

Rules and regulations of the accommodation in the hostel Hostell1

The Guest can temporary stay in the hostel for a period agreed upon with the hotel administration. After the expiration of the agreed period, the Guest is obliged to vacate the room / bed at the request of the administration. If the Guest wants to extend the stay, he/she must inform the hostel administrator about it no later than 2 hours before the check-out time - 12 hours local time. The extension of the stay in the same room / on the same bed is possible only if there is no confirmed reservation in favor of third parties.

Check-out time is at 12pm local time.

Check in is 14 pm local time.

Working hours of the hostel are 24 hours

The Guest must present their proof of identity (valid passport) to the reception staff:

- an internal passport of a Russian citizen who certifies the identity of a citizen of the Russian Federation on the territory of the Russian Federation;
- Passport of a citizen of the USSR certifying the identity of a citizen of the Russian Federation on the territory of the Russian Federation, until it is replaced on the passport of a citizen of the Russian Federation within the established period;
- Birth certificate - for persons under 14 years of age;
- international passport that certifies the identity of a citizen of the Russian Federation outside the Russian Federation, for people permanently residing outside the Russian Federation
- passport 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;
- a temporary residence permit for a stateless person;
- a visa for the period of stay in the Russian Federation (except for countries with which a visa-free regime operates);
- Migration card with a stamp on the crossing of the border of the Russian Federation.

If the Guests have no documents, or the documents are non-valid, the hostel administration has the right to refuse the accommodation. In this case, the reservation is canceled. If the room or bed were booked but the accommodation should be refused, the money is returned in full.

If the Guest agrees with the rules in force, the contract for the provision of hotel services is deemed to be concluded.

The administration of the hostel has the right to conclude a booking contract. In the presence of free places, the administration accepts booking requests from legal entities and individuals in a written form. When booking, accommodating the Guest chooses the category of room / bed-place, but the right to choose a specific number belonging to this category remains with the hostel administration.

The booking is guaranteed with 100% prepayment for the first day of your stay (or more).

The cancellation of the reservation is free of charge if it was made a day or more before the actual arrival (stay) of the Guest. 100% of the room cost / bed is charged for late cancellation.

Late arrivals will be charged for the rooms / beds, but no more than for a day. At a delay of more than a day, the reservation is canceled. Reservation for a room / a bed is available from 2 pm to 12 pm on the following day, i.e. check-out time.

The fee for accommodation and services in the hostel is provided at free (contractual) prices, according to the price list approved by the hostel's management. Payment is made in rubles, in cash, by wire transfer through a booking agreement or using credit (credit) bank cards. Check-in is made only after making a Guest prepaid for the first night. Accountable form (receipt-contract) for accommodation is issued after the payment for accommodation (at check-in), the final bill for services rendered - service acceptance act -is issued at the Guest's check-out.

The payment for accommodation is charged in accordance with a check-in hour – 12p.m. of the

current day by local time.

When the Guest wants to check-in from 00.00 a.m to 12.00p.m. (in the absence of booking), the payment is charged at a rate of 50% of the room cost (in the presence of free rooms, accommodation in the room is made before the check-in time). When pre-booked, the early Check-in service is not provided.

Prolongation of residence (in the case of an early check-in) is carried out in accordance with paragraph 1 of these rules.

For stays of less than 24 hours, the Guest must pay for the night, regardless of the time of arrival or departure.

Regardless of the type of check-in, in case of late arrival (late departure):

- up to 18 hours - 50% of the room;
- more than 18 hours - 100% of the room price.

In case of early departure, the refund is fully paid if the reception service was notified 2 hours before the checkout time. Return of funds, with early departure, is made depending on the type of payment. If payment was made by bank transfer or by means of a payment card, transfer of funds will make the refund to the payer's account; With cash payment for accommodation, refund will be made in cash. With combined forms of payment, transfer of funds will make the return of funds to the payer's settlement account.

At the request of the Guest, with the consent of the administration, visitors can be in the room from 8.00 to 23.00 only in the luxury suites. For all other categories of rooms, the presence of unauthorized persons is allowed from 8.00 to 22.00 only in the communication area, but only if there are no inconveniences and embarrassment to the Guests.

In case of a visitor's delay in the Guest's room after 23.00 or a registered Guest is visited by an unauthorized person at night (from 23.00 to 8.00), these persons must be arranged for accommodation in the Guest's room or for a free bed-place.

