



RULES OF ACCOMMODATION in apart-hotel "RODINA Residences Vladivostok 5*"

These rules for staying at the RODINA Residences Vladivostok 5* apart-hotel (hereinafter referred to as the Hotel) are developed on the basis of the Law of the Russian Federation "On the Protection of Consumer Rights" No. 2300-1, Decree of the Government of the Russian Federation dated 18.11.2020 No. 1853 "On Approval rules for the provision of hotel services in the Russian Federation" (hereinafter - Rules No. 1853), as well as in accordance with the Law of the Russian Federation No. 15-FZ "On protecting the health of citizens from the effects of second hand tobacco smoke and the consequences of tobacco consumption" and establish the rules for accommodation and living in apart-hotel "RODINA Residences Vladivostok 5*".

1. General provisions

1.1 JSC "MFC "Burny" (hereinafter referred to as the "Contractor"), on the basis of clause 6 of Rules N 1853, has the right to independently establish the rules for staying at the Hotel and using hotel services that do not contradict the laws of the Russian Federation.

1.2 These rules define:

- Conditions for the accommodation of citizens (hereinafter referred to as the "Guest" or "Guests") in the Hotel;
- Conditions of accommodation and payment procedure in the Hotel;
- Rights and obligations of the Hotel and Guests;
- Other information about the conditions of residence and use of the services of the Hotel.

1.3 These rules apply to all Guests and employees of the Hotel.

1.4 All Guests of the Hotel shall be made familiar with these rules. The rules for staying at the Hotel shall be placed at the Hotel accommodation desk.

1.5 The hotel is located at: 690090, Vladivostok, Naberezhnaya St, building 13. page 1

1.6 Hotel business hours: 24 hours a day, 7 days a week.

1.7 Hotel phone: +7 432 215 2000

1.8 In order to improve the quality control, all conversations may be recorded.

2. Conditions of accommodation and booking

2.1 The check-in time for Guests at the Hotel is from 15:00.

The check-out time of the Guests from the Hotel is until 12:00.

2.2 The guests are accommodated in the Hotel on the basis of a prior booking or without prior booking, subject to availability.

2.3 Booking a room is made on the basis of a booking request from legal entities and individuals by e-mail, fax and phone, as well as by direct contact with the Hotel Accommodation Desk.

2.4 Booking a room by e-mail is made within 2 hours from the moment of receipt of the application, subject to availability on the date specified in the application.

2.5 Applications received outside the working hours of the Booking Department (**working hours of the department**) are processed by the Hotel until 12:00, next day.

2.6 A booking confirmation with an individual identifier (booking number) shall be sent to the Guest's email address within 2 hours from the moment the booking is processed.

2.7 During booking and accommodation in the Hotel, the Guest chooses a room category, the right to choose a specific room under this category remains with the Hotel administration.

2.8 The Hotel provides two forms of booking: guaranteed and non-guaranteed.

A non-guaranteed booking is a booking that does not require a prior financial guarantee, the payment for accommodation is made by the Guest upon arrival, the Hotel holds the room for the Guest until 18:00 on the day of the Guest's arrival. The booking can be canceled upon advance notice of cancellation prior to 18:00 on the day of arrival.

The booking is guaranteed in case of:

- receipt of payment for the room before the time of arrival of the Guest in the amount of the cost of the first day or the entire period of stay (cash, credit card or bank transfer);
- payment of the first month of stay when booking at long stay rates (from 30 nights).

At its sole discretion, the Hotel may only accept the Guaranteed Reservations.

2.9 Under conditions of long-term stay (from 30 days), the payment shall be made within 7 calendar days from the date of receipt of confirmation (notification) of the booking. Upon arrival at the Hotel, the Guest shall make a security deposit as a deposit in the amount specified at the time of the booking.

2.10 In the absence of payment, the Hotel reserves the right to cancel the booking unilaterally by sending a notice of cancellation to the e-mail specified during the booking.

2.11 Upon the receipt of a request to cancel the booking, the Hotel shall send a confirmation of the cancellation of the booking to the Guest's e-mail address within 2 hours.

2.12 The Guaranteed Reservation can be canceled by the Guest free of charge up to 24 hours before the date of arrival. Otherwise, the hotel has the right to deduct from the paid deposit the fee for the actual room downtime in the amount of the cost of the first day of stay.

