



СУЗДАЛЬ • ОТЕЛЬ

APPROVED by:

General Manager

LLC "Vladimir Agricultural Enterprise"

_____ Kartsev E. A.

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1. General provisions

1.1. These Rules are developed in accordance with the Law of the Russian Federation 'On Consumer Rights Protection' and 'On Product and Service Certification,' the 'Rules for the Provision of Hotel Services in the Russian Federation,' as well as other regulatory acts of the Russian Federation regarding the provision of hotel services and registration.

1.2. These Rules establish the procedure for registering Hotel guests, service provision and payment for the services provided.

1.3. The rules are mandatory for both the Hotel staff and all guests staying at the hotel.

1.4. Key concepts used in these Rules include:

"Hotel" - an establishment that provides hotel services and is named **AZHUR^{SH} Suzdal Hotel**, located at Lenin Street 82, Suzdal, Russia.

"Hotel services" - a range of services provided to individuals, including accommodation and other services as outlined in the Rules for the Provision of Hotel Services in the Russian Federation, approved by the Government of the Russian Federation, provided by individual entrepreneurs and legal entities.

"Additional hotel services" - hotel services that are not included in the accommodation cost.

"Customer/Guest" - an individual or legal entity/individual entrepreneur who intends to order or purchase, or is ordering or purchasing hotel services on behalf of the Customer.

"Service Provider" - LLC "Vladimir Agricultural Enterprise", legal address: 600005 Vladimir, Yuryevskaya str., 2, fl. 3, room 303, providing Hotel services to the Customer.

"Room" - accommodation provided by the Hotel for temporary occupancy, which meets the parameters set by the Service Provider for each specific category of rooms.

"Room rate" - the cost of temporary accommodation and other related services determined by the Service Provider, provided at a unified price.

"Consumer/Guest" - an individual who intends to order or purchase, or is ordering or purchasing, and/or using hotel services for personal and other needs not related to entrepreneurial activities.

"Price lists" - internal local regulatory acts of the Service Provider, approved by the General Manager of the Service Provider.

"Reservation" - allocation of a room (or space within a room) in the Hotel to a Customer based on the conditions specified in the Customer's or Consumer's request and confirmed by the Service Provider.

"Check-in/check-out time" - the time established by the Service Provider for the Customer's arrival and departure.

"Check-in time" - 14.00 local time.

"Check-out time" - 12.00 local time.

"Local time" - time at the Hotel's location.

For violations related to non-compliance with these rules, the Hotel personnel may be subject to disciplinary, administrative, and financial penalties, while guests staying at the Hotel may be evicted and held liable for full compensation of any damage caused by them (if applicable).

2. Service Provision Procedures

2.1. The provision of hotel services refers to the provision of a hotel room or a place within a hotel room for accommodation, along with certain types of associated services.

2.2. Accommodation in the hotel is available to citizens of the Russian Federation and CIS countries, as well as citizens of other foreign states.

2.3. Accommodation in the hotel is provided based on advance reservations received from organizations and individuals, subject to room availability. Reservations are submitted to the Reception and Accommodation Service or the Marketing and Sales Department via email, telephone, or other forms of communication.

2.4. The Reservation Form for online booking through the hotel's website is available on the website. In other cases, the form is open.

2.5. There is no maximum duration for staying at the hotel.

2.6. The number of people in one room should not exceed the total number of designated bed spaces in the room, taking into account any additionally provided spaces. Additional bed spaces can be provided upon the Guest's request, approved by the hotel management, for an additional fee. When an additional bed is provided upon the Guest's request, the room category remains unchanged.

2.7. It is possible to accommodate an additional person in the room, upon the Guest's request, using the available furniture (such as a sofa). In this case, the accommodation of an additional person using the available furniture (such as a sofa) is charged according to the rates for an extra bed.

2.8. To enhance the guarantees, agreements for the provision of hotel services may be concluded with organizations. Based on the agreements, organizations are provided with hotel rooms for their representatives to stay in and other services for a specified period, according to the approved rates. Services are provided based on the submitted Request.

2.9. The Hotel provides round-the-clock service for Customers arriving at and departing from the hotel. The operating hours of food and beverage establishments (restaurants, bars) in the Hotel are determined individually for each establishment and are communicated to the Customer in accordance with the applicable legislation. The Customer can also get information about the operating hours of the hotel's food and beverage establishments from the Reception and Accommodation Service of the Hotel.