Bed linen, towels and toiletries are changed every five days.

The Guest should make his/her bed by himself/herself. On the fifth day of the stay, the Guest must strip bed linen, hand out a set of bed linen and a towel to the administrator and receive a new set.

The hostel provides the following types of free services:

- calling an "ambulance";
- use of the first aid kit;
- calling a taxi;
- delivery of correspondence to the number upon its receipt;
- calls on the city and on the phones of cellular operators from the reception desk;
- use of the Internet Wi-Fi network;
- use of a safe at the reception desk;
- car parking;
- printing of documents, sending a fax;
- waking up for a certain time;
- a set of dishes and flatware.

The hostel provides the Guest with additional services for a fee in accordance with the list and the register of prices for additional services.

The hostel is not responsible for the operation of city services (emergency shutdown of electrical and thermal energy, water supply).

The Guests must:

- when leaving the room, close the water taps, windows, turn off the lights, radio, TV;
- follow the rules of residence established in the hostel, to keep cleanliness, silence and public order in the room and hostel;
- strictly follow fire safety rules;
- The Guest bears full responsibility for any damages incurred on their own account, is to compensate for damage, in case of loss, damage to the property of the hostel. The damage is assessed on the basis of the "price list for the damage to the property of the hostel";

- be responsible for the actions of the visitors invited to them;
- exclude the possibility of infection in the room;
- timely and in full pay for all additional services provided by the hostel.

In the hostel it is forbidden:

- to leave unauthorized persons in the room , as well as to give them a key card from the room;
- to store bulky things, flammable materials, weapons, chemical and radioactive substances, mercury;
- to keep animals (birds, reptiles) in the room;
- to use heating appliances, if this is not provided in the room;
- to disturb the guests living in neighboring rooms and in neighboring beds;
- to smoke in the rooms and halls of the hostel.

Smoking is prohibited on the territory of the hostel and near it.

For smoking in non-designated places, a fine is imposed by the hostel administration or the guest can be evicted from the hostel without a refund of money, including for the next 24 hours.

- to leave behind dirty dishes and rubbish throughout the hostel;
- to be (sit, lie) on other people's beds in common rooms;
- to store products in living rooms;
- to eat food in living rooms
- to rearrange furniture in rooms and public premises;
- to use alcoholic and low alcohol drinks in all rooms of the hostel,
- to stay in the hostel in a state of alcoholic or narcotic intoxication.

The hostel administration reserves the right to terminate the guest's stay prematurely and expel him if he is in a state of alcoholic, narcotic or other kinds of intoxication, or in case of other violations of the rules of residence in the hostel and / or public order without refund, including for subsequent day.

Valuable items and money should be kept in a safe. Administration is not responsible for the loss of valuable items of the Guest in the room. In case of finding out of forgotten things, the administration takes measures to return them to their owners. If the owner is not found, the administration declares the find in the police or local government.

The book of comments and suggestions is at the duty administrator of the hostel and is issued at the request of consumers.

The administration of the hostel 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 the present rules of residence, public order, the order of using household appliances.

The hostel has the right to terminate the contract for providing hotel services unilaterally or refuse to extend the period of stay in case of violation by the Guest of the rules of residence, untimely payment of hostel services, causing material damage to the hostel.

In the absence of a Guest at the place of residence for more than a day (or after 6 hours from the moment of approaching his check-out time), the hostel administration has the right to create a commission and make an inventory of the property in the room. Material values in the form of cash, precious metals, valuable documents, the administration takes under its responsibility.

In the event of complaints from the Guest, the administration takes all possible measures to resolve the conflict, stipulated by law

In cases not provided by these rules, administration and the Guest are guided by the current legislation of the Russian Federation.

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These rules of accommodation in the hotel are based on:

Services of accommodation facilities. General requirements for hostels

Law of the Russian Federation of 07.02.1992 N 2300-1 (Ed. Of July 13, 2015) "On the Protection of Consumer Rights"

"Rules for the provision of hotel services in the Russian Federation," approved by Government

**Decree No. 1085 of October 9,
2015 Order of FMS of Russia №
288;**

**Decrees of the Government of the Russian Federation No. 713
(clause 5); FZ RF № 376 (Article 3).**