2.13 Cancellation and prepayment policy may differ depending on the conditions of the selected rate.

2.14 The Guests are accommodated in the Hotel on the basis of a registration card issued by the Hotel, which is a form of agreement for the provision of hotel services.

2.15 The right to skip the queue service at the Hotel shall be provided to:

- Heroes of the Russian Federation and the Soviet Union, Full Cavaliers of the Orders of Glory;
- Disabled children, disabled people of the 1st group and one person accompanying them;
- Employees of the prosecutor's office, employees of the internal affairs bodies, employees of the judiciary, tax service, courier communications (in the course of duty);
- The military personnel doing military service under a contract, sent on a business trip, upon presentation of a travel certificate (Article 20, Clause 6 of the Federal Law of the Russian Federation "On the status of military personnel" dated 27.05.1998 No. 76-FZ);
- Disabled people and participants of the Great Patriotic War;
- Other categories of citizens who, in accordance with the current laws of the Russian Federation, are granted the right to extraordinary services in public service enterprises.

A person entitled to extraordinary service shall present a document confirming such a right.

2.16 The Guests are accommodated subject to the Guest presenting a document proving its identity in accordance with the laws of the Russian Federation, including:

- Passport of a citizen of the Russian Federation, proving the identity of a citizen of the Russian Federation in the territory of the Russian Federation;
- Passport of a citizen of the USSR, proving the identity of a citizen of the Russian Federation, until it is replaced within the prescribed period with a passport of a citizen of the Russian Federation;
- Birth certificate for a person under 14;
- Passport of a citizen of the Russian Federation, proving the identity of a citizen of the Russian Federation outside the Russian Federation, for a person permanently residing outside the Russian Federation;
- Temporary identity card of a citizen of the Russian Federation;
- Passport of a foreign citizen or other document established by the federal law or recognized in accordance with an international treaty of the Russian Federation as a document proving the identity 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 proving the identity of a stateless person;
- Temporary residence permit for a stateless person;
- Residence permit of a stateless person

2.17 Foreign citizens are required to present a migration card and a visa, if there is a visa regime.

2.18 In accordance with the requirements of the current laws, when placing a guest, the Hotel shall notify the Ministry of Internal Affairs of the Russian Federation of the arrival of a foreign citizen at the place of stay, and register a citizen of the Russian Federation at the place of stay.

2.19 The check-in of minors under 14 at the Hotel shall be carried out on the basis of documents proving the identity of their parents (adoptive parents, guardians), accompanying person (persons) who are with them, provided that such accompanying person (persons) provides the consent of legal representatives (one of them), as well as the birth certificates of these minors.

2.20 The check-in of minors who have reached the age of 14 at the Hotel, in the absence legal representatives, shall be carried out on the basis of identity documents of these minors, subject to the consent of legal representatives (one of them).

2.21 Registration of a foreign citizen and stateless person at the place of stay in the Hotel and deregistration at the place of stay shall be carried out in accordance with the "Rules for the implementation of migration registration of foreign citizens and stateless persons in the Russian Federation", approved by the Decree of the Government of the Russian Federation dated 15.01. 2007 No. 9.

3. Payment for accommodation and payment procedure

3.1 The payment for accommodation and additional services shall be carried out according to the price lists of the Hotel.

3.2 The payment for accommodation and services of the Hotel shall be made in rubles in cash and (or) by bank transfer.

3.3 The payment for accommodation in the Hotel shall be charged in accordance with the check-out time: from 15:00 of the current day local time.

3.4 When the Guest stayed in the Hotel for less than a day, the payment shall be made according to the cost of the room per day. The Hotel does not provide hourly payment.

3.5 Late check-out shall be provided depending on the room occupancy of the Hotel and shall be paid additionally:

- Check-out from 12:00 to 18:00 - half of the daily charge;
- Check-out after 18:00 - full day charge.

3.6 In case of early check-in of the Guest from 00:00 to 12:00, an extra fee in the amount of 50% of the daily accommodation rate shall be charged;

- From 12:00 to 15:00 - free of charge, subject to availability.

3.7 Guaranteed early check-in shall be provided depending on the room occupancy in the Hotel and shall be paid additionally in the amount of the cost of a day's stay in the Hotel.

3.8 When the Guest stays at the hotel for less than a day, the payment shall be made according to the cost of the room per day. The Hotel does not provide hourly payment.

