

THE RULES OF RESERVATION, PROVIDING SERVICES AND ACCOMODATION IN THE APART HOTEL «KRONVERK»

1. THE GENERAL:

1.1. The given rules are based on:

- the Rules of providing hotel services of the Russian Federation (Approved by the governmental regulation of the Russian Federation – the Federal Law №1085 from 09 October 2015).
- the Federal Law №152 from 27 July 2006.

1.1. The Federal Law №109 from 18 July 2006.

- the Federal Law №15 from 23 February 2013.
- the Law N 2300-1 from 7 February 1992.

1.2. The main definitions used in this Rules have the following meanings:

****Provider**** – LLC ‘Strojkonstrukciya’, TIN 7816194265, hereinafter referred to as Apart hotel ‘Kronverk’ or the Hotel located at the address of Blohina Street 9, Building A, Saint Petersburg, and providing hotel services to individuals and legal entities.

****Consumer**** – an individual or a legal entity hereinafter referred as the Guest of the Apart hotel ‘Kronverk’ or the Guest who intends to book or reserves or uses services rendered by the Provider.

****Hotel service**** – the services of providing hotel rooms (places in the rooms) for accommodation of the Guests of the Apart hotel ‘Kronverk’ as well as the extended services which are included in the table of Rates of the Hotel.

1.3. The given Rules regulate the relations between the Hotel and the Guests of the Apart hotel ‘Kronverk’.

1.4. The copy of these Rules as well as the Fire regulations could be found in every room of the Hotel and at the reception desk.

1.5. The execution of these Rules is obligatory both for the Guests and the personnel of the Apart hotel ‘Kronverk’.

2. Hotel services

2.1. The Apart hotel ‘Kronverk’ renders services to provide rooms (beds in rooms) for a temporary staying of guests during the period agreed with the hotel and executed in accordance with the established procedure.

The check-out time is at 12.00 p.m. of the current day local time.

The check-in of the guests could be no earlier than 14.00 p.m. of the current day local time.

An early check-in is possible if there is a vacant and clean room in the hotel.

Early arrivals (from 00.00 a.m. till 14.00 p.m.) will be charged an additional fee according to the rate. (An early arrival's booking is required the payment of the half price of the whole day of staying, the check-in after 08.00 a.m. is free of charge if there is a vacant and clean room in the hotel).

At the end of the agreed period the Guest must vacate the room.

If it is intended to extend the duration of staying the Guest must inform the receptionist before the check-out time (till 12. 00 p.m local time). The extension of staying is only possible subject to availability (places) and it will be charged with an additional fee according to the rate.

If the extension of staying is less than the whole day, the payment will be charged for the late check-in to the following order:

- no more than 6 hours after the check-out time (from 12:00 p.m. to 18:00 p.m.) – the payment for ½ day;
- from 6 to 24 hours after the check-out time (from 18:00 p.m. to 12:00 a.m. the next day) - will be charged for one night.

In the absence of available rooms (seats) or if the room is subject to the subsequent occupation, the hotel has the right to refuse to extend the period of staying.

2.2. The mode of operation of the Apart hotel 'Kronverk' is twenty-four hours a day.

2.3. To be registered in the Apart hotel 'Kronverk' a person should provide the receptionist with the following documents:

2.3.1 A citizen of the Russian Federation should provide his/her passport, and in its absence, one of the following identity documents:

- the birth certificate - for persons under 14 years old;
- the passport for travelling abroad - for those who are permanently residents in the foreign countries and are temporarily on the territory of the Russian Federation;

- the identity card – for the military (officers and warrant officers)
- the military card - for the soldiers, sailors, sergeants and first sergeants doing their call-up or contract military services;
- the release certificate;
- the documents issued by the other internal affairs bodies certifying the identity of the person.

