

Necessary information and regulations: Booking, payment and registration

- 1.** The hotel is designated to offer the guestrooms for rent where the travellers can temporarily stay for the period of time mutually agreed upon with the management. At the end of the stay, guests are expected to leave the room at the agreed time. Standard check-out time is 12 noon, if the guests would like to prolong their stay, they should inform the reception at least 2 hours before the check-out time. If there are rooms available, and the guest's visa restrictions permit to do so, the hotel is pleased to have guests extend their visit.
- 2.** The hotel room can be rented out to a person if one of the following documents is provided. For Russian citizens: document that is recognized as the Russian citizen's ID, e.g. Russian passport, birth certificate for children less than 14 years old. For foreign citizens: international passport and Russian visa / residence permit. For stateless person: any international document that is recognized in Russian Federation as the stateless person ID, residence permit of the stateless person.
- 3.** In case of a no-show, the guests who have pre-paid their accommodation, will be charged the full amount for the first night, according to their booking confirmation, as the room has been kept for them during this time. This also applies to the guests who have provided their credit-card details to guarantee the booking. All non-guaranteed bookings will be cancelled after 6 pm of the arrival date; when guests are planning to arrive later than 6 pm, it is their responsibility to inform the hotel about late arrival time.
- 4.** The cost of accommodation and any extra services are the subjects of the pricing policy, approved by the hotel management. Upon check-in, guests are expected to make full payment for their stay according to their booking confirmation or the room rate offered by reception. Guests may also choose to split payment in parts, in this case they are expected to pay for the next period of their stay at least 24 hours in advance.
- 5.** If guests check-in after midnight, the cost of accommodation till the standard check-out time of the following day will be 50% of the room rate, unless otherwise is stated in their booking confirmation (see paragraph 3).
- 6.** The guests are expected to leave the room by the check-out time stated in their booking or payment confirmation. Standard check-out time is 12 noon. Should guests want to prolong their stay, an additional charge is applied: from 1 to 6 hours after the check-out time, the extra charge will be 50% of the room price according to the current rack rate (or 100% of the room price during the high season); from 6 to 24 extra hours - the full room price will be charged according to the current rack rate.
- 7.** All cash payments are to be conducted only in Russian Rubles. Credit-card payments can be made through Visa, Visa Electron, Master Card or Maestro.
- 8.** Children 6 years old and younger, traveling with their family, are accommodated for free.

General requests of guests «The GAMMA HOTEL»!

- 9.** Dear guests, the hotel management kindly asks you to follow some basic international principles of hospitality that will make your and all other guests' stay pleasant.
 - use hotel's property and equipment carefully and respectfully;
 - keep the room reasonably tidy and respect the standards of cleanliness in all areas of the hotel;
 - respect other guests and their needs for peace and privacy;
 - strictly follow the fire safety rules and procedures;
 - do not move any room furnishings without the hotel's permission;

– when leaving the room, make sure that water taps are turned off, windows are closed, the lights, TV and electric appliances are switched off. Shut the door behind you.

10. If any items in the room should become damaged, the room's guest is responsible for the cost of repair or replacement in accordance with the price list.

11. While on the hotel's premises it is not permitted:

- To behave loudly at the night time (according to the Russian law - from 11pm till 8am);
- To plug in any electric heating appliances unless provided by the hotel;
- To store in the room any bulky, cumbersome objects, flammable materials or weapons;
- To keep pets - animals or birds - in the room;
- To smoke in any area of the hotel (according to the Federal Russian law regulation).

12. It is not recommended that guests invite strangers into their hotel rooms, to leave invited people alone in the room or to let them have room key. People who are not staying at the hotel are allowed to be at the hotel's premises from 8am till 11pm. If these people stay in the room after 11pm, it is necessary that the registered guest provides their ID and pays for the invited person's accommodation according to the price list.

The hotel's front doors are opened 24 hours, though when entering the hotel at the night time (after 11pm) the guests may be asked to present ID as a proof of their accommodation, for security reasons.

13. The hotel guarantees safety of all personal belongings kept in the room only if guests follow all the recommendations and general requests stated in paragraphs 9-12. It is advised to keep money, jewelry, important documents and other valuables in the safe, that every room is equipped with. The hotel will not be held responsible for any valuables left in the room unless secured in the room safe.

In the unlikely case of loss of personal belongings from the room, please inform the administration of the hotel as soon as possible, for the necessary actions to be taken immediately.

Please take into the account that all areas of the hotel are kept under surveillance, the system of video cameras is installed around all hotel's premises, excluding of course the guestrooms and bathrooms.

14. The hotel cannot be held responsible for any sudden unanticipated shut down of municipal utilities (though these occurrences are really rare).

15. If some forgotten items are found on the hotel's premises, the staff will make a concerted effort to find the owner. If such forgotten objects haven't been claimed within 6 month, they become the property of the hotel.

16. In rare instances of serious or repeated violation of the hotel policy by the guest, the hotel administration is fully within its rights to request that such a guest should leave the hotel premises.

17. When checking-out of the hotel, guests are requested to go to the reception desk to pay for all additional services and return the keys.

18. There is a Guest Book of Comments and Suggestions at the front desk that is available to guests on request for recording whatever commentary they would like to make. All complaints are considered within the predetermined period of time.

19. The hotel administration provides the following services on request without additional charges:

- The call of an ambulance and other special emergency services;

- Access to the first-aid kit;
- The delivery to the room of any post and correspondence addressed to the guest's name;
- Wake-up call at the requested time;
- Sewing kit, one set of dishes and cutlery.