3.9 The Hotel shall provide the Guest with an opportunity to stay only during the paid period of time. After the end of the paid period, at the request of the Guest, the stay can be extended only if there are free rooms.

3.10 The Hotel has adopted a list of services provided only after making a security deposit. Types of deposits: deposit when staying with a pet, deposit for the use of additional services, security deposit for long-term stay.

3.11 If the Guest is unwilling to leave a deposit for the use of additional services, the Hotel reserves the right to limit the Guest's ability to record additional expenses for the room number, and allow his use the services only after payment at the point of sale.

4. Duties of the Guest

4.1 The Guest shall comply with these Rules for staying at the Hotel, the Rules for fire safety and the Rules for the use of electrical appliances.

4.2 To prevent the effects of smoke on the health of Guests and staff, the Hotel has established a ban on smoking tobacco, smoking mixtures and electronic nicotine delivery systems in all areas of the Hotel, including rooms. Smoking is allowed only in specially designated areas in the open air or in isolated rooms that are equipped with ventilation systems.

4.3 The Guest has to timely pay bills for the services rendered to him in the territory of the Hotel and JSC "MFC "Burny".

4.4 When checking in with pets, the Guest shall comply with the "Rules for living with pets in the apart-hotel" RODINA Residences VLADIVOSTOK5*".

4.5 The guest shall be responsible for the actions of visitors invited to his room, the number of visitors shall not be more than 4 (four) people for each living room. When holding festive events, the number of invited guests shall be separately agreed with the Hotel administration.

4.6 The Guest shall not to violate the rest regime of other Guests.

4.7 The Guest shall take care of the property and equipment of the Hotel. In case of loss or damage to the property of the Hotel, the Guest shall compensate for the damage caused in accordance with the current price list of the Hotel, posted at the Hotel Accommodation Desk.

4.8 When leaving the room, close water taps, windows, turn off the lights, TV, air conditioning and other electrical appliances, close the room;

4.9 The guest is prohibited to:

- Give the room key to other persons, as well as leave strangers and unfamiliar persons in the room in their absence;
- Leave children in the room and common areas without adult supervision;
- Move/rearrange TVs, wardrobes, chests of drawers, refrigerators, kitchen modules, washing machines to other rooms without consent of the Hotel administration.
- Disturb peace and calm of other Guests from 22:00 to 09:00 on weekdays and from 23:00 to 10:00 on weekends and holidays;
- Be in a state of alcoholic or drug intoxication, take narcotic substances, as well as drink spirits in public places;
- To bring and store in the room any types of firearms, gas, traumatic and edged weapons, regardless of the presence of documents giving the right to carry or store them (except for law enforcement officers, state supervision and control bodies who have service weapons and stay in the hotel in the course of duty).
- Bring and store special equipment in the room (gas cylinders, stun guns, pneumatic pistols / guns, batons, etc.)
- Bring and store narcotic, toxic and psychotropic substances in the room;
- Bring and store in the room any kind of combustible, explosive, chemical, toxic, radioactive, pyrotechnic, strongly smelling substances or objects, as well as any kind of electric and gas heating devices;
- Bring or store other items in the room that, in the opinion of the security service or the Hotel Administration, may harm employees and / or visitors of the Hotel;
- Use the bathroom immediately after wet cleaning of the room;
- Bathe animals in the bath using hotel linen.
- Make audio, photo, film, video filming without the consent of the Hotel administration;
- Cooking food without the kitchen hood turned on;
- Leave unattended cooking on an electric stove and not prevent it from burning and emitting smoke;
- Spray aerosol liquids / varnishes closer than 1.5 meters from the sensors of the automatic fire alarm;
- Close, seal and remove the sensors of the automatic fire alarm on his own;
- The guest shall bear the risk of adverse consequences when performing actions that lead to the ingress of steam, smoke, aerosols, on the sensors of the automatic fire alarm, including administrative liability for a false call to the fire department, in connection with the activation of the automatic fire alarm.

5. Responsibilities of the Hotel

5.1 Provide round-the-clock service for the Guests arriving at the Hotel and departing from the Hotel.

5.2 Make the Guests fully aware of the services provided by the Hotel, provided for in clause 9 of Rules No. 1853.

The specified information is placed at the hotel accommodation desk, as well as additionally in the rooms of the Hotel.

