



RUSSIA
SAINT - PETERSBURG
SUWOROVSKY. 25/16

+7 (812) 271-21-72, 271-28-93, 702-61-90,

WWW.HOTELVERA.RU

Hotel Policies

1. GENERAL PROVISIONS

1. These rules (hereinafter – Rules) are developed in accordance with the "Rules of providing hotel services in the Russian Federation" approved by Decree of the Government of the Russian Federation of 25.04.1997, № 490 (as amended by the Resolutions of the RF Government dated 02.10.1999, № 1104, from 15.09.2000 № 693, from 01.02.2005 № 49), the Law of the Russian Federation "On protection of consumer rights" from 07.02.1992 № 2300-1 (amended on 25.10.2007), The Federal law from 23.02.2013 № 15-FZ "On protection of health of citizens from impact of ambient tobacco smoke and consequences of tobacco consumption".
2. Definition of key terms used in the Rules:

The hotel "Hotel Vera" - a legal entity is the owner of the property complex of Hotel "Faith," and providing accommodation services;

Hotel services - services on providing numbers (places in the rooms) for temporary accommodation of Guests, as well as additional free and paid services, provided by these Rules and the price list of the Hotel;

Guest - a natural or legal person using or intending to use the Hotel facilities;

Reservation - advance booking of Hotel services of the Hotel, placed in accordance with these Rules;

Registration card - a document confirming (with signature of the Guest and a representative of the Hotel) concluded between the Guest and the Hotel contract for the provision of accommodation services, as well as consent to the requirements of these Regulations.

3. These Rules govern the relationship between the hotel and the Guests of the Hotel.
4. Observance of these Rules is obligatory for all Guests and for Hotel staff.
5. The mode of operation of the Hotel - hour.
6. The time referred to in this Regulation shall be calculated at the time zone of the city of St. Petersburg.
7. Official phone of accommodation: +7(812) 702-61-90.

2. SERVICES OF THE HOTEL VERA

1. Guests enjoy the following Hotel services without charging a separate payment:
 - Breakfast (for the number of days paid accommodation (if the tariff indicates otherwise);
 - the provision of drinking water and boiling water;
 - the use of all equipment rooms;
 - daily maid service;
 - Luggage storage (maximum 12 hours) on day of arrival/departure;
 - first aid kit (located on the Desk in reception);
 - services Ironing Board and iron;
 - shipping to the Hotel room of the Guest correspondence as it is received;
 - Wake-up time specified by the Guest;
 - if necessary, call ambulance;
 - assistance in calling a taxi for the Guest's order;
 - the provision of reference and information services;
 - wired Internet in rooms and on site;
 - baby cot hire.
 - the provision of toiletries and disposable Slippers;
2. The hotel is not responsible for the work of urban services (emergency shutdown of electric and thermal energy, water supply).
3. The hotel offers the following paid services:
 - accommodation;
 - intercity and international telephone communication;
 - rental of extra beds in the room;
 - service photocopy/Fax/scanning/printing documents;
 - transfer to the airport, train station;
 - Bathrobe rent;
 - rent a laptop;
 - Laundry (washing of linen);
 - rent of conference hall;
 - visa support service;

Detailed information is provided for a surcharge, the services and prices is posted in the information folder in each Guest room and in the information folder on the Desk in reception.

3. RULES OF ARRIVAL/DEPARTURE FROM HOTEL VERA

1. The calculated time of beginning of rendering of Hotel services (check-in time of the Guest in the Hotel) is 14:00 on the day of Guest's arrival. Estimated hour of the end of service (time of departure of the Guest from the Hotel) considered to be 12:00 on the day of check-out.
2. If the Guest is not pre-booked and did not pay for guaranteed early check-in (from 8:00 to 14:00), then, subject to availability of rooms the Hotel can carry (but not guaranteed) early accommodation of Guest in the Hotel without additional charges.
3. Guarantee check-out with early check-in is pre-paying a surcharge based on the following rates:
 - when booking early check-in between 08:00 and 14:00 - 50% of the cost of the first night;
 - when booking early check-in before 8:00 a.m. - 100% of the first night stay.
4. If you want a Guest, and the availability of free rooms in the Hotel late check-out (ie late check out the end of the service – 12:00). Late check-out carries a surcharge based on the following rates:
 - when leaving in the interval from 12:00 to 18:00 on scheduled day of departure - 50% of full night stay;
 - at the check-out between 18:00 planned departure day until 12:00 for scheduled day - 100% of cost per stay.

