



Cheboksary, Yaroslavskaya, 23/1
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<http://volgaph.ru/>

The Volga Premium Hotel Accommodation Rules

Reception, accommodation and accommodation of citizens in the hotel is carried out in accordance with "Rules for the provision of hotel services in the Russian Federation", approved by the Resolution Government of the Russian Federation dated 09.10.2015 No. 1085

1. Reservation, check-in and check-out of guests at the hotel is made around the clock.

2. The priority right to hotel accommodation is given to persons with confirmed booking a room. All others are placed on a first-come, first-served basis.

3. Room reservation is considered confirmed after the client receives a unique reservation numbers.

4. If the reservation is not guaranteed by the company or by credit card, the room reservation remains until 18:00 on the day of arrival. In case of no-show (or failure to inform about late arrival) before 18:00 the reservation is canceled and the guest is accommodated on a first come first served basis.

5. With a guaranteed reservation, the room is reserved for the guest within one day from day of arrival. If the guest is late for more than one day or a no-show, the hotel withholds the cost of one night stay in accordance with the rate of the booked room.

6. Check-in at the hotel is carried out on the basis of presentation to the reception service and placing one of the following identity documents: passport (civilian), executed in the prescribed manner and confirming the identity of the citizen and a certificate of birth for children under 14 years old. Persons of the Russian Federation with dual citizenship are settled in the hotel by foreign passport issued by the Ministry of Foreign Affairs or the Embassy. Registration of foreign citizens carried out on the basis of the federal law "On the legal status of foreign citizens in Of the Russian Federation "dated 25.07.2002 No. 115-FZ," On the migration registration of foreign citizens and persons stateless in the Russian Federation "dated July 18, 2006 No. 109-FZ.

7. Placing pets in the hotel is strictly prohibited.

8. Check-out time (check-out time) - 12:00. Check-in time is 14:00.

In case of early check-in, payment for accommodation will be charged as follows:

- upon arrival before 6 o'clock before checkout time - half the cost of the room. More than 6 hours the cost of a day.

In case of late check-out, the payment for accommodation will be charged as follows:

- upon departure no later than 6 hours after checkout time - hourly rate;

- when leaving with a delay of 6 to 12 hours - half a day fee.

9. Children under 12 years old stay in the hotel for free, children from 6-12 years old pay half the cost of breakfast.

10. The administration ensures that the guest can stay at the hotel only in paid time period. After the end of the paid period, at the request of the guest, accommodation can only be renewed subject to availability. This clause is mandatory the procedure is communicated to the guest at the time of the conclusion of the check-in (acceptance of the application or payment).

11. Payment for accommodation and additional services is made according to the price list, approved by the hotel management. Payment can be made in Russian rubles in cash and non-cash funds, credit cards (VISA, MasterCard, Maestro, Diners Club, JCB, MIR).

12. Information on prices for rooms and additional services is in the reception and placement. Payment for accommodation is charged depending on the category of the room and services, provided to the guest.



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13. The hotel administration is not responsible for the valuables of guests left in the room. To ensure the safety of valuables, the hotel provides a safe in each room.

14. The guest is obliged to follow the rules of fire safety and the use of electrical appliances in the room.

15. In accordance with the legislation of the Russian Federation, the guest compensates for damage in case of loss or damage to hotel property, and is also responsible for violations caused by the persons invited by him.

16. The hotel is prohibited:

- Smoking is prohibited in all rooms, bathrooms, corridors and lobby. For smoking at the hotel, a fine of 1500 rubles will be charged, and for the second violation, the issue of eviction of the guest from the hotel is resolved. Smoking area, check with the administrator

-after 23:00 the presence in the room of unauthorized persons who are not living in the hotel, without coordination with the hotel administration. It is allowed to visit the guests of the guests invited by them at the hotel from 7:00 to 23:00 local time. In this case, it is necessary to present a passport to the reception and accommodation service. In the absence of an identity document, the meeting must take place in the hotel lobby. If the rules are not followed, the stay of these persons may be limited or interrupted;

- store bulky items, flammable and toxic materials, weapons and ammunition;

- rearrange furniture in the room;

- disturb other guests staying at the hotel;

17. The administration of the restaurant has the right to refuse service to the guest when he appears in a dressing gown or bathing suit, as well as in violation of generally accepted norms.

18. Loud sounding of music or other noise is not allowed in the hotel.

19. Pollution of the hotel territory is prohibited. Bins are intended for garbage collection.

For violation of this rule, the hotel administration has the right to collect a fine from the guest.

20. In order to ensure safety on the territory of the hotel, an access control has been established for guests' vehicles. The rules of parking and driving on the territory of the hotel are established by the management. Vehicle speed is limited to 20 km / h. Parking is provided in designated parking spaces.

21. In order to ensure personal safety of guests and maintain order, video surveillance is conducted on the territory of the hotel. The hotel management has the right to refuse service to a guest who is in a state of alcoholic or drug intoxication, as well as whose behavior may create inconvenience for hotel guests.

22. When checking out from the hotel, the guest is obliged to hand over the room to the receptionist of the reception and accommodation service, then hand over the keys to the room and pay for the services indicated in the guest's invoice, unless the third party has officially declared responsibility at his expense. At the end of the calculation, the guest is issued an invoice for accommodation with a breakdown of the services provided.

23. In case of violation of the rules of residence, the management has the right to refuse the guest in further accommodation.

24. A book of reviews and suggestions is located at the reception and is available upon request guests (other than those under the influence of alcohol). Requirements and complaints are considered by the Administration immediately.