

Verkhnyaya Salda, 2022

RULES OF RESIDENCE IN HOTEL "ARAX"

TERMS USED IN THESE REGULATIONS

Hotel - accommodation facility, which provides hotel services, located at the address: Sverdlovsk region, Verkhnyaya Salda, st. Voronova, d. 7b, which was assigned the category - "without category".

Hotel services - a set of services provided to individuals (guests / consumers), provided for by these Rules for staying at the Venets Hotel.

Hotel room - a specialized room intended for temporary residence of persons arriving at the hotel.

Local time - in this agreement, it is used and mentioned, including in annexes, prices, correspondence, applications, time at the location of the Hotel (Yekaterinburg, MSK + 2).

Application - a written document sent by the Customer to the Contractor in order to book rooms / services in a hotel and provide other services within a certain period and on certain conditions.

Booking a room - reservation by the Contractor at the request of the Customer of a room of an agreed category on an agreed date, including on the terms of Early Check-in, based on the advance payment made by the Customer (at least one day of stay excluding Early Check-in), according to the Application agreed by the Contractor, or sending the Contractor a letter of guarantee on payment by the Clients of the cost of living upon check-in.

Check-in time at the Hotel is the standard time from which the clients check-in at the Hotel. For the purposes of this Agreement, the Check-in Time at the Hotel means 14:00 hours (local time).

Early check-in, Early check-in - check-in to the Hotel room earlier than standard time, starting from 00.00 to 14:00 on the day of check-in.

Check-out time from the Hotel is the standard time on the last day of stay at the Hotel, no later than which the Client is obliged to vacate the occupied room. For the purposes of this Agreement, the Check-out Time from the Hotel means 12:00 pm (local time).

Late check-out - departure from the Hotel, and, accordingly, the release of the room in the Hotel, made by the Client in agreement with the Contractor, later than the standard time on the last day of stay at the Hotel, from 12.00 to 24.00.

Check-out time is the standard time on the last day of stay at the Hotel, no later than which the Client is obliged to pay for accommodation at the Hotel. Under standard conditions, Checkout Time means 12:00 pm (local time). In case of late check-out, the Check-out time is the time of the Client's departure, which is different from the standard one, agreed by the Contractor.

Customer - a natural or legal person or an individual entrepreneur who intends to order or purchase or order or purchase hotel services in favor of the consumer.

Individual client / Consumer / Guest - an individual, including an employee or client of the Customer, accommodated in the Hotel, receiving hotel services.

The executor is an individual entrepreneur Evinyan Sarkis Haykoi.

1. GENERAL PROVISIONS

1.1. These rules establish the procedure for booking, accommodation and provision of services at the Araks Hotel, located at the address: Sverdlovsk Region, Verkhnyaya Salda, Voronova Street, building. 7b, which is assigned the category - "without category", the procedure and form of payment for hotel services, as well as the basic rights, obligations and responsibilities of the Contractor, Customer, Consumer (Individual Customer, Guest).

1.2. These Rules are developed in accordance with the Law of the Russian Federation of February 7, 1992 No. 2300-1 "On Protection of Consumer Rights", the Rules for the Provision of Hotel Services in the Russian Federation, approved by Decree of the Government of Russia on November 18, 2020 No. 1853, Decree of the Government of Russia of July 17, 1995 No. 713 "On approval of the Rules for the registration and deregistration of citizens of the Russian Federation at the place of stay and at the place of residence within the Russian Federation and the list of officials responsible for registration", Federal Law of November 24, 1995 No. 181-FZ "On the social protection of persons with disabilities in the Russian Federation", the Civil Code of the Russian Federation, and other regulatory legal acts and regulate relations between the hotel and consumers, that is, citizens who intend to order or order and use hotel services for official, personal, family and other needs not related to the implementation of entrepreneurial doer ness.

1.3. The Contractor is obliged to bring to the attention of the Guests its company name, the address of the place of business and the mode of operation. 1.4. All the necessary information about the hotel is placed on the information stand in the hotel lobby and in advertising booklets in each room.