5.3 Provide, at the first request of the Guest, the "Book of reviews and suggestions", which is located at the Hotel Accommodation Desk.

5.4 Immediately consider the requirements and complaints of the Guest, in accordance with the Law of the Russian Federation "On the Protection of Consumer Rights" No. 2300-1.

5.5 Eliminate the shortcomings of the service provided within a reasonable time (if possible) from the date the Guest make the relevant request or replace it with an equivalent one with the consent of the Guest.

5.6 Consider the Guest's claim to reduce the price for the rendered service of inadequate quality, to reimburse the costs of eliminating the shortcomings of the rendered service or to return the amount of money paid for the service within 10 days from the date of the Guest's presentation of the relevant request.

5.7 Ensure that each issue contains information on fire safety rules and rules for the use of electrical household appliances in Russian and English.

6. More information about accommodation services

6.1 For security purposes, the Guest shall register his visitors at the Hotel Accommodation Desk. The Hotel shall not be responsible for the actions of unregistered visitors of the Guest who are in the room.

6.2 The visits of guests staying at the Hotel by third parties shall be permitted with the mutual consent of the Hotel administration and the staying Guest. Visitors are allowed to stay in the room from 07:00 to 23:00.

6.3 In the event that the visitor intends to stay in the room after 23:00, the visitor shall rent a separate room at the Hotel and go through the registration procedure at the Hotel Accommodation Desk or request an additional bed and go through the registration procedure at the Hotel Accommodation Desk. When providing additional space, a fee shall be charged from the visitor or Guest according to the tariff.

6.4 The Hotel shall not be responsible for the loss of the Guest's valuables in the room, in case of violation of the procedure for staying at the Hotel, as well as for the guest's valuables left in the common areas.

6.5 The Hotel room shall be equipped with an individual metal box for storing documents. This box does not meet the requirements of burglar resistance and is not a safe for storing money and other valuables of the Guests.

6.6 The Hotel shall not be responsible for valuables and money left in a metal box. To store valuables and money, Guests can use an individual safe deposit box located at the reception and accommodation desk of the Hotel.

6.7 A person residing in the Hotel, who discovered the loss, shortage or damage of his belongings, shall report this to the contractor without delay (before leaving the Hotel).

6.8 The Guest is aware and accepts that the Hotel and the multifunctional complex "Burny" (with the exception of the Hotel rooms and toilets) may use video surveillance and / or video recording systems in order to ensure the safety of the Guests and Hotel employees.

6.9 In order to provide hotel and other services, for the participation of Guests in loyalty programs, as well as to comply with the requirements of Russian laws on migration registration, the Hotel processes the personal data of Guests on the basis of their written consent (unless otherwise provided by the laws of the Russian Federation) prior to their accommodation in the Hotel.

6.10 In the case of a long-term stay at the Hotel, the room cleaning shall be carried out in accordance with the tariff chosen by the Guest.

6.11 When resolving conflict / dispute situations, the Guest and the Hotel shall be guided by the Law of the Russian Federation "On Protection of Consumer Rights" No. 2300-1 and Rules No. 1853.

6.12 The Hotel Administration shall reserve the right to visit the room without consent of the Guest in case of smoke, fire, flooding, as well as in case of violation by the residents of this order of residence, public order, the procedure for using electrical household appliances.

6.13 If the Guest violates the requirements of these Rules, the Hotel has the right to unilaterally terminate the contract and evict the Guest from the Hotel, refuse to provide the Guest with accommodation and other services. Upon check-out, the Guest shall pay for the services actually rendered to him, as well as to compensate for the damage in accordance with the current Price List of the Hotel. After the expiration of the paid period of stay under the concluded agreement for the provision of hotel services, the things left by the Guest in the room to be vacated shall be placed by the Hotel for storage in a storage room or other premises suitable for these purposes, with the Guest bearing all the costs of their storage. Accommodating things to storage shall be carried out by the administration of the Hotel in the presence of employees of the internal security service of the Hotel. The guest is informed about the upcoming event, provided that the Hotel Administration has information about his location or other contact details.

6.14 In case of gross violation of these rules, rules of conduct or safety requirements on the part of the Guest, the Hotel administration has the right to refuse him further stay in the Hotel with the obligatory drawing up of an act on this incident and inviting, if necessary, the employees of the competent authorities.