

DEAR GUEST!

THE HOTEL "SCHOOL OF HEALTH" IS GLAD TO WELCOME YOU!

WE WILL MAKE EVERY EFFORT TO MAKE YOUR STAY AT THE HOTEL PLEASANT AND COMFORTABLE.

TO DO THIS, ALLOW ME TO PROVIDE YOU WITH BRIEF INFORMATION ABOUT THE HOTEL AND THE ORDER OF STAY:

1. THE HOTEL IS INTENDED FOR TEMPORARY RESIDENCE OF CITIZENS FOR A PERIOD AGREED WITH THE HOTEL ADMINISTRATION. AFTER THE EXPIRATION OF THE AGREED PERIOD, THE RESIDENT IS OBLIGED TO VACATE THE ROOM. THE EXTENSION OF THE STAY IN THE SAME ROOM IS POSSIBLE ONLY IF THERE IS NO CONFIRMED RESERVATION FOR IT IN FAVOR OF THIRD PARTIES.

2. THE OPERATING MODE OF THE HOTEL IS ROUND-THE-CLOCK.

3. THE ROOM IS PROVIDED TO THE GUEST UPON PRESENTATION OF AN IDENTITY DOCUMENT (PASSPORT). FOREIGN CITIZENS ARE OBLIGED TO HAND OVER THEIR PASSPORT AND MIGRATION CARD TO THE ADMINISTRATOR ON THE DAY OF ARRIVAL FOR REGISTRATION. REGISTRATION OF CONSUMERS WHO ARE CITIZENS OF THE RUSSIAN FEDERATION IS CARRIED OUT IN ACCORDANCE WITH THE RULES FOR REGISTRATION AND REMOVAL OF CITIZENS OF THE RUSSIAN FEDERATION FROM THE REGISTRATION REGISTER AT THE PLACE OF STAY AND AT THE PLACE OF RESIDENCE WITHIN THE RUSSIAN FEDERATION, APPROVED BY THE DECREE OF THE GOVERNMENT OF THE RUSSIAN FEDERATION OF JULY 17, 1995. NO. 713 "ON APPROVAL OF THE RULES FOR REGISTRATION AND REMOVAL OF CITIZENS OF THE RUSSIAN FEDERATION FROM THE REGISTRATION REGISTER AT THE PLACE OF STAY AND AT THE PLACE OF RESIDENCE WITHIN THE RUSSIAN FEDERATION AND THE LIST OF PERSONS RESPONSIBLE FOR RECEIVING AND TRANSFERRING TO THE REGISTRATION AUTHORITIES DOCUMENTS FOR REGISTRATION AND REMOVAL FROM THE REGISTRATION REGISTER OF CITIZENS OF THE RUSSIAN FEDERATION AT THE PLACE OF STAY AND AT THE PLACE OF RESIDENCE WITHIN THE RUSSIAN FEDERATION".

THE REGISTRATION OF CONSUMERS WHO ARE FOREIGN CITIZENS AND STATELESS PERSONS AT THE PLACE OF STAY IN THE HOTEL AND THEIR REMOVAL FROM THE REGISTER AT THE PLACE OF STAY ARE CARRIED OUT IN ACCORDANCE WITH THE RULES FOR MIGRATION REGISTRATION OF FOREIGN CITIZENS AND STATELESS PERSONS IN THE RUSSIAN FEDERATION APPROVED BY THE DECREE OF THE GOVERNMENT OF THE RUSSIAN FEDERATION OF JANUARY 15, 2007 NO. 9 "ON THE PROCEDURE FOR MIGRATION REGISTRATION OF FOREIGN CITIZENS AND STATELESS PERSONS IN THE RUSSIAN FEDERATION".

REGISTRATION AT THE HOTEL OF MINORS UNDER THE AGE OF 14 IS CARRIED OUT ON THE BASIS OF IDENTITY DOCUMENTS OF THEIR PARENTS (ADOPTIVE PARENTS, GUARDIANS) OR CLOSE RELATIVES, ACCOMPANYING PERSON(S), NOTARIZED CONSENT OF LEGAL REPRESENTATIVES CERTIFYING THE AUTHORITY OF THE ACCOMPANYING PERSON(S), AS WELL AS BIRTH CERTIFICATES OF THESE MINORS.

4. THE HOTEL HAS A POST-ARRIVAL PAYMENT (6 DAYS) OF ACCOMMODATION. CHECK OUT OF THE HOTEL (CHECK OUT) IS PERFORMED ACCORDING TO INTERNATIONAL RULES AT 12:00 AND MEANS THAT YOU ARE OBLIGED TO LEAVE THE ROOM BY THIS HOUR, HAND OVER THE KEYS AND PAY ALL BILLS. PAYMENT FOR ACCOMMODATION AND SERVICES AT THE HOTEL IS CARRIED OUT AT FREE (CONTRACTUAL) PRICES, ACCORDING TO THE PRICE LIST APPROVED BY THE HOTEL MANAGEMENT. PAYMENT IS MADE IN RUBLES, IN CASH, BY WIRE TRANSFER UNDER THE BOOKING AGREEMENT OR USING SETTLEMENT (CREDIT) CARDS. A FISCAL RECEIPT AND A FINAL BILL FOR SERVICES RENDERED ARE ISSUED UPON THE GUEST'S DEPARTURE.