Charge for late check out is paid by the Guest in advance, when ordering this service, or directly at the check-out of Hotel (unless otherwise provided by the contract).

5. The relocation of the Guest to another room of the Hotel of course is in cases when the room or equipment therein have the defects that prevent the provision of the Guest of quality Hotel services. In all other cases the decision on the relocation of the Guest is taken by the Hotel.
6. Priority right to accommodation at the Hotel receive Guests with a confirmed room reservation. All the other Guests are in the common queue.
7. The right to extraordinary service have:
 - Heroes of the Soviet Union, heroes of the Russian Federation, full Cavaliers of order of Glory and the persons equated to them;
 - disabled people and participants of the great Patriotic War and persons equated to them;
 - other categories of citizens, which in accordance with the current legislation of the Russian Federation granted the right to an extraordinary service at a consumer services.

Priority service is available upon presentation of a document confirming this right.

4. THE PROCEDURE OF RESERVATION

1. Booking of accommodation and additional services is carried out using telephone, facsimile and electronic communication.
2. The official coordinates of the Hotel for making reservation:
 - phone Service Hotel reservation: +7(812) 702-61-90;
 - Fax Services Hotel booking: +7(812) 710-30-29;
 - the website of the Hotel that contains the form for online booking: www.hotelvera.ru ;
 - e-mail address of the booking Service of the Hotel: desk@hotelvera.ru .
3. For booking Hotel services by electronic or facsimile to the Guest sends to the Hotel in the application form containing the following information:
 - surname, name, patronymic of the person (s);
 - date and time of arrival/departure of Guest (Guests);
 - category and the number of reserved rooms;
 - the number of guests that will be staying in the room (rooms);
 - the method of payment;
 - the list of pre-bookable additional services;
 - wishes, notes, additional comments;
 - contact information (phone, Fax, email address);
 - details of the company (for legal entities).

When booking via telephone the above-mentioned composition data reported by the Guest to the member of staff that self-fills the booking form.

2. Confirmation or denial of booking the Hotel sends to the email address or Fax Guest within 24 hours of receipt of the application. During high Hotel occupancy, or the heavy workload of the Service employees booking processing time requests for booking can be increased to 72 hours.
3. The reservation is divided into:
 1. Non – guaranteed booking is not a prepaid reservation of Hotel facilities. In this type of room reservation for the Guest is reserved until 18:00 on the day of your arrival. After 18:00 the reservation is automatically canceled, and the arrival of the Guest to the Hotel in the event of the appearance will only be made subject to availability of rooms, first come first served basis.
 2. Guaranteed reservation - pre-paid 50% of the cost of the first night in the room (unless otherwise provided by contract between the Guest and the Hotel). Payment of a

guaranteed reservation made by Guest after confirmation of booking the Hotel in cash, by credit card or by Bank transfer. The status of a "guaranteed reservation" means the reservation of the right has started using the Hospitality services of the Hotel Guest after 14:00 planned arrival date (if not booked early check-in) but before 12:00 on the day following the planned check-in.

4. Cancellation.

- Correction or cancellation for guaranteed booking can be made at any time and without penalty.
 - Cancellation of guaranteed Hotel services booking without penalty not later than 24 hours before the estimated hour of arrival.
 - Cancellation must be made in writing on the official Fax or official email address of the booking Service of the Hotel.
 - In the case of timely cancellation, the amount of prepayment made by the Guest, subject to refund (less Bank charges) or, if it so desires, can be stored in the account of the Guest in the Hotel to use the Hotel services of the Hotel in the future.
 - In case of late cancellation or no-show Guest in the allotted for the settlement interval time, the Hotel has the right to withhold a penalty equal to 50% of the cost of one night stay in a previously booked room.
 - In the case of a separate contract between the guest and the Hotel subject to the terms of cancellation stipulated in this contract.
2. In the peak period the Hotel only accepts guaranteed reservations.
3. When booking or free settlement Guest chooses room category. The choice of rooms for occupancy, taking into account the wishes of the Guest, the Service of reception and accommodation.

2. THE ORDER OF REGISTRATION OF YOUR STAY

1. Making the Guest's stay in the Hotel is made on the basis of the document proving the identity.

1.1. The citizens of the Russian Federation is necessary when you check in to present one of the following documents:

- passport
- passport
- military ID
- the officer's ID (for Guests who are on military service),
- seaman's passport.

