

**APPROVED**  
**by the Director General**  
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## **ACCOMMODATION RULES OF AUTHOR BOUTIQUE HOTEL**

### **1. General Provisions**

1.1. These Accommodation Rules (hereinafter referred to as the “Rules”) of the Author Boutique Hotel (hereinafter referred to as the “Hotel”) are developed on the basis of the Civil Code of the Russian Federation, the Law of the Russian Federation on Consumer Rights Protection No. 2300-1 of February 07, 1992 and the Decree of the Government of the Russian Federation of October 09, 2015 No. 1085 On Approval of the Rules for the Provision of Hotel Services in the Russian Federation and regulate relations in the sphere of rendering of a complex of services for the provision of temporary accommodation in a hotel.

1.2. Author Boutique Hotel is located at the address: 9 Vladimirskiy Ave., Liter. A, 191025, Saint-Petersburg. Contact phone 8(812) 334-22-33; fax 8 (812)334-22-48.

1.3. The hotel is intended for a temporary stay of guests for a period agreed upon with the Hotel. The maximum length of stay in the Hotel is not limited.

1.4. The Hotel operates around the clock.

1.5. These Rules are an integral part of the public offer contract concluded by the Hotel with guests by signing a registration card.

1.6. These Rules may be amended or modified.

### **2. Main Definitions.**

2.1. **Hotel Services** - a range of services for the provision of temporary accommodation in a hotel, including directly the services of the Hotel and additional services, the list of which is determined by the Hotel;

2.2. **Services of the Hotel** - accommodation services, personal services, travel and other related services, the cost of which is included in the price of accommodation in the Hotel, as well as provided by the Hotel free of charge;

2.3. **Additional Hotel Services** - catering services, personal services, travel and other related services provided to the Guests by the Hotel and third parties on a reimbursable basis, the cost of which is not included in the price of accommodation in the Hotel;

2.4. **Guest** - an individual who intends to order, or ordering and using services for personal, family and other needs not related to the business, including services related to the performance of their official duties, or a person receiving services at the Hotel in accordance with a civil contract between the Hotel and third parties;

Accommodation rules of the Author Boutique Hotel.

2.5. **Customer** - a physical (legal) person intending to order or purchase or ordering or purchasing hotel services in favor of the Guest;

2.6. **Reservation** - reservation of places and (or) rooms in advance in the Hotel by the Guest/Customer with special confirmation of the Hotel, that the Guest is guaranteed to receive the place (room) ordered by him on a certain date and for a certain period.

2.7. **The Booking Manager** - an employee of the sales and marketing department of the Hotel, who has the authority to resolve issues related to booking rooms for Guests;

2.8. **Public offer** - the offer of the Hotel to conclude a contract for the provision of hotel services, posted on the Hotel's website addressed to an unlimited circle of people interested in acquiring hotel services;

2.9. **Visitors** - persons who do not reside at the Hotel, but who are entitled, at the invitation of the Guest, to arrive in his room from 7 am to 11 pm;

2.10. **The price list** - a list of hotel services provided by the Hotel, indicating the prices for them.

### **3. The procedure for direct booking and conditions for its cancellation.**

3.1. The hotel makes a reservation by receiving the Guest's/Customer's reservation request for a place (room) in the Hotel by the marketing manager by fax (+7 (812) 334-22-48), telephone (+7 (812) 334-22-33; + 7 (812) 334-22-49) type of communication, or by sending an application by e-mail (reservations@authorhotel.ru), as well as through filling out the form on the Hotel website [www.goldengarden.ru](http://www.goldengarden.ru)

3.2. To place an order, you must specify:

- Names and surnames of the Guests;
- Number of Guests;
- Dates and times of arrival and departure;
- Category of the room;
- Form of payment;
- Warranty method;
- Contact information (fax, mobile and/or landline phone number, email address);
- Additional wishes.

3.3. The Hotel applies guaranteed and non-guaranteed reservation.

3.3.1. Guaranteed reservation is made upon a preliminary request of the Guest/Customer with the payment of a security deposit (hereinafter referred to as the "Deposit") in the amount of 100% of the cost for the whole period of stay at the Hotel, or 100% of the cost for the first day of stay in the Hotel, followed by a deposit of the amount of unpaid stay on arrival, or the provision of a bank card data by the Guest/Customer by filling out an authorization form for blocking, with the consent of the Guest/Customer, of the deposit amount, or the possibility of consequent debiting penalty in case of no-show or other guest confirmed violation of the Rules.

