



*ГОСТИНИЦА «ДВИНА» ООО ПКП «Титан»*

*DVINA HOTEL, TITAN Ltd.*

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## ACCOMODATION RULES

### **I. GENERAL TERMS AND CONDITIONS IN DVINA HOTEL**

The following Terms and Conditions (hereinafter - the Rules) are made on the basis of the Civil Code of Russian Federation, the Law of the Russian Federation "On Protection of Consumer Rights" of 7th February 1992 No 2300-1 and «Rules of providing hotel services in the Russian Federation», approved by the Resolution of the government of the Russian Federation No. 1085 from April 25, 1997 taking into account editions No. 1085 from October 09, 2015.

The hotel is intended for temporary leaving for the period of time, agreed with the administration.

Reception and accommodation of guests is possible 24/7, on the basis of a written application or a free placement (room availability must be negotiated) upon presentation of identification documents.

### **II. RULES OF RESERVATION**

The reservation (either guaranteed or non-guaranteed) by the Hotel for the Guest (Visitor) is executed either by drafting a single document, signed by both parties, or by the confirmation by the Hotel of the reservation order from the Guest (Visitor) by:

- telephone/ facsimile **+7 (8182) 65-7777/28-8888;**
- e-mail **rd@hoteldvina.ru;**
- through the site of the Hotel **www.hoteldvina.ru;**
- an administrator at the reception of the Hotel during the Guest (Visitor)'s personal visit.

#### **A reservation order must contain the following information:**

- the dates of arrival and departure,
- the number of guests, their personal data (particulars of personal identification documents, the address of the permanent registration location),
- contact information (telephone number, e-mail address),
- extra services (optional),
- method of payment (cash, money transfer, bank card).



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The Hotel also has the right to conclude the relevant contracts for the reservation of rooms (order of services) for the Guests (Visitors) with any third persons (intermediaries, agents, travel companies etc.).

##### **Guaranteed reservation**

When the Guest makes a 100% advance payment for the services of the Hotel;

##### **Non-guaranteed**

In the case of **non-guaranteed** reservation the Hotel shall have the right to re-sell the room subject to a notice given to the Guest after:

- 2:00 pm, if the booking was made before check-out time (12:00 pm)
- 6:00 pm, if the booking was made after check-out time (04:00 pm).

If cancelled later or in case of no-show, the cost of the first night will be charged.

##### **FOR CORPORATE CLIENTS:**

To make a reservation, please, send your request by e-mail: **rd@hoteldvina.ru**

We work on non-cash and cash, credit cards.

We provide all the necessary documents (invoices, statements of work performed).

To obtain the documents the Guest should provide the Hotel with full style details and a warrant empowering.

### **III. Accommodation Rules and the order of payment in the Dvina Hotel**

We work on non-cash and cash, credit cards (Visa, MasterCard, Maestro, American Express).

The room is given after making 100% payment for accommodation. Payment should be made prior to the beginning of service.

Check in bases on the identity document:

- for Russian citizens – passport;
- for foreign citizens - the national passport, visa and migration card.

In case of its absence, the Hotel reserves the right to refuse in accommodation.

##### **Accommodation Rules for children**



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The room is given after making 100% payment for accommodation. Payment should be made prior to the beginning of service.

Check in bases on the identity document:

- Certificate of Birth
- Parents or relatives who accompany a child (children) have to confirm their relationships or have a attorney certified notary.

**Check out time** — 12 p.m. local time. **Check in time** – 2 p.m. local time;

The fee for Late Check-out from 12:00 p.m. till 6:00 p.m. — hourly payment of the room rate;

The fee for Late Check-out from 6:00 p.m. till 00:00 a.m. — 50% of the price per room per night;

The fee for Late Check-out after 00:00 a.m. — 100% of the price per room per night;

The fee for Early Check-in from 00:00 a.m. till 12:00 p.m. — 50% of the price per room per night;

The fee for Early Check-in from 06:00 a.m. till 12:00 p.m. — — hourly payment of the room rate;

Плата за размещение в Гостиничном комплексе взимается в соответствии с единым расчетным часом – с 14 часов текущих суток по местному времени.

#### **If you decide to extend your stay in the Hotel**

Please, do it the advance until 10:00 a.m. If there are rooms available we can extend your stay in the Dvina Hotel.

#### **IV. SERVICES IN THE HOTEL:**

##### **Free services:**

- Accommodation
- Daily cleaning of occupied room;
- Call an ambulance
- Using the first-aid-kit
- Using the ironing board and the iron



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- Wake-up call
- Parking
- Order of a taxi
- Wi-Fi
- Digital TV
- Information about Arkhangelsk and it's places of interest
- Drinking hot/cold water, sewing kit
- Arkhangelsk local telephone connection
- Registration of Foreign/Russian guests
- Taxes

**Additional services:**

- Laundry
- Rent of flat-iron
- Printing out from portable data medium
- Meeting-room for 40 persons with necessary equipment (rent price – 1200 RUB/hour)
- Corporate events, coffee-breaks, organized by LePetit restaurant
- Room-service
- Breakfast, lunch, dinner at restaurant LePetit

**In the Hotel it is not allowed:**

- To disturb other guests from 11 pm till 8 am
- To leave strangers in the room and also to give them a key of the room
- To keep the bulky things, inflammable materials, weapons
- To use personal electrical heating appliances
- To shift furniture in the room
- To keep animals, birds
- To smoke in the hotel. Smoking is prohibited on the whole territory of the hotel (in accordance with The Federal Law №15 took effect on 23 February 2013).
- To leave the room opened when going out



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- In case of damage of the property of the hotel you are accountable for asserts
- Presence of outside visitors in your room after 11 p.m. will be charged at the rate of additional place for 1 person.
- Hotel is not responsible for guest's personal things in the room. You can leave them in the safe deposit on Reception.
- The hotel is not responsible for work of city communications (light, heat, water cut-offs).
- The Hotel administration has a right to visit a room without permission of the guest in case of smoke leakage, fire, flooding, technical/engineering problems in the room; and also in case of infringement of these rules of accommodation, public nuisance and exploitation of domestic appliances.
- In case of detection of forgotten things the administration takes measures to return them to their owners. If the owner is not found, things after the expiration of 1 year are realized by the hotel.
- The staff of the hotel and guests should keep quiet and be mutually polite.
- The administration of the hotel has the right to evict guests from the hotel in case of violation of the present Rules.
- When checking-out from the hotel, it is necessary to make full calculation of services and to hand over a key of the room.
- Applications and complaints are accepted by the hotel in written form and are considered in established dates.