

The logo for SOPKA HOTEL features a large, stylized black letter 'A' at the top. Below it, the word 'SOPKA' is written in a bold, black, sans-serif font. Underneath 'SOPKA', the word 'HOTEL' is written in a smaller, black, sans-serif font with wide letter spacing. At the bottom, the words 'BOOKING RULES' are written in a bold, black, sans-serif font.

# SOPKA

## HOTEL

### BOOKING RULES

#### 1. Procedure for reservation hotel rooms at SOPKA Hotel

1.1 Guest or any other person for the benefit of the guest sends a request to the Hotel Reservation Department:

a) by phone / fax (4212) 905-145 (24 hours)

b) on the official website of the hotel [www.sopka-hotel.com](http://www.sopka-hotel.com)

c) by email [info@sopka-hotel.com](mailto:info@sopka-hotel.com)

d) directly at the hotel at 20 Kavkazskaya, Khabarovsk by guest or representative guest

1.2 Applications for booking hotel rooms for individual guests are received not later than 24 hours before the expected arrival date of the guest.

1.3 The application must contain the following information:

- Date and time of arrival
- Date and time of departure
- Room category
- Number of rooms
- Number of guests in the room
- Method of payment (cash or credit card / cashless payment)
- Guest Name
- Name, address, phone, fax, e-mail - for legal entities
- Bank details - in the case of cashless payment services
- Contact person's name, his phone number, e-mail

1.4 Hotel confirms the Guest a reservation request only upon availability of the requested category for a specific date.

1.5 Hotel confirms the Guest a reservation or refuses to accept the application. If booking is confirmed Hotel directs the Guest notification of the booking confirmation. In case of refusal Hotel sends the Guest

notification of the failure on booking confirmation. Booking confirmation with a reservation number is sent to the Guest via fax or via e-mail.

1.6 Since booking is confirmed by a hotel and its direction to the Guest, Room, which is specified in the confirmed application, is considered to be pre-booked.

## 2. Guaranteed reservation

2.1 Guaranteed reservation means the guest's provision to the hotel guarantees (indisputable irrevocable obligation) to pay accommodation services, as well as other hotel amenities.

2.2 The guaranteed booking is considered in the following cases:

- When guest makes 100% advance payment for hotel services;
- If there is a current contract between the Hotel and the Guest, which establishes the right to deferment of payment of the Guest;
- When guest provides the original letter of the company with the payment guarantees;
- If there is a written order of the director of the Hotel.

2.3 Prepayment can be made by bank transfer to the bank account, credit card, through the hotel's website, the introduction of cash to the cashier.

2.4 Cancellation of guaranteed reservation with a refund can be made not later than 24 hours before the expected arrival date.

In case of late cancellation of booking, the delay for a period of more than one day or no-show, the paid amount is not returned. If lateness is more than a day after the time specified in the booking confirmation, a guaranteed booking is canceled.

2.5 Any other cases of Guest's booking Hotel services are considered non-guaranteed.

2.6 In the case of non-guaranteed booking hotel expects guest till 16.00 the day of arrival which is said in the booking confirmation, after that the reservation is canceled.

2.7 For booking with arrival before 08:30 will be charged an extra fee for guaranteed booking for a full day (100% of the daily rate), with arrival from 8:30 to 14:00 is paid as early check-in service additionally as 50% of the daily rate. In the case of departure after 12:00 and 18:00 will be charged an additional fee for late check-out for half the daily rate, after 18:00 - 100% of the daily rate. Late check-out is available if it is possible.

## 3. Rules of guest's arrival, check-out time

3.1 Accommodation at the hotel is in order of general turn.

3.2 Standard check-in time - 2:00 p.m. Khabarovsk time, check out time - 12:00 p.m. Khabarovsk time.

3.3 The settlement is made on the basis of identity documents:

- Passport of the citizen of the Russian Federation
- A birth certificate for children under the age of fourteen years.
- A foreign national passport
- Other documents stated in paragraph 19 of the Rules of hotel services in the Russian Federation.

3.4 Minors are placed in the hotel only with parents or persons substituting them (guardians, etc..).

#### 4. Payment Order

4.1 Payment for accommodation and services provided by the hotel, carried out at prices set by the Price List approved by the hotel owners.

4.2 The room rate will be charged for accommodation from 2 p.m. current day to 12 p.m. next day local time.

4.3 Hotel Services at the discretion of the guest can be paid in the following ways:

- Cashless bank transfer of funds to the account of the Hotel, specified in the contract;
- In cash or by credit card Hotel;
- On the official website of the hotel.

4.4 Payment for accommodation and additional services are in rubles. If paying in cash or by credit card guest receives a KKM check and the seal and signature of the cashier.

4.5 The Guest obligation to pay Services Hotel is considered to be made at the time of transfer of corresponding funds to the Hotel account or at the time funds goes to the Hotel cashier.

4.6 In case of violation of established payment terms by the guest and other significant points of these Rules, the Hotel reserves the right to cancel all guest's reservations immediately unilaterally by notifying the guest, and re-sell these rooms.

4.7 Accommodation facilities are on terms of prepayment. In the case of cashless payment - 100% advance payment must be made no later than 1 day before the date of arrival. In case of absence of funds on the current account of the hotel when it is has cashless payment, Guest's settlement in the hotel is not made.

4.8 For accommodation not more than one day fee will be charged as a daily rate.

4.9 When leaving the guest is obliged to make a final payment for the provision of additional services

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

#### 5. Rejection of reservation

5.1 In the case of Guest's failure (canceled) from the confirmed hotel booking, Guest must make a cancellation no later than 24 hours before the officially established by the Hotel check-in hour (14:00). In case of violation of this condition Guest, who filed an application for a reservation, pay cancellation's fee equivalent to the price of accommodation in the room's category specified in the booking.

5.2 If guest reserves hotel room for a certain period and had to leave before then, Guest must notify the Hotel about the change terms of accommodation not later than 24 hours before the departure from the Hotel. If the cancellation of reservation is not made 24 hours prior to departure, Guest pays cancellation fee which is equivalent to the daily room rate.

#### 6. Reservation for a group of guests

6.1 The Group is the number of guests, who send a request from 5 (five) rooms.

6.2 When booking is more than 5 (five) rooms it is required to deposit payment for the first night or the provision of an official letter of guarantee, otherwise the booking is considered to be non-guaranteed and can be canceled at the discretion of the hotel management.

6.3 In case of failure (cancellation) of the hotel confirmation of group reservation written notice of such cancellation must be sent to the hotel in a way, provides a hotel of this notice, but not later than 5 days before the officially established by the Hotel check-in hour (14:00). In case of violation of this condition

Guest who has submitted an application for a reservation, due to pay cancellation fee which is equivalent to the cost of daily room rate specified in the booking application.

6.4 If Guest booked hotel rooms for a certain period of time and was forced to cancel further stay in Hotel, Guest must inform the Hotel about the change terms of accommodation not later than 7 days before the departure from the Hotel. If cancellation of reservation is not made 7 days before departure, guests must pay cancellation fee which is equivalent to the daily room rate.