With guaranteed reservations, the Hotel will wait for the Guest's check-out time of the day following the day of the scheduled arrival. In case of late refusal of the Guest to make a reservation or no-show, a penalty is deducted for a down day of the room (place in the room) in the amount of the fixed cost of the room (place in the room) for 1 (one) day from the Guest (from the Customer) through the deposit.

If the Guest is late and placed in the Hotel after 0:00 hours 00 minutes before the set payment time, the fee for guaranteed reservation from him (from the Customer) is deducted in the amount of 1 (one) day of the established room (place in the room) rate.

If the Guest is late more than a day, the guaranteed reservation is canceled.

With a guaranteed reservation of a room at a non-refundable rate, the reservation cannot be canceled, and the deposit made is fully withheld by the Hotel as a penalty.

3.3.2. Non-guaranteed reservation is made upon prior request of the Guest/Customer without making a deposit. For non-guaranteed reservations, the Hotel waits for the Guest until 6 pm local time on the day of the expected arrival, after which the reservation will be canceled without notifying the Guest/Customer, and further provision of services by the Hotel will be made on a general basis upon availability.

3.4. At the reservation, placement or in case of a free placement, the Guest/Customer chooses the category of the room, and the Hotel possesses the right to choose a specific room belonging to this category. If possible, the Hotel takes into account the wishes of the Guest/Customer regarding their stay in a particular room.

3.5. Any reservation is considered confirmed only after the Guest/Customer has received a unique reservation number and written confirmation from the Booking Manager.

3.6. Any reservation is considered unconfirmed after sending a written or oral notification from the Hotel indicating the reason for the refusal.

3.7. A reservation is considered to be unconfirmed if the Guest/Customer has not received written or oral confirmation from the Booking Manager within more than 24 hours from the time the request was sent.

3.8. With guaranteed reservations at the refundable rate cancellation of the reservation takes place at the initiative of the person who made the reservation. To do this, the person concerned should contact the Booking Manager by telephone (+7 (812) 334-22-33; +7 (812) 334-22-49) or by e-mail (reservations@authorhotel.ru) with a request to cancel the reservation specifying a unique reservation number:

- during the Low Season, no later than 24 hours before the payment time on the day of arrival of the Guest to the Hotel;
- during the Middle Season no later than 48 hours before the payment time on the day of the Guest's arrival at the Hotel;
- during the High Season and White Nights Season no later than 72 hours before the payment time of the day of the Guest's arrival to the Hotel;
- during the period of the Economic Forum, the rate is non-refundable, and the amount for the accommodation is not returned to the Customer.

3.9. Only cancellation with a mandatory confirmation by the Hotel of receipt of the relevant notice from the Guest/Customer (written or oral) is considered valid.

3.10. To change the information in the confirmed booking request, you must contact the Booking Manager by telephone (+7 (812) 334-22-33; +7 (812) 334-22-49) or e-mail (reservations@authorhotel.ru) with a request for changes specifying the unique reservation number.

3.11. Changes in the confirmed booking request are considered confirmed after the notification has been sent by the Guest who made the reservation with the Hotel confirming the receipt of this notification. However, the Hotel may refuse to request changes if they are not possible.

3.12. If the request is canceled (changed) in accordance with the Rules, a refund is made after a written request to the Booking Manager. At that, it is necessary to indicate the request number or the data of the person who paid for the Hotel services, the last name and first name of the Guest, the terms of the stated accommodation. At a non-refundable rate, no refund will be given.

#### **4. The procedure for check-in and payment of services.**

4.1. Check-in at the Hotel is carried out upon presentation by the Guest of the original document proving his identity, drawn up in the prescribed manner, including:

- a) passport of a citizen of the Russian Federation, certifying the identity of a citizen of the Russian Federation on the territory of the Russian Federation;
- b) passport of a citizen of the USSR, who certifies the identity of a citizen of the Russian Federation, before its replacement with a passport of a citizen of the Russian Federation within the prescribed period;
- c) birth certificates - for a person under the age of 14;
- d) passport certifying the identity of a citizen of the Russian Federation outside the Russian Federation - for a person permanently residing outside the Russian Federation;

- e) passport of a foreign citizen or another document established by federal law or recognized in accordance with an international treaty of the Russian Federation as a document certifying the identity of a foreign citizen;
  - f) a document issued by a foreign state and recognized in accordance with an international treaty of the Russian Federation as a document certifying the identity of a stateless person;
  - g) permits for temporary residence of a stateless person;
  - h) residence permit of a stateless person;
- and providing a deposit in the amount of 100% payment for the entire period of stay in the Hotel.

