



BUSINESS HOTEL

«**MASK**»

POLICIES FOR “MUSK” BUSINESS-HOTEL

1. GENERAL PROVISIONS

1.1 This document is compiled in accordance with the Rules of hotel services in the Russian Federation approved by the RF Government Regulation № 1085 of 09.10.2015 in the current version and the law of the Russian Federation on Consumer Protection.

1.2 The MASK business hotel, LLC MASK, (Hereinafter - the Hotel) operates on the basis of Certificate of state registration of a legal entity series 26 № 001459412 of 01.02.1999 and Certificate on assignment of category ☆☆☆☆ (four stars) reg. №550011015 of 21.03.2017.

1.3 The Hotel is intended for temporary accommodation and services related to the stay.

1.4 Mode of operation of the Hotel – 24/7.

1.5 The Hotel has rooms of the categories "Standard", "Junior Suite", "Suite", "Business Suite", "Family Suite", "Suite with two bedrooms", "Premium Suite", and "Apartment". The rooms are equipped with furniture, bedding, inventory and items of sanitary and hygienic purposes designed to ensure the living conditions, provided in the requirements for the hotel category ☆☆☆☆ (four stars).

2. BOOKING

The hotel uses the following types of booking:

2.1 The non-guaranteed booking is a reservation in which payment is made by the guest upon arrival at the reception of the Hotel. The reservation is kept until 24: 00 of the day of arrival, and in case of non-arrival will be canceled. In this case, the obligations of the Hotel are terminated and the placement is subject to availability on a common basis.

2.2 The guaranteed booking is a reservation in which the hotel expects the guest until the check-in time (12:00) of the day following the day of the scheduled arrival. In case of late cancellation (less than a day), delay or no-show of the guest or the customer will be charged for the actual downtime of the room, but not more than a day. In case of arrival more than a day late, the guaranteed reservation is canceled. Prepayment for guaranteed reservation is made by a bank transfer, as well as by any other method of cash or non-cash payment. Payment is considered to be made in case of receipt of funds to the account of the Hotel the day before arrival. In case of non-payment in due time, the reservation is considered to be non-guaranteed.

3. CHECKING IN AND PROVISION OF SERVICES

3.1 Checking in is made upon presentation of

- the passport of the citizen of the Russian Federation;
- the passport of the citizen of the USSR proving the identity of the citizen of the Russian Federation which is to be exchanged within the prescribed period for the passport of the citizen of the Russian Federation;
- the birth certificate - for persons under 14 years of age;
- a passport of a foreign citizen;
- an identification document of a stateless person;
- a temporary residence permit or a residence permit of stateless persons;
- for foreign citizens in addition to a national passport: visa or residence permit, migration card, mark of crossing the border of the Russian Federation, registration in the previous accommodation.

3.2 The checkout time is 12.00 local time. Accommodation at the Hotel is provided after 14.00 of the arrival day, checking out is to be made before 12.00 of the departure day.

3.3 In case of early arrival of the guest (before 14.00) and in case of their subsequent stay (for at least 24 hours), the guest has the right to pay for half a day or use the hourly rate. Early check-in is subject to availability.

3.4 In case of late checkout (after 12.00), an additional fee will be charged for the extension of the stay. In case of delay of departure for no more than 6 hours, an hourly fee is charged. In case of delay of departure from 6 to 12 hours, a fee is charged for half a day at the rate of accommodation. If departure is delayed for more than 12 hours, payment is made for a full day at the rate of accommodation. Extension of stay after checkout time is subject to availability.



3.5 In case of refusal of the guest from accommodation on the day of arrival, the full amount will be refunded if the guest approached the reception desk within 2 hours after check-in and has not used the room. If the guest has used the room or approached the reception desk in order to cancel accommodation later than 2 hours after the check-in, no refund is made for the first day of stay.

3.6 There is no charge for children up to 6 years of age for family accommodation without providing a child with a separate bed or providing a baby cot in the room. The provision of additional places for children over 6 years is charged according to the tariffs of the Hotel.

4. ADDITIONAL INFORMATION ABOUT THE LIVING CONDITIONS

4.1 In the Hotel, the guest can use the following services free of charge:

- Call of an ambulance;
- Mail delivery (except for packages and parcels);
- Use of first aid kit;
- Wake-up at a certain time;
- Provision of boiling water, needles, threads, one set of dishes and cutlery;
- Order of taxi;
- Unguarded parking with video surveillance;
- 24-hour gym;
- Children's playroom;
- WI-FI Internet access.

4.2 Towels and toiletries are changed daily at the Hotel. Change of bed linen is made once in three days.

4.3 The guest is advised of and does not object to the use of video surveillance systems on the Hotel premises (except for rooms and toilet cabins).

4.4 When staying in the room, the guest must close the front door with an internal latch. After a two-time warning, in case of no response from the guest, the Hotel staff has the right to enter the guest's room for cleaning or repair work.

4.5 Staying at the hotel with animals and bringing them into the hotel is prohibited.

5. SENSURING ORDER AND SAFETY OF GUESTS

5.1 In order to ensure order and safety in the Hotel it is prohibited for the guests to

- leave unauthorized persons in the room in their absence;
- leave children unattended;
- let strangers stay in the room after 23-00 until checkout time without presenting an identification document;
- disturb peace and quiet of other guests after 23.00;
- violate sanitary norms and requirements in the room;
- throw garbage, bottles and other items out of the Hotel windows;
- take out linen, towels and equipment from the room;
- smoke in all areas of the Hotel (according to Federal law No. 15-FZ "On protection of citizens' health from the effects of tobacco smoke and the consequences of tobacco consumption").

5.2 The Hotel has the right to terminate the contract of accommodation with the guest in case of violation of these rules. When checking out, the guest is obliged to pay for the services rendered and to compensate for any damage caused.

6. FIRE SAFETY RULES

6.1 In order to comply with fire safety rules, guests staying at the Hotel are prohibited to

- use non-standard (not provided by the Hotel) electric heaters, as well as extension cords, adapters, etc. in the room;
- bring and store in the rooms flammable materials, highly toxic substances;
- leave unattended electrical appliances on.

7. DUTIES AND RESPONSIBILITIES OF THE HOTEL MANAGEMENT

7.1. The Hotel is obliged to eliminate the shortcomings identified in the provision of services.

7.2. The guest feedback book can be found at the reception desk. It is given to the guests at their request.

7.3. In case of violation of these rules by the Hotel, the protection of the guests' rights envisaged in the legislation of the Russian Federation is carried out in the manner prescribed by the Law of the Russian Federation "On protection of consumers' rights".

Approved _____

/ Petrov M.A. /
from 05.09.2022