2. PROCEDURE FOR REGISTRATION OF RESIDENCE

2.1. Hotel services are provided on the basis of an agreement concluded in writing. The written form of the contract is considered to be observed in the following cases:

2.1.1. Drawing up one document (including electronic), signed by two parties;

2.1.2. Confirmation by the Contractor of an application sent by the Customer to the Contractor via postal, telephone and other communications, including through services on the Internet, which makes it possible to reliably establish that the application comes from the Customer (consumer), as well as in the event that the Customer (consumer) performs actions aimed at receipt of services, including payment by the Customer (consumer) of the corresponding amount to the Contractor.

2.2. The application for check-in must contain the following data: the status of the Application (initial reservation, change of a previously submitted reservation, cancellation of a reservation), number of rooms, last names, first names, patronymics (if any) of the Guests indicating their citizenship, dates and times of arrival and departure, room categories, types of accommodation, form of payment, last name, first name, patronymic (if any), telephone / fax number and email address of the contact person of the Customer making the reservation.

2.3. The Contractor, if there are free rooms (places in the room) specified in the application, corresponding to the Customer's (consumer's) application, sends the Customer (consumer) a notification containing information about the name (company name) of the Contractor, the Customer (consumer), the category of the ordered room and the price rooms (places in the room), terms of stay in the hotel, booking conditions, as well as other information determined by the Contractor.

2.4. There is no fee for booking a hotel room. The booking is considered valid from the moment the Consumer (Customer) receives the Contractor's notification containing information about the category (type) of the booked room and its price, the conditions of booking, the terms of stay at the hotel, as well as other information determined by the contractor.

2.5. The Contractor has the right to refuse to provide services and booking if there are no free rooms on the date specified in the application.

2.6. The customer has the right to cancel the application, including the application with the reservation, no later than three hours before the arrival time. In this case, the Customer / Consumer is not responsible and does not pay the Contractor any fines.

2.7. In case of cancellation by the Customer of the Application for accommodation with a reservation made less than 3 hours before the check-in time agreed by the Contractor, as well as in the period from the check-in time agreed by the Contractor until 24:00 hours of the date of arrival, the Customer undertakes to pay the Contractor a penalty (penalty) in the amount of 50% (fifty percent) of the cost of the booked room (place) for one night stay at the Hotel, regardless of the number of days for which the reservation was made.

2.8. In the event that the Customer/Consumer cancels the Application for accommodation with a reservation made after 00.00 to 12:00 of the date following the date of arrival, the Customer undertakes to pay the Contractor a penalty (fine) in the amount of 100% (one hundred percent) of the cost of the booked room (seat) for one overnight stay at the hotel. In case of cancellation of the application with the reservation after 12.00 of the date following the date of arrival, if the Client does not arrive, the amount of the penalty (fine) is increased by 50% (fifty percent) of the cost of the booked room (place) for one day of stay at the Hotel, starting from 12:00: 00 of the date following the date of arrival, as well as every subsequent 24 hours.

2.9. Non-arrival of the Guest (in the presence of a non-cancelled application) entails the payment by the Guest or the Customer in favor of the Contractor of the fee for the actual downtime of the room:

2.9.1. If the Guest does not arrive before the Checkout Time, if the Application with the reservation was not canceled, the Customer pays the Contractor the cost of living for the entire period of the reservation in the amount of 100% (one hundred percent) of the cost of the booked room (seat) for the entire period of the reservation, in case of booking on on the basis of a letter of guarantee - for one night stay.

2.9.2. If the Guest does not arrive on the Application without booking a room at the time agreed by the Contractor, plus two hours, the Customer is not responsible and does not pay the Contractor any fines. At the same time, after two hours from the time agreed by the Contractor for the settlement of the Clients of the Customer, the Application is considered canceled. Guests arriving on such an application after two hours from the time agreed for check-in are accommodated only if there are free places.

2.10. Check-in of the Guest is carried out upon presentation of documents proving his identity in accordance with the legislation of the Russian Federation:

- passport of a citizen of the Russian Federation, proving the identity of a citizen of the Russian Federation on the territory of the Russian Federation;
- a passport of a citizen of the USSR, proving the identity of a citizen of the Russian Federation, until it is replaced within the prescribed period with a passport of a citizen of the Russian Federation;
- birth certificates - for a person under 14 years of age;
- passport of a citizen of the Russian Federation, proving the identity of a citizen of the Russian Federation outside the Russian Federation, for a person permanently residing 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 a document proving the identity of a foreign citizen;
- a document issued by a foreign state and recognized in accordance with an international treaty of the Russian Federation as a document certifying the identity of a stateless person;
- permits for temporary residence of a stateless person;
- residence permit of a stateless person.

