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**Dear Sirs and Mesdames!**

**Welcome to the Hotel Imereti!**

We thank You for choosing us and try to make your stay in “Imereti” memorable and interesting.

In our Hotel You will find

Ease, Quiet, Hospitality

 **“Imereti”** is quiet and peace among the concrete jungle of the metropolis and its fast pace of life, located in the heart of the city. Here You can relax from the bustle, enjoy Georgian and European cuisine in restaurants, and spend an unforgettable evening at the bar.

 We offer free gym and free parking.

 We are ready to make every your day unforgettable!

Yours faithfully,

Administrator Baigazieva Alexandra

 **ACCOMODATION RULES IN THE HOTEL “Imereti”**

The reception, accommodation, and stay of Guests at the Hotel shall be subject to the Rules for the Provision of Hotel Services in the Russian Federation, enacted by Resolution No. 1085 of the Government of the Russian Federation, dated 09.10.2015.

1. **CHECK-IN RULES**
* The Hotel works 24 hours daily.
* Checking-in at the Hotel is arranged upon presentation of passport or any other identification document according to the Rules for the Provision of Hotel Services in the Russian Federation from 2015.
* At the time of check-in, the Guest is obliged to pay for the planned period of Guest’s stay.
* The Guest can enter only with a Guest card.
1. **RESERVATION RULES**
* Hotel's Administration has the right to conclude contracts for booking a room by drawing up a document signed by the two parties, and by making reservations by mail, telephone, electronic communication that allows reliably establish that the request comes from the Consumer.

**Tel. 221 7007, 2217009, e-mail: imeretikazan@yandex.ru.**

* In case of guaranteed booking 100% prepayment for the whole period of Guest's stay, or 100% prepayment for the first night with post-paid of unpaid period of stay at check-in should be done.
* If in case of guaranteed booking with 100% prepayment for one night the Guest did not use the service on the specified day of arrival and did not cancel the reservation one day before the expected day of arrival, prepayment for one night is not refundable. The reservation will be cancelled, if the Guest does not confirm the booking.
* If in case of guaranteed booking with 100% prepayment for the whole period of stay the Guest did not use the service on the specified day of arrival and did not cancel the reservation one day before the expected day of arrival, prepayment for one night is not refundable. The reservation will not be cancelled until receipt of Guest’s written cancellation from booking. In case of absence of the written cancellation of the reservation and accommodation services for the paid period, the charge for each day of Guest's stay is not refundable.
* In case of unguaranteed (without prepayment) confirmed reservation, the booking will be cancelled after 18.00 from the time of arrival local time if the Guest does not notify the time of arrival.
1. **THE PROCEDURE OF PAYMENT FOR SERVICES PROVIDED BY THE HOTEL**
* Payment for accommodation and additional services is made according to the Hotel price list approved and signed by Management.
* Payment is made by cash in Russian rubles, by Bank transfer or by Credit cards.
* Payment for accommodation is charged in accordance with the check-out time (check-in – 14.00 check-out – 12.00) of the current day local time.
* The Hotel is obliged to provide a room after 14:00 PM. Hotel accommodation before check-in time is possible in case of available and ready to Guest accommodation rooms. In case of guaranteed early check-in (from 00:00 to 06:00 AM) the full amount for one night of the room rate will be charged. In case of early check-in (from 06.00 AM – 10.00 AM) pay per hour will be charged.
* In case of non-arrival, regardless of circumstances, unless there is not a timely (at least 1 day before planned arrival) written notification of the cancellation or postponement of the reservation, the Guest is charged for downtime of the room but not more than for one day according to the Hotel price list. If the Guest delays for more than 12 hours the reservation will be cancelled.
* In case of delay of the Guest’s departure the payment will be charged as follows:
* No more than 6 hours after check-out time – pay per hour;
* From 6 to 24 hours after check-out time – payment for full day.

When the Guest stays less than one day (24 hours) the payment is charged for a whole day regardless of check-out time. The Hotel has right to change the check-out time with consideration for the local features.

* Any Guest intending to extend his stay in the Hotel shall inform the Hotel administrator thereof at least 2 hours before the check-out time. If there are available rooms the period of stay may be extended.
* When the Guest extends his/her stay in the Hotel the Guest shall pay 100% cost of accommodation for an extended period.
* **By request of the Guest and with the consent of the administration, the presence of unauthorized persons in the room is allowed from 07:00 A.M. till 23:00 P.M.; to do this, the visitor must provide the administrator with his/her passport or identity card. In the case of a visitor’s delay after 23:00 P.M. this person will be registered as sharing a room with the Guest and charged according to the Hotel price list.**
* The Hotel «Imereti» offers the Guests additional services on request, in accordance with the Hotel price list for additional services. Information about the list and cost of additional services is provided by the Reception.
* The Hotel may not provide additional services for payment without the consent of the Guest. The Guest is entitled to refuse payment of such services, and if they are already paid demand the return of the amount paid. It is forbidden to condition the rendering of certain services by other services.
* Children under 7 years old sharing parents' room will not be charged.
* The Hotel can offer an extra bed for additional payment in accordance with the Hotel price list.
* The room cost includes breakfast in the restaurant (breakfast buffet from 7:00 until 10.00).
* The following free services are available to the Guests (the Rules for the Provision of Hotel Services in the Russian Federation):
	+ - emergency call;
		- first aid kit;
		- delivery of the correspondence to the room;
		- wake-up call;
		- call taxi;
		- information about train and airport schedule.
* **If the Guest stays at the Hotel more than 2 days change of bed linen is carried out on the third day from the date of arrival** **in all categories of rooms, and then every other day, towels are changed daily. Early change of bed linen and towels can be carried out on request without extra charge.**
1. **PRIVILEGED ACCOMODATION RULES IN THE HOTEL**