2.3.2 A foreign citizen should provide the following documents for the registration:

2.3.2.1 A foreign citizen who has arrived in Russia in accordance with a procedure not requiring the receipt of a visa should present:

- a passport or other document prescribed by the Federal law or recognized in accordance with the international treaties of the Russian Federation as an identity document of a foreign citizen (Article # 10 of the Federal Law # 115 from 25.07.2002 "On the Legal Status of Foreign Citizens in the Russian Federation");
- the migration card bearing a mark of a border control body confirming the entry of the foreign citizen into the Russian Federation or a mark that the territorial authority or the federal executive body in charge of migration has issued it to the foreign national.

The period of temporary staying of a foreign citizen who has arrived in the Russian Federation in accordance with a procedure not requiring the receipt of a visa cannot exceed ninety days, except the cases stipulated by the Federal Law # 115 from 25.07.02 "On the Legal Status of Foreign Citizens in the Russian Federation." In these cases the foreign citizen must present documents proving the extension of his/her staying in the Russian Federation (a work permit, a temporary residence permit, a residence permit, etc.)

2.3.2.2 A foreign citizen who has arrived in Russia in accordance with a procedure requiring the receipt of a visa:

- a passport or other document, established by the federal law or recognized in accordance with the international treaties of the Russian Federation as an identity document of a foreign citizen (Article #10 of the Law # 115 from 25.07.02 "On the Legal Status of the Foreign Citizens in the Russian Federation ");
- a migration card bearing a mark of a border control body confirming the entry of the foreign citizen into the Russian Federation or a mark that the territorial authority or the federal executive body in charge of migration has issued it to the foreign national;

- a document confirming the right to stay (reside) in the Russian Federation (visa, temporary residence permit, residence permit, etc.) (According to the Decree # 9 from 15.01.2007 – ‘On the procedure of the migration registration of the foreign citizens and stateless persons in the Russian Federation’.

The period of a foreign citizen’s temporary staying in the Russian Federation is determined by the validity period of the visa except the cases stipulated by the Federal Law # 115.

2.3.2.3 A foreign citizen who is a stateless person should present one of these documents:

- a document issued by a foreign state and admitted by the Russian Federation as an identity document of stateless persons;
- a temporary residence permit;
- a residence permit;
- other documents provided by the federal law or admitted by the Russian Federation as identity documents of stateless persons (Article # 10 of the Federal Law # 115 from 25.07.02 "On the Legal Status of Foreign Citizens in the Russian Federation")

2.4. By the arrival to the hotel every guest should go through the registration procedure at the reception desk.

2.4.1. The hotel carries the obligatory registration of both Russian and foreign citizens in the place of their temporary staying. A Registration is mandatory and regulated by the legislation of the Russian Federation on the migration registration of citizens.

2.4.2. By checking-in the Guest fills in and signs the form that confirms the correctness of information provided and the consent to the personal data processing and agrees to "the Rules of Accommodation" and "The Fire Regulations of the Hotel."

2.4.3. An electronic Key that provides access to a room within the paid period of residence could be given to a guest at the reception desk only on production of the guest card.

3. THE PROCEDURE OF BOOKING AND PAYMENT SERVICES OF APART HOTEL "KRONVERK"

3.1. The price is established on the basis of the approved table of rate of the Apart hotel "Kronverk" taking into account the special discounts. The price includes breakfast. The additional breakfast is available for a surcharge.

3.2. The guest has the right to sign the contract for the room reservation in the Apart hotel "Kronverk". The administration takes bookings from legal entities and individuals in writing via mail, email or fax, and also with use of e-services of booking and by the direct appeal to reception and placement service. The reservation is made in the presence of vacant places. The Guest selects the category of a room while booking or free settlement, the administration of the Hotel has the right to choose the specific room from the number that belongs to this category.

In the booking request of a room (places in rooms) legal entities indicate (report) their bank details, individuals – the contact information, the number of clients, the names and nationalities of clients; the date and time of arrival, departure; the number and category of rooms; the mode of payment; additional services are not included in the standard service. Changing of booking is possible by consultation with the administration of the Apart hotel "Kronverk".