1.2 Foreign nationals upon arrival you must present the following documents:

- passport
- migration card (except for citizens of the Republic of Belarus),
- entry visa to the Russian Federation
- residence permit or temporary residence permit,
- other documents stipulated by the current migration legislation of Russia.

The procedure of registration of stay is based on the requirements of the following regulations: order of the Ministry of internal Affairs of the Russian Federation of 28.12.2006 № 1105 "About approval of administrative regulations of Federal Migratory Service on granting of the state service in issue, replacement and on execution of the state function on accounting of passports of the citizen of the Russian Federation certifying the identity of the citizen of the Russian Federation on the territory of the Russian Federation", Federal law of 25.07.2002 № 115 "On legal status of foreign citizens in the Russian Federation", FZ from 18.07.2006 G. No.

109 "On migration registration of foreign citizens and individuals without citizenship in the Russian Federation" the Federal law from 22.07.2008 № 133 "About modification of articles 20 and 22 of the Federal law "On migration registration of foreign citizens and individuals without citizenship in the Russian Federation".

2. The placement of foreigners entering the territory of the Russian Federation the visa regime is outside the validity period of the visa (if otherwise is not provided by the current bilateral governmental agreements).
3. Ordering of all services of the Hotel for persons under the age of 18 years is carried out exclusively by their legal representatives.
4. The basis of the issuance of Guest room key is payment for Hotel services, as well as completed and signed by the Guest and a representative of the Hotel Registration card. The registration card contains information about the stay of the Guest in the Hotel, the address of permanent residence of the Guest, the basic rules of stay in the Hotel, the fire safety regulations and is a contract between the guest and the Hotel Hospitality services.
5. After payment of Services to the Guest shall be issued a receipt, and when you check out the original account. Guest may request additional primary accounting documents stipulated in the applicable normative acts of the Russian Federation. Their design and transfer to the Guest is of the Hotel in accordance with current regulations in the field of accounting.
6. In case of refusal of payment, the Hotel may refuse a Guest in the settlement.
7. The hotel guarantees accommodation of the Guest in the Hotel only paid for a period of time. On request and upon availability of the Hotel rooms available stay can be extended. Mandatory conditions of extending the Guest's stay are:
 - preliminary, not less than a day, informing the Guest of the hosting Services advance about the intention to extend the accommodation;
 - make a Guest 100% of fees for extension of stay.

3. PAYMENT PROCEDURE

1. The provision of accommodation in the Hotel rooms is carried out on conditions of 100% prepayment for the entire stay of the Guest, unless otherwise stipulated in a separate contract.
2. For Hotel services, Hotel payment may be made:
 - for cash;
 - with the use of credit cards;
 - Bank transfer in the form of cash.
3. On site payment of Hotel services in cash is on the Desk in reception and in the cafe (the only cafe).
4. Payment the Hotel accepts credit card MasterCard/Maestro and Visa, the WORLD.
5. Additional paid services of the Hotel Guest are charged according to the valid price list of the Hotel.
6. In the case of the departure of the Guest from the Hotel without additional services or services late check-out the hotel reserves the right to withdraw the relevant debt amount is deposited in a blocked (authorized) credit card cash.

4. THE COST OF HOTEL SERVICES

1. All payments in Hotel should be done in the currency of the Russian Federation - rubles.
2. Day of stay is calculated in accordance with the clock check-in check-out (according to paragraph 3.1. of this regulation).
3. The cost of the night stay in the Hotel in rooms of various categories and the cost of additional services is determined by the price list approved by Order of the General Director of the Hotel.
4. All prices, conditions and offers of sale can be:

- changed;
 - restricted in duration, number of beds, categories of rooms;
 - restricted by other conditions.
5. The immutability of the cost of services is guaranteed to the Guest upon confirmation of booking of Hotel facilities in writing (email, Fax, at the signing of the contract between Hotel and Guest) by precisely specifying the value of the facilities.

5. ACCOMMODATION IN ROOM WITH MINOR CHILDREN

1. Accommodation in the Hotel children up to 6 years with legal representatives (parents, guardians, adoptive parents) is free (in the case of no extra bed). On request for children up to 2 years free of charge can be provided a cot.
2. Accommodation in room kids over 6 years but under 12 years are determined by the current at the time of arrival-the price list or the terms of a separate agreement.
3. Accommodation in a Hotel room underage children older than 12 years is full price, according to the valid price list, unless otherwise specified in the individual contract.
4. Extra bed in the Hotel room for children is available upon request. Extra bed is determined by the current at the time of check in the price list or the terms of a separate agreement.