5. THE MAXIMUM PERIOD OF STAY IS 6 DAYS.

6. THE HOTEL ADMINISTRATION HAS THE RIGHT TO CONCLUDE A CONTRACT FOR BOOKING SEATS. WHEN BOOKING, ACCOMMODATION OR FREE SETTLEMENT, THE GUEST CHOOSES THE ROOM CATEGORY, AND THE RIGHT TO CHOOSE A SPECIFIC ROOM OF THIS CATEGORY REMAINS WITH THE HOTEL ADMINISTRATION.

GUARANTEED AND NON-GUARANTEED RESERVATIONS ARE USED IN THE HOTEL:

NON-GUARANTEED BOOKING IS A TYPE OF BOOKING IN WHICH THE HOTEL WAITS FOR THE CONSUMER UNTIL A CERTAIN HOUR SET BY THE CONTRACTOR ON THE DAY OF ARRIVAL, AFTER WHICH THE CONTRACT IS TERMINATED.

Guaranteed booking is a type of booking in which the hotel waits for the consumer until the check-out time of the day following the day of the scheduled arrival. In case of late cancellation of the reservation, late arrival or no-show of the consumer, he or the customer will be charged for the actual downtime of the room (room space), but not more than a day. If you are late for more than a day, the contract is terminated

Prepayment for guaranteed booking is made by bank transfer, as well as by any method of cash or non-cash payment. The payment is considered to be made in case of receipt of funds to the settlement account of LLC "School of Health" one day before arrival for individual guests and 5 days for groups. In case of non-payment in due time, the booking is considered cancelled.

The consumer has the right to cancel, change the application by notifying in writing about the refusal, change of terms, number of guests:

- group booking (three or more rooms) 8 calendar days before the arrival date;
- individual reservation (1 guest or one room) - one day before the planned arrival date.

In case of late cancellation of the reservation, late arrival or no-show of the consumer, he or the customer will be charged for the actual downtime of the room (room space), but not more than a day. If you are late for more than a day, the guaranteed reservation will be canceled.

7. The consumer has the right to refuse to perform the contract at any time, provided that the contractor pays the expenses actually incurred by him.

8. Bed linen is changed once every five days, towels - once every three days, toiletries - as used. At the request of the Guest, an unscheduled change of linen can be made for an additional fee.

9. The hotel provides residents with the following types of free services:

- **1. calling an ambulance;**
- **2. parking;**
- **3. delivery of correspondence;**
- **4. use of a first aid kit;**
- **5. calling a taxi;**
- **6. use of an individual safe;**
- **7. wake up to a certain time;**
- **8. provision of sewing accessories, a set of dishes and cutlery;**
- **9. use of a hairdryer, iron, kettle, extra blanket;**
- **10. issuance of a certificate of residence;**
- **11. registration of foreign citizens.**
- **10. The Hotel provides additional services to the Guest for a fee at his request in accordance with the list and price list for additional services.**
- **11. The hotel is not responsible for the work of city services (emergency shutdown of electric and thermal energy, water supply**
- **12. The resident is obliged to:**
 - **when leaving the room, close the water taps, windows, turn off the lights, TV, close the room and hand over the key to the receptionist on duty;**
 - **observe the order of accommodation established in the hotel "School of Health", observe cleanliness, silence and public order in the room and hotel;**
 - **strictly comply with fire safety regulations;**
 - **to compensate for damages in case of loss, damage or damage to the property of the hotel. The assessment of the damage caused is made on the basis of the "price list for damage to hotel property";**
 - **be responsible for the actions of the visitors invited by him to his room;**
 - **timely and fully pay for all additional services provided by the hotel.**

13. It is prohibited in the hotel:

- * smoking in the rooms, as well as in the halls and corridors of the hotel;
- * leave unauthorized persons in the room, as well as give them a room key card;
- * store bulky items, flammable materials, weapons, chemical and radioactive substances, mercury, use candles;
 - * keep animals (birds, reptiles) in the room;
 - * be in a state of alcoholic or narcotic intoxication;
 - * use heating devices if it is not provided in the hotel room;
 - * disturb the peace of guests staying in neighboring rooms.

14. In case of discovery of forgotten items, the administration undertakes to keep and return them on demand (except for food products) upon presentation of a passport.

15. The book of reviews and suggestions is located at the hotel administrator on duty and is issued at the request of Guests (except for persons who are drunk).

16. The hotel administration reserves the right to visit the room without the consent of the Guest in case of smoke, fire, flooding, as well as in case of violation by the guest of the present order of accommodation, public order, the order of use of household appliances.

17. The Hotel has the right to terminate the contract for the provision of hotel services unilaterally or refuse to extend the period of stay in case the Guest violates the order of accommodation, late payment for hotel services, causing material damage to the hotel by the Guest.