Booking without prepayment is considered as non-guaranteed. The form of guaranteed reservations is established by the agreement with the hotel by phone: +7 (812) 703 36 63, or e-mail: sale@kronverk.com.

A non-guaranteed reservation is valid to 6:00 p.m. of the day of arrival to the hotel during the period of "the low season" (from January 01 to April 30 and from October 01 to December 31 the current year).

3.3. During "the high season" (from May 01 to May 18 and from July 01 to September 30) and the season of "White nights" (May 19 - June 30), the hotel reserves the right to cancel a non-guaranteed reservation if necessary. In case of possible cancellation of non-guaranteed reservations, the Hotel will contact the Guest not later than three days before the date of arrival, and will suggest making the payment according to the booking request.

3.4. The guest has the right to cancel reservation.

- A booking cancellation without payment of compensation by the Guest is possible if it is carried out no later than one day (24 hours to 12.00 p.m. of the date of arrival) during "the low season" (from January 01 to April 30 and from October 01 to December 31 the current year) and no later than 5 days till 12.00 p.m. from the date of arrival during "the high season" (from May 01 to May 18 and from July 01 to September 30) and the season of "White nights" (from May 19 to June 30).

- A cancellation requires payment of compensation by the Guest if it is made less than 1 day (24 hours to 12.00 p.m. of the date of arrival in "the low season" (01 January to 30 April and from 01 October to 31 December) and later than 5 days to 12.00 p.m. of the date of arrival in "the high season" (from 01 to may 18 and from 01 July to 30 September) and the season of "White nights" (19 may - 30 June). The amount of compensation is equal to the cost of accommodation of the first day of the reserved period of all reserved rooms.
- Cancellations must be made in advance by phone: +7 (812) 703 36 63; Fax: +7 (812) 449 67 01 e-mail: sale@kronverk.com.

3.5. The payment could be made by the Guest on arrival; the final payment is made in the specified check-out time. The payment is made by one of the following methods:

- In cash;
- By credit card (including international cards e.g. VISA, VISA Electron, MASTER Card, Maestro);
- By cashless payments (by transfer to the settlement account of the Apart-hotel Kronverk)

3.6 In case of the Guest's departure from the room before the date indicated in paid invoice, the refund is carried out according to the written statement of the Guest of a standard pattern with the indication of departure time. Money is not returned to the Guest for the first night of stay (the item #13 of the "Rules of providing hotel services in the Russian Federation" approved by the governmental regulation #490 from 25.04.1997)

3.7. The payment for accommodation in the Apartment hotel "Kronverk" is not charged from children under 7 years old on conditions that they place with their parents (tutors) in the same room without providing a separate or additional bed to the room. In this case a breakfast is provided to the child for a surcharge.

3.8. The following types of service are provided to the guest without additional payment:

- An emergency call;
- The use of the first aid kit;
- The delivery of the mail addressed to the Customer on receipt;
- The wake-up call;

- Provision of boiling water, needles, thread, one set of crockery and cutlery.

3.9. The additional paid services are provided to the Guest by his request at the prices of the current table of rates in the Apartment hotel "Kronverk". The information on the additional services of the Apartment hotel "Kronverk" is at the reception desk and in the Guest book in every room.

4. THE ORDER OF ACCOMMODATION AT THE APART HOTEL "KRONVERK"

4.1. In accordance with the paragraph 19 of the "Rules of hotel services in the Russian Federation" approved by the governmental regulation #490 from 25.04.1997, the guest is obliged to observe the Rules of accommodation of the Apart hotel "Kronverk" and The Fire Regulations.

4.2. The Apart hotel "Kronverk" is non-smoking in all areas, including the rooms, passages, the cafe and public areas. The violation by the Guest of the Hotel of this rule attracts penalty payment in a size specified in the Hotel's table of rates. Smoking is possible in specially taken away places.

