

The following rules establish the procedures of booking, check-in, accommodation and rendering services at Hotel Vedensky.

1. The Hotel is intended for the temporary stay of guests for the period, agreed with the administration of hotel. After the agreed period the guest is obliged to free the room upon request of hotel administration. If desired to prolong the period of stay, the guest has to inform the administration not later than two hours prior to check-out time (noon local time). Prolongation of the period of stay at the same room is possible if no other booking confirmed to the third party.
2. Check-out time is 12 a.m. local time.
3. Hotel Vedensky operates round-the-clock.
4. Upon arrival guest has to provide valid passport and documents required for registration of foreign guests (valid visa and migration card). Please note that these documents are required even if the guest is already registered in another place.
5. Hotel administration has a right to sign the Contracts for room bookings.
6. Payment for accommodation and additional hotel services (including insurance and guarantee payments) is made in accordance with the prices approved by hotel management. The payment is made in Russian rubles in cash, with a bank transfer or with a credit card. Check-in is made only after full prepayment of the accommodation and guarantee deposit for mini-bar. Final invoice for all the services should be made upon check-out.
7. Payment for accommodation is charged in accordance with check-out time 2 P.M. local time.
8. Arrival and accommodation of children under the age of 6 years shall be permitted only in conjunction with the accompanying adults. Children under 6 y.o. are permitted to stay in the same room with accompanying adults without extra charge for extra bed and breakfast. Extra bed and breakfast cost for the children under 12 y.o. is 1450 RUB, including VAT 18%. Extra bed with breakfast cost for the children from 12 y.o. is 2000 RUB, including VAT 18%.
9. Check-in time is 2 P.M. If the guest arrives at night from 10 P.M. till 8 A.M., the stay period is counted only till 12:00 (noon). Prolongation of the stay is made in accordance with Subsection 1 of the present rules. For accommodation not more than 24 hours period the payment is charged for 24 hours irrespective of the time of check out.
10. In case of preliminary booking and early check-in payment 100% room rate is charged irrespective to check-in time, but not earlier than 2 P.M.
Early check-in is possible only if agreed with reservation department in advance.
In cases of Early check-in:
 - Check-in time till 8 A.M. – full room rate (100%), including buffet breakfast
 - Check-in time from 8 A.M till 2 P.M. – half room rate (50%), without buffet breakfast.
11. In case of late check-out the payment is made in accordance with following statements:
 - Check-out from 2 P.M. till 6 P.M. – half room rate (50%);
 - Check-out from 6 P.M.– full room rate (100%);
12. In case of refusal of guest from the accommodation or early-departure hotel administration has a right to keep one night charge from the pre-paid amount. This amount is a fee for room booking for the whole period of stay.
13. Upon the request of guests and with the agreement of hotel administration visitors may stay in the rooms from 08:00 A.M. till 11:00 P.M.
14. In case the visitor stays in the room after 11 P.M. he/she has to be registered as a guest and pay for the accommodation in accordance with the approved prices.

15. Entrance to the hotel and receiving key card can be made only with a Guest card (key holder).
16. Room cleaning is performed on a daily basis.
 - Used towels change is done on a daily basis.
 - Bed linen is changed once in three days in Standard and Superior rooms; in rooms of higher categories bed linen is changed daily.
 - Bath accessories are changed upon necessity.
 - Second cleaning (evening service) is made in the rooms of upper categories and for VIP guests.

17. Hotel provides guests with the following list of free services:

- Calling an ambulance;
 - Using a medicine box;
 - Delivery of correspondence to the room;
 - Using an individual safe deposit box;
 - Wake-up call;
 - Providing a baby cot;
 - Providing a flower vase;
 - Providing iron and ironing board;
 - Wired internet and WI FI;
18. Hotel provides to the guest additional services upon request in accordance with list and prices of the additional services. Prices for these services are indicated in the information papers of the corresponding department (restaurant, bars, rooms).
 19. Hotel is not responsible for the work of urban services (blackouts, water shutdowns)

20. Guest is obliged:

- When leaving the room to shut off the spigot and close the windows;
- to observe the established in the hotel Vedensky order of stay, to observe cleanliness, silence and law on the territory and in the rooms of the hotel;
- To observe the rules of fire safety;
- to compensate damage in the case of loss, damage or spoiling of the property of hotel. The estimation of the substituted damage is counted on the basis of “Hotel property damage price list”;
- To undertake the responsibility for actions of the visitors to a guest room;
- To exclude the possibility of appearance of infection in the hotel room;
- To pay for all the hotel services in full and on time.

21. Forbidden in the hotel:

- leave in the rooms non-registered visitors and pass them a room key card;
 - to store bulky things, inflammable materials, weapon, chemical and radioactive materials, mercury;
 - keep animals in the rooms;
 - smoking in all hotel;
 - to stay in the hotel being highly intoxicated by drugs or alcohol;
 - use heaters if it is not provided in the hotel;
 - to disrupt the rest of guests who live nearby.
22. Smoking is forbidden in all the hotel area. In case of violation, Hotel in the right to demand from the guest payment of additional cleaning at a rate of 5000 (Five thousand rubles).
 23. Administration is not responsible for loss of valuable things of the guest, as they shall be kept in an individual safe deposit box. Guest must immediately report the administration about the loss or disappearance of belongings from the room so that all the measures are taken to find

- the things. In case of finding the things administration takes all the measures to return them to the guest.
24. The book of feedbacks and proposals is located at the Reception desk and should be given upon request (excluding persons intoxicated by alcohol). Complaints and proposals are taken into consideration by hotel administration without delay.
 25. Hotel administration has a right to enter the room in case of fire, flood, and in case of disturbance by the guest the present rules, order and silence, and rules of using the devices.
 26. Guest takes into consideration and does not object to the fact of use of video surveillance in the hotel (with the exception of hotel rooms and toilets).
 27. Hotel has a right to cancel the agreement for rendering the service unilaterally or to refuse the prolongation of stay in case of disturbance by the guest the present rules, not paying for the hotel services, or if the guest caused damage to the hotel property.
 28. If the guest is absent in the room more than 24 hours without informing hotel administration, or six hours later check-out time, hotel administration has a right to create a commission and make an inventory of guest belongings in the room.
 29. In case of receiving the complaint from the guest hotel administration takes all the possible measures for settling the conflict as required by the Law.
 30. In cases not indicated in the present rules , guest and hotel administration should follow the Russian Legislation.
 31. These rules are based on the Decrees of Russian Federation Government “Concerning the Protection of Consumers' Rights” (07.02.1992 № 2300-1 (edited 01/05/2017)) and “The approval of rules of hospitality service in Russia” №1085 , dated 09.10.2015.