2.11. Check-in at the hotel of minors under the age of 14 is carried out on the basis of documents proving the identity of their parents (adoptive parents, guardians), accompanying person (persons) who are with them, subject to the provision of such an accompanying person (persons) with a notarized consent of legal representatives (one of them), as well as birth certificates of these minors.

2.20. If the Customer/Guest fails to pay for further accommodation, the key to the room is not issued, and the room must be vacated no later than Check-out time.

2.21. The transfer of the Guest from one room to another can be carried out at the request of the Guest or the operational need created in the hotel. Permission to transfer is issued by the administrator of the sales department.

2.22. The Guest has the right to refuse to perform the contract at any time, subject to payment to the Contractor of the expenses actually incurred by him and the services rendered.

2.23. Visiting the Guests by unauthorized persons is allowed if there is a guest visitor card issued by the administrator of the sales department on the basis of the visitor's identity document, and only with the consent and permission of the Guest.

2.24. In case of a delay of a visitor in the Guest's room after 23:00 or a visitor who came to the hotel with a registered Guest at night: from 23:00 to 08:00, these persons must register with the administrator and pay for the accommodation. For such sharing, payment is charged according to the price list approved by the hotel.

2.25. Accommodation Guests with pets in the hotel is not allowed!

2.26. The hotel provides guests with the following services at no extra charge:

- calling an ambulance;
- use of a first aid kit;
- delivery of correspondence to the room upon its receipt;
- wake-up call at a certain time;
- provision of boiling water;
- daily room cleaning;
- wireless access to the Internet (Wi-Fi) (password at the administrator);
- calling a taxi (payment is made by the Guest);
- provision of an ironing board and iron (at the administrator upon request of the Guest);
- provision of a hair dryer (from the administrator at the request of the Guest);

2.27. Payment for additional services that are not included in the services provided at no additional charge is made by the Guest at the reception desk.

2.28. The parking area in front of the hotel is intended only for temporary parking of the Guest's car during his stay at the Hotel. Parking near the hotel is not guarded, the administration is not responsible for the safety of the car.

2.12. Check-in at the hotel of minors who have reached the age of 14, in the absence of legal representatives with them, is carried out on the basis of identity documents of these minors, subject to the provision of a notarized consent of legal representatives (one of them).

2.13. At the request of the Guest, one person can be provided with a room, regardless of the number of seats in it, with full payment for the cost of the room.

2.14. The hotel administrator enters the data of the documents presented by the guest into the computer database and arranges the accommodation.

2.15. The responsible representative of the Contractor (administrator) fills out the questionnaire in the presence of the guest.

2.16. The guest pays the cost of the room (place in the room), if the payment was not made earlier when booking, receives a check and a key to the room. The invoice and documents for accommodation are issued upon departure, after the room has been handed over.

2.17. Before the deadline for which the Guest is provided with a room (a place in the room), the Contractor is not entitled to demand that the Guest vacate the room.

2.18. The guest can stay in the room for the entire paid time.

2.19. The guest has the right to extend his stay if there is a reservation for the room he occupies for the period specified in the application, only if there are free rooms in the hotel.