4.3. At the request of the Guests the administration of the Apart hotel "Kronverk" allows to have third-party visitors in the hotel room from 8.00 a.m. till 23.00 p.m. In need of visitors to remain in the Hotel after 23 p.m., their further staying is possible only after their registration and payment for an additional bed (in case it allows the category of the room), or the payment for other room (in the presence of vacant rooms). The responsibility for actions of the Visitor on the territory of the hotel is born by the Guest who has invited it.

This order is the security measure aimed at providing safety of the property of the Hotel, the property of the Guests living at the Hotel and the performance of the duty of the Hotel to register citizens at the place of their staying.

4.4. The Hotel guarantees the safety of personal belongings of Guests which are in the room, except money, valuables and securities and precious things. The hotel is responsible for the loss of money, other currency values, securities and other precious things of the Guest if they were accepted by the Hotel for storage. The Guest, who discovered the loss, shortage or damage to their belongings, is obligated without delay to inform the Hotel. Otherwise the Hotel will be free from liability for failure to store things.

4.5. If the Hotel staff found the missing items and (or) documents after departure of the Guest, the Hotel notifies the owner. If a person who has the right to request a forgotten thing, or the place of his stay is not known, the forgotten things will be deposited with the Hotel.

4.6. In the absence of a Guest at the place of staying more than 6 hours from the moment of the expiration of an agreed time of staying (according to its check-out time), the Hotel has the right to establish a Commission and to make an inventory of the property located in the room. Material values in the form of money, the precious metals, important documents, the administration takes under the responsible storage. The other property is transferred to a storage of the Administration of the Hotel.

4.7. The guest is obliged to treat with care the property and equipment of the Apartment hotel "Kronverk", the property of the third parties and to observe cleanliness and the established order of residence. In case of loss or damage by the Guest of the property of the Hotel, the third parties, the Guest compensates the cost of the caused damage according to the table of rates operating in the Hotel.

4.8. For personal safety and the security of the property, the Guest is obliged when leaving the room:

- to close windows;
- to switch off electric lighting devices;
- to close water taps;
- to switch off electrical appliances;
- to close an entrance door in the room.

4.9. The Guest takes in consideration and does not object to use video surveillance systems in hall of the Hotel (except personal rooms of visitors and toilet cabins).

4.10. The Hotel reserves the right to visit the rooms without coordination with the Guest in the event of smoke, fire, flooding, as well as in cases of the Guest's violation of the present Rules.

4.11. The guest living in the Apart hotel "Kronverk" is prohibited:

- to leave in the room unauthorized persons in his absence;

- to give the room keys to unauthorized persons;
- to bring in the room and store large items, flammable materials, as well as weapons without permission;
- to keep animals, insects, birds, and other representatives of fauna without prior approval of their presence with the Hotel and without veterinary certificates;
- to use the heating devices in room which aren't included in the package of the room;
- to make the actions breaking silence and disturbing the rest of the guests living at the hotel from 23 p.m. to 8 a.m.
- to make illegal actions as well as to be under the influence of liquor or drugs.

4.12. By the departure from the Hotel, the Guest is obliged:

- to make a full payment for the provided services;
- to return an electronic key to the reception desk;

4.13. In case of the late payment rooms (places in the rooms), in case of repeated or gross violation of the present Rules, and in case of finding in the room of unauthorized persons in the period from 23:00 p.m. to 08:00 a.m., the violations of public disturbance, the Administration of the Apart-hotel Kronverk is entitled to terminate the contract with the Guest.

4.14. The hotel has the right to refuse accommodation, or extension of the term of staying (provided that the Guest refuses to confirm guaranteed booking) if:

- the hotel has no free places, and the Guest refused the payment of a guaranteed reservation;
- the accommodation is impossible because of natural disasters, a breakage of the equipment and similar reasons which prevent from providing a qualitative service of accommodation in the Apart hotel "Kronverk"

These rules were approved by the Order of the General Director of LLC "STROYKONSTUKTSIYA» # 16 dated June 20, 2014