2.10. Information about the Hotel and the services provided is displayed in Russian in the Hotel premises (in the information folder at the Reception and Accommodation Service of the Hotel) intended for the Customer's registration, as well as on the Hotel's website.

2.11. Information in Russian regarding the rules and regulations for staying at the hotel (the Rules), fire safety regulations, as well as guidelines for using electrical appliances, can be found in the information folder, used for temporary residents' registration, at the Reception and Accommodation Service of the Hotel, as well as on the hotel's website, and in each guest room.

2.12. The Customer has the right to use Additional hotel services provided by the Service Provider in accordance with the established procedure. The list of Additional hotel services can be found in the corresponding Price List, displayed in Russian in the Hotel premises used for temporary residents' registration (in the information folder at the Reception and Accommodation Service of the Hotel).

2.13. Payments for Additional hotel services provided by the Service Provider can be made by the Customer in cash, by bank transfer and by credit cards, as provided for in these Rules.

2.14. The Service Provider has the right, if necessary, to change the procedure and location for providing Additional hotel services, including catering services.

3. Booking conditions

3.1 With a guaranteed booking, 100% payment for the entire period of stay is required.

3.2 If the guest with a guaranteed booking does not use the accommodation service on the specified check-in day and fails to cancel the reservation by 14:00 one day prior to the expected arrival, the prepayment for the first night's stay is non-refundable and cannot be reimbursed. The hotel will wait for the Guest until the check-out time of the day following the day of the scheduled arrival. If the Customer/Guest does not confirm the booking, the reservation will be deemed unguaranteed and will be canceled.

3.3 If the guest with a guaranteed booking (100% prepayment for the entire duration of stay) fails to use the accommodation service on the specified check-in day and has not cancelled their reservation by 14:00 one day prior to the expected arrival day, the prepayment for the first night's stay will not be reimbursed. The booking will be cancelled.

4. Payment procedure for the provided hotel services

4.1 Payment for hotel accommodation can be made in cash or by credit cards such as Visa, Mastercard, Maestro, Mir, as well as by bank transfer according to the established procedure.

4.2 The rates for accommodation in various room categories and for additional services are approved by the General Manager of the Hotel and may be periodically reviewed,

taking into account market conditions in the hotel services industry, as well as considering the actual expenses for maintaining and developing the hotel infrastructure, staff salaries, utility costs, and other overhead expenses related to operating the hotel.

4.3 Hotel guests may be offered Additional Services both on a paid basis (with the consent or upon request of the Guest) according to the approved price list and also without any additional charge.

4.4 The list of services provided at no additional charge includes:

4.4.1. during the stay at the Hotel:

- on-site parking;
- accommodation of a child under 3 years old in the room;
- emergency medical assistance;
- use of a medical kit;
- delivery of mail addressed to the Guest's name to the room;
- wake-up service;
- calling for a taxi;
- information on train and flight schedules;
- provision of a crib for a child under 3 years old;
- provision of hot water, needles, threads, and one set of dishes.

4.4.2. Outside the duration of the hotel stay:

- emergency medical assistance;
- use of a medical kit;
- calling for a taxi;
- information on train and flight schedules.

4.5 The accommodation fee is charged according to the established Check-Out Time from 12:00 Local Time of the current day.

4.6 For guaranteed and non-guaranteed reservations, the Check-Out Time is always 12:00, and a payment of 100% of the room rate per day is charged to guarantee the Guest the availability of the room from 14:00 until 12:00 the next day, regardless of the check-in time.

4.7 Extension of the room after the initial day of stay is possible at an hourly rate. If the extension is less than 6 hours (until 19:00), an hourly payment is charged. For extensions of 6 to 12 hours (from 19:00 to 00:00), 50% of the accommodation fee is charged. Extensions exceeding 12 hours (after 00:00) are charged at the full daily rate.

4.8 If there is a need to extend the stay at the Hotel, the Guest can contact the Reception and Accommodation Service at least 2 hours before the Check-Out Time. If there are available rooms in the Hotel, the duration of stay can be extended.

