



ДИПЛОМАТ

Бизнес-Отель



**RULES OF ACCOMMODATION
TO THE "DIPLOMAT" BUSINESS HOTEL**

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).
- certificate of passport exchange (in the absence of a passport due to loss or replacement, the certificate must be issued in accordance with the legislation of the Russian Federation in the presence of a photo);

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. If there are available seats, one person may be provided with a room for two or more seats with full payment of the room rate.

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.

The hotel has the right to apply the following types of booking:

a) **guaranteed booking is a type of booking** in which the Hotel waits for the guest until the check-out time of the day following the day of the scheduled arrival. In case of late cancellation of the reservation, late arrival or no-show of the consumer, he will be charged for the actual downtime of the room (room space), but not more than a day. If you are late for more than a day, the guaranteed reservation is canceled;

b) **non-guaranteed booking is a type of booking** in which the Hotel waits for the guest until a certain hour set by the Hotel on the day of arrival, after which the reservation is canceled.

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 03:00 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. CCOMODATION 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 in the room;

- smoking and drinking alcoholic beverages in the room;
- smoking on the territory of the Hotel;
- keep animals and birds in the room without the permission of the Hotel;
- to carry out any photo and video shooting without the permission of the Hotel;
- bring flammable, radioactive and explosive substances into the Hotel territory;
- bring bulky things (furniture, household appliances, etc.) to the Hotel territory;
- independently repair equipment in the room and in the hotel itself in case of its malfunction;
- try to get access to various engineering communications of the Hotel;
- rearrange furniture in the room;
- guests who have the right to carry and store weapons by the nature of their activity are obliged, at the request of the Hotel administration, to provide documents certifying this right;

7.4. Hotel residents are obliged to:

- carefully treats the property of the Hotel;
- observe silence on the territory of the Hotel after 22.00 hours;
- politely and culturally treats other guests and hotel staff;
- respond correctly to comments from hotel security staff and Reception and Accommodation Service administrators;

- when leaving the room, close the windows and all water taps, close the door and hand over the electronic key to the room to the Reception and Accommodation Service administrators when leaving;
- when leaving the Hotel, make a full payment, in case of temporary departure from the hotel, a guest who has not informed the administrator about it and has not paid in advance for the time he was absent, loses the right to stay;
- observe fire safety rules in the Hotel;
- notify the hotel staff about their guests if they stay after 23:00 and make payment for them;
- comply with these rules of accommodation and internal regulations of the Hotel;
- be responsible for the life and health of minor children who live with him in the room, do not leave children unattended;
- in case of violation of the rule on the prohibition of smoking in the room, the Guest is obliged to pay for the general cleaning of the room worth 3,000 (three thousand) rubles. The cost of general cleaning is included in the total bill. In addition, the Hotel has the right to terminate the provision of hotel services unilaterally;
- take out food from the restaurant;
- to compensate for damage in case of loss or damage to the property of the hotel in accordance with the current legislation of the Russian Federation. The amount of damage is determined by the prices of the Hotel's Price List on the day of the discovery of the damage.

8. HOTEL FACILITIES

8.1. The following free services are provided to the staying guests:

- Correspondence delivery;
- Emergency call;
- Concierge service;
- First-aid kit (due to the order of the Ministry of Health of the Russian Federation №169Н 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.

8.6 The hotel is responsible for the loss of Guests' valuables subject to storage at the Central safe of the Hotel. 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



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Officially published rates for accommodation services in OOO «Недвижимость-НН» for the period from 01.01.2022 to 31.12.2022

The «Rack Rate» «Accommodation without breakfast»

«DIPLOMAT» Business Hotel operates on a **dynamic pricing system**, prices may vary depending on the load of the hotel as follows:

Room category	Number of rooms	Roominess	Room rate without breakfast (per 2 persons) from ...	Room rate without breakfast (per 2 persons) up to ...
The first category	32	32	3000	10000

Accommodation services are provided from 15:00 Mon. to 12:00 Fri.

Services included in the room rate:

- Mineral water 0.5 l. (per person)
- Tea set (electric kettle, tea, coffee, sugar)
- Wi-Fi
- Safe at the reception desk
- Parking

Rates for additional services:

- Breakfast Buffet – 450 rubles.
- Photo shoot in the interiors of the hotel (one room to choose from, halls) period 2 hours – 2000 rubles.
- Extra bed – 1350 rubles. with breakfast
- Extra bed – 900 rubles. without breakfast
- Children under 3 – free of charge (cot, breakfast)
- Children from 3 to 7 years – 400 rubles. without breakfast
- Children from 3 to 7 years – 850 rubles. with breakfast
- Children from 7 to 12 years – 900 rubles . without breakfast
- The cost of breakfast for children from 3 to 7 years - 250 rubles.
- The cost of breakfast for children from 7 years and older is 450 rubles.
- Transfer hotel - railway station – 900 rubles. (per 3 persons)
- Transfer railway station - hotel – 900 rubles. (per 3 persons)
- Transfer hotel - airport "Strigino" – 1800 rubles. (per 3 persons)
- Transfer airport "Strigino" - hotel – 1800 rubles. (per 3 persons)

The administration reserves the right to change the rates for the above services without prior notification. The change of tariffs for booked and paid services does not apply.

LAUNDRY AND DRY CLEANING SERVICES

«Diplomat» Business Hotel 3* provides laundry and dry cleaning services 7 days a week from 08:00 to 19:00. Items delivered to the laundry before 10:00 will be returned before 18:00 on the same day; items delivered after 10:00 will be returned the next day in the morning. Items delivered during dry cleaning hours will be returned the next day. In order to use the service, please fill out the accompanying receipt and place it with the order. The cost of washing children's clothes is 50% of the cost.

Items made of fabrics subject to machine processing are accepted for washing. The hotel reserves the right not to accept laundry items with pronounced stains, which require dry cleaning to remove. And also reserves the right not to accept things for dry cleaning services with obvious damage and a significant degree of wear.

EXPRESS SERVICES

Items delivered between 08:00 and 19:00 will be returned within 4 hours. This service is paid with an extra charge of 50%.

EXPRESS SERVICE 1 HOUR

Items delivered from 08:00 to 16:00 for ironing will be returned within one hour. This service is paid with an extra charge of 100%.

Any claim regarding finished items must be submitted within 24 hours after receiving these items from the laundry along with the receipt.