

Г. Чебоксары, ул. Ярославская, 23/1
Тел./факс: +7 (8352)320222, 320221
volgapremiumhotel@gmail.com
<http://volgaph.ru/>



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01.11.2014

Confirmed
Volga Premium Ltd. Director
Mrs. Pavlova Julia

The Volga Premium Hotel Accommodation Rules

Reception, accommodation and residing of citizens at the hotel is carried out under Rules of hotel services in the Russian Federation, approved by the Governmental regulation dated 25.04.1997, № 490 (ed. RF Government Decree of 02.10.1999 № 1104, 15.09.2000 № 693).

1. 24-hour work pattern.
2. Primarily to accommodation in the hotel acquired by persons with a confirmed reservation numbers.
3. Reservation is confirmed after receipt of a customer a unique reservation number.
4. Individual room reservations are kept until 6 p.m. (local time) on the arrival day. In case of later arrival, the reservation must be confirmed using a credit card or an advance payment.
5. If the confirmed room reservation is not cancelled by 6 p.m. on the arrival the hotel will charge for the no cancelled rooms for the first night.
6. The hotel is only authorized to accommodate properly registered guests. Guests are to present national valid Passport or the birth certificate for children younger than fourteen years. Foreign citizens or people without citizenship must present the passport, the visa and migration card to administrator.
7. Pets and animals are strictly prohibited at the hotel.
8. Check-out time is 12 pm. Check-in time is 1 pm.
Extra charge for early check-in:
 - From 6 am to 1pm is hourly pay.***Extra charge for late check-out:***
 - From 12 pm to 6 pm is hourly pay.
 - From 6 pm to 00:00 am are 50% of accommodation services.
9. For children under 12 years old accommodation is free.
10. The administration provides possibility of guests staying at the hotel only during the paid period of time. The guest, wishing to extend his stay at the hotel, should inform the administrator about. If the hotel can no longer make originally accommodated room available to guest, he can be offered another available room category.
11. Payment for accommodation is made according to the Hotel price list upon arrival. In our hotel you can pay by cash or credit cards: VISA, MasterCard, Maestro, American Express, Diners Club, and JCB.

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12. If you need any information about prices, room rates and additional services please feel free to contact Reception Staff.
13. The hotel administration is not responsible for loss of your belongings. There are safe in each room.
14. The guest is obliged to follow the rules of fire safety and instructions of use of electric devices in the room.
15. In accordance with the legislation of Russian Federation the Client recoups the hotel for loss or damages of the hotel property; he is also responsible for breach of order by his visitors.
- 16. It is prohibited in the hotel:**
 - the hotel is **non-smoking**. For smoking in the hotel penalty charge is 1500 RUB, and for a second violation is eviction from the hotel. Ask the administrator Designated Smoking Area;
 - visitors after 11 pm. On guests request unauthorized persons may be in the hotel from 7:00 am to 11:00 pm if registered on the basis of the valid Passport;
 - to store bulky items, flammable and toxic materials, weapons and ammunition;
 - to rearrange the furniture in the room;
 - disturb the other guests staying at the hotel.
17. There is the dress code at the restaurant.
18. It is not allowed to listen to music loudly or to make a noise.
19. Do not litter on the territory of the hotel; there are special refuse bins for garbage. If the guest doesn't observe these rules Administration has the right to charge him penalty fee.
20. In order to ensure the safety of on-site access mode is set to transport guests. Parking rules and travel by car to the hotel is set by director. Vehicle speed is limited to 20 km per hour. Parking is provided at designated parking places.
21. In order to protect the personal safety of our guests and keep order on the hotel's video surveillance.
22. If the guest checks out first he has to inform the Receptionist, then give the room key back and pay for the rendered services, if the third party doesn't claim itself responsible for the hotel expenses of the guest. After that the guest receives his bill.
23. In case if the guest breaks the established Regulations of the hotel, the administration has the right to amerce him or evict him from the hotel.
24. Opinions and proposals book is on Reception desk of clients and is given on demand of guests (except persons under the influence of alcohol). Requirements and complaints are dealt with Administration immediately.