- 2.20. If the Customer/Guest fails to pay for further accommodation, the key to the room is not issued, and the room must be vacated no later than Check-out time.
- 2.21. The transfer of the Guest from one room to another can be carried out at the request of the Guest or the operational need created in the hotel. Permission to transfer is issued by the administrator of the sales department.
- 2.22. The Guest has the right to refuse to perform the contract at any time, subject to payment to the Contractor of the expenses actually incurred by him and the services rendered.
- 2.23. Visiting the Guests by unauthorized persons is allowed if there is a guest visitor card issued by the administrator of the sales department on the basis of the visitor's identity document, and only with the consent and permission of the Guest.
- 2.24. In case of a delay of a visitor in the Guest's room after 23:00 or a visitor who came to the hotel with a registered Guest at night: from 23:00 to 08:00, these persons must register with the administrator and pay for the accommodation. For such sharing, payment is charged according to the price list approved by the hotel.
- 2.25. Accommodation Guests with pets in the hotel is not allowed!
- 2.26. The hotel provides guests with the following services at no extra charge:
- calling an ambulance;
 - use of a first aid kit;
 - delivery of correspondence to the room upon its receipt;
 - wake-up call at a certain time;
 - provision of boiling water;
 - daily room cleaning;
 - wireless access to the Internet (Wi-Fi) (password at the administrator);
 - calling a taxi (payment is made by the Guest);
 - provision of an ironing board and iron (at the administrator upon request of the Guest);
 - provision of a hair dryer (from the administrator at the request of the Guest);
- 2.27. Payment for additional services that are not included in the services provided at no additional charge is made by the Guest at the reception desk.
- 2.28. The parking area in front of the hotel is intended only for temporary parking of the Guest's car during his stay at the Hotel. Parking near the hotel is not guarded, the administration is not responsible for the safety of the car.

3. PROCEDURE AND FORM OF PAYMENT FOR HOTEL SERVICES

- 3.1. Payment for hotel accommodation is carried out on hotel days. Hotel day - from 14.00 of the current day to 12.00 of the next day, local time.
- 3.2. The cost of services (tariff) is determined in accordance with the price list of the Contractor, approved by the hotel. Value Added Tax (VAT) prices are not subject to tax due to the application of the simplified taxation system. The cost of services different from those established by the price list can be agreed upon by the Parties by signing an additional agreement.
- 3.3. The Contractor's services are paid by the Customer/Client in a non-cash form by transferring funds to the Contractor's settlement account. The Customer/Client pays for the services rendered by the Contractor upon departure of the Customers on the basis of an invoice issued by the Contractor, taking into account the previously made prepayment in case of booking a room (s). If the check-out time from the hotel (Check-out time) falls on a holiday or non-working day, the Customer - a legal entity must make payment no later than the next business day.
- 3.4. During the execution of this Agreement, the Parties allow the possibility of paying for the services of the Contractor directly by the Guests at the place of service in cash to the cashier of the Contractor or by bank card.
- 3.5. In the absence of a written confirmation of the Customer to assume the costs of paying for additional services, as well as services related to the extension of the Customer's stay, payment for hotel services in this case is carried out by the Guest independently in cash or by bank card.
- 3.6. Accommodation by bank transfer is made only if funds are received on the Hotel's account at the time of the Guest's accommodation, or upon presentation by the Guest of a payment order with a bank note confirming payment for accommodation services.
- 3.7. In case of Early check-in of the Guest (before 14:00 local time), the Customer additionally pays:
- 3.7.1. When placed from 14:00 on the day preceding the date of arrival until 02:00 on the date of arrival - 100% (one hundred percent) of the cost of living for one day;
- 3.7.2. When placed after 02:00 to 12:00 of the date of arrival - 50% (fifty percent) of the cost of living for one day;
- 3.7.3. When placed after 12:00 to 13:00 - 20% (twenty percent) of the cost of living for one day;
- 3.7.4. When placed after 13:00 to 14:00 - 10% (ten percent) of the cost of living for one day.
- 3.8. Early check-in and availability of the room from 14:00 on the day preceding the date of arrival until 14:00 on the date of check-in is guaranteed only in case of advance booking of the room, and in other cases only if there are vacant seats and the room is ready for check-in.
- 3.9. In case of Late check-out of the Guest (after 12:00 local time), the Customer additionally pays:
- 3.9.1. from 12:00 to 13:00 - 10% (ten percent) of the cost of living for one day;
- 3.9.2. from 13:00 to 14:00 - 20% (twenty percent) of the cost of living for one day;
- 3.9.3. from 14:00 to 18:00 - 50% (fifty) percent of the cost of living per day;
- 3.9.4. from 18:00 on the day of departure until 12:00 on the next day - 100% (one hundred) percent of the cost of living per day.
- 3.10. Late check-out is possible only if it was expressly indicated in the booking application or if there are free rooms in the Hotel, otherwise the Contractor reserves the right to refuse accommodation to the Customer's clients after Check-out time.