4.9 When extending the stay at the Hotel, the Guest should pay 100% of the accommodation fee for the extended period.

4.10 Early check-in is possible if there is an available room in the Hotel, with subsequent accommodation in the reserved room. Check-in between 03:00 and the established time is charged at 50% of the daily accommodation fee, while check-in before 03:00 is charged at 100% of the daily accommodation fee.

4.11 Additional services are provided to guests for an additional fee. Guests can get information about the list of provided services from the Reception and Accommodation Service.

4.12 The fee for an additional bed, provided upon the visitor's request (clause 2.6), is charged according to the approved rates for Additional Services, while the cost of other beds in the room is not reduced and is determined by the room category.

4.13 When transferring to a higher-category room at the Guest's personal request, an additional payment for the room is mandatory.

4.14 Guests residing in the hotel who have not paid for the following day's stay by 12:00 are subject to eviction from the Hotel.

4.15 Upon check-out from the Hotel, the Guest should make a final payment for the provided services, including additional services, such as long-distance and international telephone calls, excluding local calls, and return the room key to the Hotel Reception.

4.16 For Guests checking in without a prior reservation:

The check-in time is 14:00. If the Guest checks in without a prior reservation before the specified time, the Hotel provides accommodation based on room availability. Check-in between 00:00 and 12:00 without a prior reservation and subsequent stay is charged as a full day's stay.

5. Internal Regulations. Code of Conduct for Hotel Guests

5.1. The hotel operates 24/7.

5.2. In order to check-in, the Guest is required to present a valid identification document in compliance with the legislation of the Russian Federation, including:

- Russian passport valid on the territory of the Russian Federation;
- Soviet Union passport valid on the territory of the Russian Federation until it is replaced by a Russian passport within the established timeframe;
- birth certificate for individuals under 14 years old;
- for Russian citizens permanently residing outside the Russian Federation - Russian passport valid outside the Russian Federation;
- temporary identity card of a citizen of the Russian Federation;
- passport of a foreign citizen or other document established by Federal law or recognized in accordance with an international treaty of the Russian Federation as an identity document of a foreign citizen;
- document issued by a foreign state and recognized in accordance with an international treaty of the Russian Federation as an identity document of a stateless person;
- temporary residence permit for stateless individuals;

- residence permit for stateless individuals.

Check-in for minors under 14 years old is allowed based on the identity documents of their accompanying parents (adoptive parents, guardians) and the consent of their legal representatives (one of them), as well as birth certificates of these minors.

Check-in for minors over 14 years old in the absence of their legal representatives is allowed based on their own identification documents and the consent of their legal representatives (one of them).

5.3 A copy of the identification document should be provided during registration and key issuance.

5.4 Upon check-in, the Guest is required to make a 100% prepayment.

5.5 Individuals in an intoxicated state and those exhibiting rudeness towards the staff will be denied accommodation, regardless of their official position.

5.6 Guests staying at the hotel are required to:

- compensate for any loss or damage to the Hotel's property in accordance with the applicable legislation. The amount of damages shall be determined based on the rates approved by the General Manager;
- pay for their hotel accommodation in a timely manner;
- adhere to the internal regulations defined by these Rules, fire safety regulations, and rules for the use of electrical appliances.
- during nighttime hours (from 23:00 to 06:00), maintain quietness and avoid disturbing other guests in the hotel by refraining from loud gatherings, playing loud music, or causing excessive noise with radios, televisions, musical instruments, or other devices.
- treat the Hotel staff with respect and refrain from any form of rudeness;
- maintain cleanliness in the rooms and common areas;
- avoid flushing bulky items such as towels, plastic bags, or other garbage down the toilet, to prevent clogging of the sewage system;
- when leaving the room, close the windows, turn off the cold and hot water taps, turn off electrical appliances and lights, and close the door;
- handle the Hotel inventory and equipment with care;
- inform the Hotel administration in advance about the intended check-out time;
- upon check-out, return the room key to the duty maid;
- upon the expiration of the paid period of stay, vacate the room and return the keys to the reception desk.

5.7 Guests staying at the hotel are prohibited from:

- allowing unauthorized individuals to stay in the room in their absence;
- allowing unauthorized individuals to remain in the room after 23:00;
- handing the room key or guest card to unauthorized individuals;

- accommodating pets and birds in the room without prior approval from the Hotel administration.
- storing bulky items (boxes or containers larger than 50x50) in the room. Such items should be kept in the hotel storage room for the convenience of room cleaning and guest safety. Explosive, toxic materials, and weapons are also prohibited.

