purification;
- Use space heaters, if it is not provided in the hotel room.

3.3. Accommodation with pets is strictly forbidden.

3.4. If visitors stay in your room after 11:00 p.m., guest, who is staying in the hotel, need to register his visitors at the front desk. The hotel is released from liability for finding in-room guest unregistered visitors.

3.5. In accordance with Russian law, guest shall compensate the damage in case of loss or damage to hotel property, and is responsible for the violations caused invited his visitors. Hotel Manager must make an act of damage (loss) of the property. Based on this act guest is obliged to compensate the cost of the damage at the hotel cashier.

If the electronic key of the room loses, the guest pays the cost of manufacturing the key in the amount of 500 (five hundred) rubles.

3.6. Rooms are cleaned daily. If the guest does not need cleaning, he posted the corresponding label on the door handle from the side of the hallway.

3.7. Ordering on laundry is carried out daily from 8:00 a.m. to 6:00 p.m.:

If the laundry was sent before 3:00 p.m., it will be ready by 8:00 p.m. the same day.

If the laundry was sent after 3:00 p.m., it will be ready by 10:00 a.m. the next day.

Express service and special washing requirements include an additional charge to the rate of 50%. Things, which have been handed over to the dry cleaners, will be ready in 2 business days.

Express service "Dry Cleaning in 3 working hours" includes an additional 100% charge.

Things without care labels or with labels that do not match the quality of the cloth, as well as things with labels that do not have markings are sent to the laundry without complaints. These things may have special properties that can lead to their total or partial loss (damage).

3.8. Payment for the services of the restaurant is made in the restaurant's cash register.

3.9. Order breakfast "lunch box" for early departure must be made no later than 10.00 p.m. at the reception.

3.10. Guests must take care of the property, hotel equipment; follow health standards and public order.

3.11. Leaving the hotel guest is obliged to hand over the room key - card to administrator to make the final payment for the use of the minibar and extra services.

3.12. In the absence of a guest at the end of the paid period of staying the administration of the hotel has the right to set up a commission (consisting of at least three people (senior maid, the maid and the senior administrator), to make an inventory of the property which is in the room of the absent guest, to free your room. Wealth in the form of cash funds, precious metals, valuable documents administration puts on free

storage in the safe at the front desk, and the rest shall be deposited in the "camera storage of the forgotten and found things" (hotel lobby).

3.13. The reception rooms are carried out in 20 minutes.

3.14. The book of comments and suggestions is at the hotel manager (hotel lobby).

3.15. Guest acknowledges and does not object to the fact of use in hotel rooms (except room and toilet cabins) video surveillance systems.

3.16. Guest acknowledges and gives his consent to the processing of personal data by the property, in the amount necessary for the implementation of services of residence in accordance with the Federal Law of 27.07.2006 №152 - FZ "About personal data".

3.17. The hotel realizes the processing of personal data in the interest of visitors, guided by the law of the Russian Federation of 27.07.2006 №152-FZ "About personal data". Processing of personal data is carried out from the moment guests first registration at the hotel till the date of termination of its activity and produced in order to fulfill the contract for the provision of hotel services.

4. Rights and responsibilities of the parties.

4.1. The hotel, in accordance with Article 925 of the Civil Code, is responsible for the safety of things guests except for cash, securities and valuables. For the storage of money, valuables, documents, guest need to use Safe-Deposit Box, which is situated in every room.

4.2. Guest, who discovered the loss, shortage or damage to their belongings, immediately announce to the duty manager. Otherwise, the hotel is released from liability for failure to store things.

4.3 In case of forgotten things Hotel shall immediately notify the owner of the items if the owner is known. The hotel keeps the forgotten guest's thing for 6 months. Valuables, large sums of money stored up to 1 year.

4.3. The hotel, subject to these Rules, guarantees guests the right to use the services offered by the hotel without any intervention of the hotel and others, claiming that they are acting on behalf of or at the direction of the hotel.

4.4. Guest assumes the obligation to pay for services provided by the hotel, and is responsible for compliance with these Rules.

4.5. When deficiencies are found guest may, at his discretion, to demand:

- Uncompensated elimination of defects;
- Equivalent replacement services;
- Corresponding reduction of service fees.

4.6. The hotel is not responsible for the operation of urban communications (disconnection of light, water, heat, etc.).

4.7. The hotel has the right to terminate the agreement with the guest in the case of repeated or gross violation of this guest residence right at the hotel. Evicted guest is obliged to pay the actual services rendered to him.

4.8. Guest can terminate the contract. In case of early termination of the contract and pre-paid services, subject to the requirements of p.3.8, 3.11. these Rules, the hotel returns guest the funds to the value of unclaimed services.

4.9. In case of violation of present Rules the protection of the guest's rights realizes according to the procedure established by current legislation.

4.10. In other cases not provided in these Regulations, a hotel and a guest guided by the current legislation - the RF Law «On Protection of Consumers' Rights» and the RF Government Decree of October 9, 2015 № 1085 «On approval of the Rules of hotel services in the Russian Federation».