18. In case of complaints from the consumer, the administration takes all possible measures to resolve the conflict provided for by law.

19. In cases not provided for by these rules, the administration and the consumer are guided by the current legislation of the Russian Federation. *

*** The rules of hotel accommodation are developed on the basis of the Law of the Russian Federation "On Consumer Rights Protection" and "Rules for the provision of hotel services in the Russian Federation", approved by the Decree of the Government of the Russian Federation No. 1853 of November 18, 2020,**

DEAR GUEST!

WELCOME TO THE YUBILEYNAYA HOTEL!

WE WILL MAKE YOUR STAY IN THE HOTEL PLEASANT AND COMFORTABLE.

BELOW BRIEF INFORMATION IS GIVEN ABOUT THE HOTEL AND ITS POLICES:

- 1. The hotel is designed for temporary stay for a period agreed with the hotel manager. Upon expiration of this period the guest is obliged to check out. Extension of staying time in the same room is possible only if there are no confirmed booking for this room.**
- 2. The hotel is open 24/7.**

3. The room is provided to the Guest upon submission of ID document (passport). Foreign citizens must give the hotel manager passport and migration card for registration. Time limit of staying is 10 days.

4. Accommodation fees are collected in accordance with the unified check-out time from 12:00 local time. Check-in is in accordance with international rules at 13:00 local time. Check-out is in accordance with international rules at 12:00, at that time you must vacate the room, return the keys, and effect all payments by this hour.

- In case of late check-out, additional payment is collected as follows: check-out before 18:00 – 250 RUB/hour; check-out 18:00 - 24:00 payment for half a day.

5. The hotel management has a right to conclude a contract for rooms booking. In case of advance booking payment is collected depending on check-in time to guarantee early check-in as follows:

- check-in from 06:00 till 12:00 – hourly payment (250 roubles - hour),

- check-in before 06:00 - 100% from the cost for one night in the room of relevant category.

Check-in before check-out time is permitted upon preliminary agreement of the hotel manager. Guest has a right to terminate the service contract in any time having paid the contractor a partial cost in proportion to a part of services rendered before receiving the notice about the contract termination and having compensated the contractor for expenses borne before this moment for the purposes of the contract execution if they are not included in the specified part of the service cost.

6. Payment for accommodation and services is made on the basis of uncontrolled (contract) prices according to the price list approved by the hotel management. Payment is made in rubles by cash, by cashless transfer under the booking contract or by credit card. Receipt for tax purposes and final invoice for services rendered are given during check-out of Guest.

7. Children under six can stay for free unless using an extra bed (see price list).

8 The hotel provides the following free services:



1. calling the ambulance;
2. parking;
3. correspondence delivery;
4. first aid kit usage;
5. calling taxi;
6. usage of individual safe;
7. wake-up call;
8. sewing notions, dishes, and tableware;
9. usage of hairdryer, iron, kettle, additional blanket;
10. issuing a certificate about accommodation;
11. foreign citizens registration.

9. The hotel offers a Guest [additional paid services](#) at his/her wish (see price list for additional services).

10. The hotel is not responsible for municipal services work (emergency electrical and thermal power failures, water supply failures). The rooms are equipped with tank water heaters (volume is 50 liters).

11. The Guest is obliged to:

- turn off the tap, close windows, turn off the lights, TV, close the door, and leave the key at the reception when leaving the room;

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- follow the rules of the “Yubileynaya” Hotel, keep cleanness, quiet, and public order in the room and in the hotel;
 - follow fire safety rules;
 - compensate for loss, damage of the hotel property. Damage assessment is made on the basis of “Price list for the hotel property damage”;
 - be responsible for actions of his/her visitors;
 - timely and fully pay for all additional services rendered by the hotel.

12. It is prohibited to:

- leave visitors in the room and give them keys from the room;
- keep outsized things, inflammable materials, weapon, chemical and radioactive substances, mercury, use candles;
- keep animals (birds, reptiles) in the room;
- smoke in the rooms and corridors of the hotel;
- be in a state of intoxication;
- use heaters if it they are not provided in the room;
- disturb the guests next door.

13. When finding the forgotten things, the hotel management undertakes to keep them and return for the first request with the condition of presentation of the ID card.

14. The Guest book is at the reception and is given on the guest's demand (except for persons being in a state of intoxication).

15. The hotel management reserves the right to enter the room without the guest's consent in case of smoke spreading, fire, flooding and when the guest violates the hotel rules, public order, rules of household electric devices usage.

16. The hotel has a right to terminate the service contract unilaterally or refuse to prolong the staying period when the guest violates the hotel rules, makes payments out of time, causes material damage.

17. In case of the guest's complaints, the hotel management takes all possible measures stipulated by the law to reconcile a conflict.

18. In cases not stipulated hereby, the hotel management and the guest shall refer to the applicable Law of the Russian Federation.*

*These rules are developed on the basis of the RF Consumer Protection Act and Rules of Hotel Services Rendering in the Russian Federation approved by the RF Government Decree No. 490 dated 25th April 1997 (as amended on 13.03.2013).