***The following people have the right to a privileged accommodation in the Hotel (in case the rooms are available)****:*

* Heroes of the Russian Federation and the Soviet Union, the Holders of the Order of Glory;
* World War II veterans;
* The disabled (the 1st, 2nd and 3rd Disability Group) and the person accompanying them;
* Prosecutors, employees of Internal Affairs Agencies, the judiciary, tax and Courier Communication authorities, employees of federal governmental communications and information bodies (in the performance of their official duties).
1. **THE DUTIES OF THE GUEST ARE:**
* Compensate for any loss or damage of the Hotel property and is responsible for other crimes. Damage assessment will be based on the Hotel price list approved by the general director.
* Keep cleanliness and public order;
* Keep quiet;
* Each Guest is required to read the Fire Safety rules (described on the registration card which the Guest signs at check-in) and strictly follow them;
* When leaving the room close the taps, windows, turn off the lights and other electric appliances;
* At the end of paid period of stay check out the room in time and thoroughly pay all the additional Hotel services used, return the key card to the receptionist.
1. **STRICTLY PROHIBITED IN THE HOTEL:**

To insure public order and safety of Guests in the Hotel, it is prohibited:

* to leave unauthorized persons in the room, and give them a room key or Guest card;
* to keep bulky items, flammable materials, weapons, chemical and radioactive substances in the room;
* to use electrical heating devices like water heaters, irons and others;
* to move furniture in the room;
* to keep animals and/or birds in the room without confirmation with the Hotel;
* to smoke in smoke-free rooms. The fine for smoking in the room is 5000 rubles;
* to disturb, make inconvenience and/or otherwise cause trouble to other Hotel Guests;
* to be in an alcoholic intoxication;
* to swear;
* to speak loudly, sing, break the silence and peace of other Guests and Hotel stuff;
* to invite Guests after 23.00 without additional payment for their stay;
* to drink alcohol and consume food in public areas of the Hotel (lobby, halls and floors).
1. **THE DUTIES OF THE HOTEL**
* Provide claimed quality of services by the Hotel.
* Provide full information about services provided by the Hotel, the form and procedure of their payment, place information in the room in the "Guest Folder", or at the Reception.
* Provide on request the "Book of feedbacks and suggestions", which is at the Reception.
* Consider the demands and complaints of the Guests immediately.
* The Hotel is not responsible for the operation of urban services (emergency electrical shutdowns, water shutoff, etc), but must inform the Guests in advance as far as possible.
1. **ADDITIONAL INFORMATION ABOUT ACCOMODATION RULES**
* The Hotel has the right to terminate the contract unilaterally or refuse to prolong the Guest's stay in case of violation of the Hotel Accommodation Rules or delayed payment.
* **In case of refusal of the Guest from the accommodation at the day of settlement compensation for the first night stay is not refundable.**
* In case of the expiration of Guest's stay, the Guest is absent at the place of his/her stay, the Guest did not extend his/her stay or pay in time, the Hotel has the right to create a Commission and make an inventory of the room property. The Administration places any founded property including tangible assets (cash, precious metals, valuable documents) on free storage in a safety deposit box at the Reception and other items in the "Lost and found" of Household services.
* **If after your departure any unpaid services are revealed (e.g., mini-bar products, phone calls, etc.), the Guest gives his/her consent to the use of data of his/her credit card to obtain the missing payment by the Hotel.**
* The storage and receipt rules of tangible assets from the "Lost and found" are approved by the General Director of the Hotel and are located at the Reception.
* The Hotel shall be fully responsible for safety of Guest's belongings in the room, except for valuables (money, other currency values, stocks, jewels, and etc.).
* The Hotel is not responsible for safety of documents, money, valuables, jewels, that are left in the room. All valuables shall be kept in individual safes in the rooms.
* In case of loss or damage of anything, the Guest shall notify the Hotel Administration thereof immediately.
* In case of forgotten things, the Administration takes measures to return them to their owners. If the owner is not found, the Administration keeps the lost property for 3 months, which can be manipulated in the future by the Hotel as it thinks. Valuables, large amounts are kept for one year according to “Lost and found regulations”.
* The Guest takes into account and does not object to use the surveillance systems in the building (except for rooms and toilets) installed to insure safety of Guests.
* In case of violation of Accommodation rules the Hotel reserves the right to early check-out of Guests from the Hotel without compensation of unused paid days of stay or including the actual losses incurred.
* The Hotel has the right to refuse accommodation without giving any reasons.
* When conflict resolution the Guest and the Hotel are guided by the Law of the Russian Federation «Consumer Protection Act» and «Rules of providing Hotel services in the Russian Federation», approved by the Russian Federation Government Decree from April 25, 1997, № 490.