3.11. The Administration provides the Guest with the opportunity to stay in the hotel only during the paid period of time. At the end of the paid period, at the request of the Guest, the hotel stay can be extended only if there are free places. Unauthorized, without agreement with the Contractor, retention, as well as non-vacation of the Hotel room by the Guest after the check-out time, entails a fine in the double amount of the room rate for one day of stay.

3.12. In case of early departure of the Guest earlier than the time specified in the Booking Application, if the difference between the time of the actual departure and the time of departure previously agreed by the Contractor on the Customer's Application is less than 24 hours, payment is made in full, on the date and time specified in the Application, agreed by the Contractor.

3.13. In case of early departure of the Guest earlier than the time specified in the Booking Request, if the difference between the time of actual departure and the time of departure previously agreed by the Contractor at the Customer's Request is more than 24 hours, the Customer or the Guest must notify the Contractor of this at least 2 (two) hours before the time of the actual departure, while payment is made on the date and time of the actual departure, subject to the provisions of clause 3.8. of these Rules, in addition, a penalty is paid in accordance with the terms of this Agreement.

3.14. In case of early departure of the Guest earlier than the time specified in the Booking Application agreed by the Contractor, without notifying the Contractor, the Customer/Guest makes payment on the date and time specified in the Request agreed by the Contractor.

3.15. The right to extraordinary accommodation at the Hotel, subject to availability, has:

- Heroes of the Soviet Union, Heroes of the Russian Federation, Full Cavaliers of the Order of Glory;
- employees of the prosecutor's office, employees of the internal affairs bodies, employees of the judiciary, the tax service, employees of federal government communications and information bodies (in the performance of their official duties);
- invalids of the 1st group and persons accompanying them (no more than one person);
- other categories of citizens in accordance with the current legislation of the Russian Federation.

Participants of the Great Patriotic War, invalids of the 2nd and 3rd groups and persons accompanying them settle in the Hotel in the first place, as the places are vacated.

- children under 7 years old are accommodated free of charge without a seat;

- When placing a child aged 7 to 14 years, a fee of 550 rubles for an extra bed is charged, and for children over 14 years old, 100% payment for the room (place in the room) is charged.

4. RIGHTS, DUTIES, RESPONSIBILITIES OF THE HOTEL AND CONSUMERS OF HOTEL SERVICES

4.1. The Hotel is obliged to provide the Guest with a room with technically sound household appliances and plumbing.

4.2. Cleaning, equipment, repair work in the room is carried out in the absence of the Guest. In the presence of the Guest, cleaning is carried out only with his consent.

4.3. The Hotel is responsible for the loss or damage to the Guest's belongings brought to the Hotel, with the exception of: money, other currency values, securities and other precious things. An item entrusted to hotel employees for placement in a safe at the reception desk is considered to be brought into the hotel.

4.4. The Hotel is responsible for the loss of money, securities, other currency values and other precious things, provided that they were accepted by the Hotel, at the request of the Guest for storage, with a receipt confirming the transfer of things for storage. The hotel is released from liability for the loss of things accepted for storage if access to the place of storage of things became possible due to force majeure.

4.5. A guest who discovers the loss, shortage or damage of his belongings is obliged to report this to the hotel administrator without delay. Otherwise, the hotel is exempted from liability for the non-safety of things.

4.6. In case of discovery of forgotten things, the hotel is obliged to immediately notify the owner of the things. If the person entitled to claim the forgotten thing, or the place of his stay is unknown, the hotel is obliged to report the find to the police or local government. Things forgotten by guests are described according to the act and handed over to the hotel's storage room, where they are stored for 6 months. Valuables, money, documents are stored in the administrator's safe.

4.7. The hotel is responsible for the loss or damage of the find only in case of intent or gross negligence and within the value of the item.

4.8. If, within six months from the moment of reporting the find to the police or local government, the owner is not identified or does not declare his own right to the thing, the hotel acquires ownership of it. The hotel has the right to receive compensation from the owner of the thing for the necessary expenses associated with its storage.