Valuables should be kept in a safe;

- using heating devices other than those provided in the room;
- moving or rearranging furniture without the consent of the Hotel administration;
- smoking in the rooms and on the Hotel premises, except in specially designated smoking areas;
- disturbing the peace of other guests by making noise;
- consuming alcoholic beverages or food brought from outside in public areas of the Hotel (lobby, hallways).

5.8 Hotel Responsibilities:

- ensure the quality of services provided by the Hotel as advertised;
- provide complete information about the services offered by the Hotel, payment methods, and procedures. Display information in the rooms, at the reception desk, and on the Hotel's website;
- provide Guests with a Guest Feedback Book, which is available at the reception desk.
- timely address Guest's requests and complaints.

6. Rules for Keeping Pets in the Hotel

6.1 Accommodation in the Hotel with a pet is allowed upon the permission of the administration, provided that sanitary and veterinary requirements are followed.

6.2 Pet owners must take measures to maintain order and prevent disturbances to other guests.

6.3 Dogs must be muzzled and kept on a short leash (no longer than 1 meter).

6.4 Dogs found on the hotel premises, except those temporarily left by their owners on a leash, are considered unattended.

6.5 When making a room reservation, it is necessary to inform the administration in advance if you will be bringing a pet.

6.6 It is not recommended to leave pets unattended in the Hotel room. If you need to leave your pet in the room, please hang a sign saying "DO NOT DISTURB."

6.7 A fee of 500 rubles per day is charged for the stay of a pet at **AZHUR^{SH} Suzdal hotel**, and an additional deposit of 3,000 rubles is required.

6.8 In the event of any material damage (damage to furniture or other items), a commission consisting of a representative of the engineering department, the administrator, and a maid is formed to assess the extent of the damage.

7. Additional Information on Accommodation Conditions

7.1 The Hotel reserves its right to refuse further accommodation to the Guest in case of violation of these Rules or non-payment of Hotel services.

7.2 If the Guest refuses accommodation on the day of check-in, a full refund will be made if the Guest comes to the reception desk within 30 minutes of check-in and has not used the room (the duty maid immediately assigns the room the status "Clean-Inspected").

7.3 After 12:00, if the stay is not extended or paid for by the Guest, the maid takes possession of the room. In the event that the Guest has left belongings in the room and the reception desk is unable to contact the Guest, the Hotel administration may form a commission, inventory the belongings in the Guest's room, and vacate the room. Money, precious metals, valuable documents will be placed in a safe deposit box located at the reception desk, while other items will be placed in the "Lost and Found Room."

7.4 The procedure and rules for storing and retrieving belongings from the "Lost and Found Room" are approved by the Hotel's General Manager and located at the Reception and Accommodation Service.

7.5 The Hotel is responsible for the safety of the Customer/Guest's belongings in accordance with the legislation of the Russian Federation, except for money, other currency values, securities, and other valuable items.

7.6 The Hotel's administration is not responsible for valuable items that have not been deposited in the safe deposit box located at the Reception and Accommodation Service during the stay at the Hotel.

7.7 The Guest who has discovered loss, shortage, or damage to their belongings while staying at the Hotel must immediately report it to the Hotel's Reception and Accommodation Service. Otherwise, the Hotel is relieved of responsibility for not keeping things safe.

7.8 In case any forgotten items are found, the Hotel should immediately notify the owner of the items if the owner is known. The Hotel will keep the items forgotten by the Guest in the Hotel for a period of 6 months. Valuable items and large sums of money will be kept in the "Lost and Found Room" for up to 1 year.

7.9 The Guest acknowledges and does not object to the use of video surveillance systems in the Hotel's premises (excluding rooms and toilet cabins).

7.10 When resolving conflict situations, The Guest and the Hotel should adhere to the Law of the Russian Federation "On Consumer Protection" and the Government Resolution of November 18, 2020, No. 1853, "On Approval of the Rules for Providing Hotel Services in the Russian Federation."

7.11 All disputes or disagreements arising from or in connection with these Rules shall be resolved by the Parties through negotiations.

7.12 In the event that disputes or disagreements cannot be resolved through negotiations, they shall be considered in the Arbitration Court of the Vladimir Region in accordance with the current legislation of the Russian Federation.