6. POLICIES

1. To ensure the safety, comfort and property safety of Guests, the Hotel **is prohibited**:
 - to smoke in the rooms, a café and public areas of the Hotel;
 - leave outsiders in the room of in his absence;
 - stay with the animals, reptiles, birds, insects, etc.;
 - to pass the room key to others;
 - to keep weapons, explosives, ammunition, toxic and radioactive materials, narcotic drugs;
 - immoral behavior (actions that violate commonly accepted norms of morality, contrary to generally accepted ideas of reasonable and decent behaviour, such as excessive alcohol consumption, vandalism, violence, insult, rudeness or aggression towards others, etc.);
 - to be in public areas of the Hotel naked, in underwear, in a swimsuit, bare-chested, in a Bathrobe, barefoot;
 - contaminate the premises and grounds, to throw out of Hotel Windows rubbish or other items;
 - rearrange, take the room at the furniture, equipment rooms, bedding;
 - unauthorized outweigh, to move or misused appliances in rooms and public areas of the Hotel;
 - store in the room of bulky items that impede the cleaning of the rooms;
 - to use bring alcohol or other drinks and food in cafes and public areas of the Hotel;
 - to make from the Hotel cafe crockery, Cutlery, food and drinks without prior approval from the property dining;
 - no reason to use primary fire extinguishing means located in fire cabinets;
2. In case the guest of the requirements of section 9.2 of the Rules, the hotel has the right to terminate the provision of services to the Guest unilaterally.
3. The guest is obliged:
 - to comply with safety regulations and fire safety Rules that are installed in the hotel;
 - to pay for accommodation and additional Hotel services;
 - after a period of paid placement in a Hotel - free number;
 - silence in the night time from 23:00 to 8:00 the next day;

- adhere to the established policies, cleanliness, close water taps after use, when leaving, close Windows, turn off the TV and lighting, close the room;
 - to respect the right of inviolability of the personality of employees and Guests;
 - immediately inform about the loss of personal belongings from the room for action they wanted;
 - immediately inform the Hotel about the missing/lost room key;
 - immediately inform the Hotel about the discovery of unowned things;
 - to take care of the property, to pay damages in the event of damage to or loss of property of the Hotel according to the current price list for damage to Hotel property (on the basis of the ensuing Act of prejudice), in accordance with the legislation of the Russian Federation;
 - to receive visitors in the Hotel room until 23:00. During the stay of the visitors after 23:00 – to make them check in as Guests on the current price list for accommodation.
 - upon departure, full payment is rendered by the Hotel services.
4. The hotel has the right to refuse service to persons with signs of drug or of alcohol intoxication.
 5. Control over observance of Hotel Guests order and silence at night time entrusted to employees of the internal control service of the Hotel. In case of violation by the person public order and silence the staff of internal control service of the Hotel is entitled to call the police to bring offenders to administrative responsibility.
 6. Music and other acoustically loud events, including using pyrotechnics, is possible only with the consent of the property strictly in designated areas and at the agreed time.
 7. The Hotel reserves the right to visit the room of the Guest without agreeing with him in case of signs or potential dangers fire, flooding, other emergencies, and in case of violation by the person public order.
 8. In the implementation of on-site photo and video of the Guest must respect the rights of other Guests. According to article 152.1 of the Civil Code of the Russian Federation "Protection of citizen's image" video and photography of people can be carried out only with their consent.

7. RIGHTS AND RESPONSIBILITIES OF THE HOTEL

1. The hotel provides high quality service, proper sanitary condition of all rooms and areas of the Hotel, a relevant force in the Russian Federation norms and rules.
2. The hotel offers additional paid services according to the approved by the Director-General price list of Hotel services. Forcing Guests to use the paid services excluded.
3. In the case of expiration of paid by the Guest length of stay, the non payment of the renewal rate and the absence of the Guest, the Hotel has the right to create a Commission that will describe the personal property of the Guest staying in the room, and frees them from the hotel room.
4. The front Desk and Hotel accommodation is a Book of reviews and suggestions available to all Guests. All complaints and statements left in the Book, deals with the property.
5. The hotel ensures the privacy of Guests and other hotel visitors.
6. These Rules of providing hotel services in the Hotel Vera are the official offer of the company Hotel Vera.