4.9. The guest is obliged:

4.9.1. when leaving the room, close the taps, windows, close the room and hand over the key to the administrator and make a full payment for the services provided;

4.9.2. comply with the rules of accommodation in the Hotel established by the Contractor;

4.9.3. observe cleanliness, silence and public order in the room and in the Hotel;

4.9.4. strictly observe fire safety rules;

4.9.5. indemnify in case of loss, damage or damage to the property of the hotel; the assessment of the damage caused is carried out on the basis of the price list for damage to the property of the Hotel; the fact of damage to property and compensation for its value is documented by an act, which is drawn up in 2 copies, one for each party;

4.9.6. be responsible for the actions of visitors invited to his room;

4.9.7. exclude the possibility of infection in the room;

4.9.8. timely and in full pay for all additional services provided by the Contractor;

4.9.9. if the Guest is diagnosed with an infectious disease or if it is suspected, immediately vacate the hotel room (Article 33 of the Federal Law No. 52 "On the sanitary and epidemiological welfare of the population of 03/30/1999").

4.9.10. The Guest takes note and does not object to the use of video surveillance systems in the Hotel premises (except for rooms and toilets).

4.10. In the Hotel it is prohibited:

4.10.1. leave strangers in the room, as well as give them the key to the room;

4.10.2. store bulky items, flammable materials, weapons, explosives, chemical and radioactive substances, mercury;

4.10.3. keep animals in the room;

4.10.4. smoking in the rooms, as well as in the halls, corridors of the hotel;

4.10.5. be under the influence of alcohol or drugs;

4.10.6. use heating devices other than those provided by the hotel;

4.10.7. rearrange, remove furniture, bedding and other property of the hotel from the room.

4.10.8. disturb the peace of guests living in neighboring rooms.

All rooms are declared strictly non-smoking on the basis of the Federal Law "On protecting the health of citizens from the effects of second hand tobacco smoke and the consequences of tobacco consumption" No. 15-FZ of February 23, 2013.

The guest staying in the room agrees to pay damages in the amount of 4,000 rubles for smoking in the room, which will be used to clean the room and the air from the smell of smoke.

4.11. The hotel administration is not responsible for the illegal actions of persons living in the hotel. In the event that such actions lead to a threat, harm, damage to residents of neighboring rooms or citizens, the administration has the right to call law enforcement agencies to resolve the conflict. Compensation for damage in this case is assigned to those responsible for the unlawful actions of the residents.

4.12. In the event of complaints from the Guest, the hotel administration takes all possible measures to resolve the conflict, provided for by the legislation of the Russian Federation.

4.13. The hotel administration reserves the right to visit the room without the consent of the guest in case of smoke, fire, flooding, as well as in case of violation by the Guest of this order of residence, public order, the order of using household appliances.

4.14. In the absence of the Guest, upon the arrival of his checkout time, the Hotel takes measures to find out his whereabouts. If it is not possible to find out the location of the Guest, the hotel administration has the right to create a commission, enter the Guest's room, make an inventory of the property in the room, draw up an appropriate act and report to law enforcement agencies.

4.15. In case of disputes between persons living in the hotel, the administration takes all possible measures to resolve the dispute on the spot. If the problem cannot be resolved on the spot, the hotel administration has the right to involve the competent authorities in resolving the dispute in accordance with the legislation of the Russian Federation.

4.16. The Hotel is not responsible for the health of the Guest if he consumes food and drinks purchased outside the hotel.

4.16 The Hotel ensures the confidentiality of information about Guests and visitors, except for the provision of information to the competent authorities in accordance with the legislation of the Russian Federation.

4.17. For non-fulfillment or improper fulfillment of obligations under the contract, the contractor shall be liable to the customer (consumer) as provided for by the legislation of the Russian Federation.

4.18. Damage caused to the life or health of the consumer as a result of the provision of hotel services that do not meet the requirements and (or) terms of the contract is subject to compensation by the Contractor in accordance with the legislation of the Russian Federation.

4.19. In cases not provided for by these Rules, the administration and residents are guided by the current legislation of the Russian Federation.

**When concluding the contract, the Guest independently gets acquainted with these
The rules posted by the administrators of the Hotel, as well as on the page
official website of the Hotel: <https://araks-vs.ru/hotel>**