4.2. Payment for Hotel services can be made in cash, by credit card (Visa, MasterCard, American Express, Maestro, Diners Club, MIR) or by bank transfer according to the Price List valid on the date of arrival.

For non-cash transfers, payment must be made to the Hotel's bank account no later than three days before the date of arrival. If the payment is made and the payment is not received within the specified time, you must send a copy of the payment order by fax to +7 (812) 334-22-49 or e-mail (reservations@authorhotel.ru). If payment by bank transfer is not made, by agreement of the parties, it is possible to change the form of payment for cash, otherwise, the Hotel reserves the right to cancel the reservation and/or refuse the Guest to check in.

4.3. Payment time at the Hotel is midday local time. Check-in of the Guests is carried out at 2 pm local time.

4.4. For stays of less than a day, the fee is charged per day regardless of the time of arrival and departure, except for the cases specified in clause 4.7. of the Rules.

4.5. Early arrival (arrival of the Guest on the day of check-in earlier than the time specified in clause 4.3 of the Rules) or late check-out of the Guest (departure of the Guest later than the payment time specified in clause 4.3 of the Rules) may take place only if there are rooms available in the Hotel.

4.6. Non-guaranteed early check-in is provided free of charge, subject to availability of free and prepared rooms (places) in the Hotel.

4.7. Guaranteed early check-in is subject to payment guarantee.

4.7.1. For departures from midday to 6 pm of the current day, 50% of the room rate will be additionally charged, excluding breakfast.

4.7.2. For departures from 6 pm to midday the next day, 100% of the room rate is additionally paid.

4.7.3. For arrivals before 8 am of the current day, 100% of the room rate is additionally paid.

4.7.4. For arrivals after 8 am of the current day, 50% of the room rate is additionally paid.

4.8. When accommodating a Guest from midnight to the stated payment time, the accommodation fee is charged in an amount not exceeding the fee for a room of the relevant category for half a day.

4.9. For staying at the Hotel of children under 12 years old (for family accommodation) without providing the child with a separate place, no fee is charged. If an extra bed (folding bed) is provided for a child up to 12 years old, a fee is charged, according to the current one in the Hotel's Price-list. For a child from 7 to 12 years old, a breakfast (buffet) is provided for 50% of the standard price of breakfast. For a child under 6 years old inclusive breakfast (buffet) is provided free of charge.

4.10. Children up to 3 years old sharing a room with their parents can use a cot free of charge.

4.11. When accommodating children under the age of 12 in a separate room from their parents, 100% of the room rate at the prices indicated in the Price List is paid.

4.12. Breakfast for children from 7 to 12 years old is available at a discount according to the Price List.

4.13. When extending the stay (subject to availability in the Hotel) Guest makes a deposit in the amount of the total cost of living for the extended period. Minimum term of extension of stay is half the cost of a room according to the rates of the Hotel (clause 4.7.1).

4.14. When extending the stay, the Guest is obliged to inform the reception service employee about this before the payment time. Extension service can be provided subject to availability.

4.15. Upon departure, after the room has been checked by the maid, the Guest will pay for additional services, including long-distance and international calls from the room, calls to paid reference services of St. Petersburg, minibar and restaurant services of the Hotel and other additional services.

## **5. Services of the Hotel.**

### **5.1. Services provided by Author Boutique Hotel**

- Accommodation;
- Baggage storage;
- Morning wake-up call;
- "F.M. Dostoevsky" restaurant
  - A la carte from midday to 11 pm;
- "Lobby Bar" bar, working hours: from 9 am to 11 pm;
- 24-hour room service;
- Daily maid service;
- Change of bed linen and towels (on request);
- Provision of hygiene supplies according to the category of the number, as well as needles, threads;
- Use of ironing facilities in the room (upon request);
- Storage of luggage in the dressing room;
- Use of safes in the rooms;
- Free access to the Wi-Fi network and Internet access in accordance with the rules and technical capabilities of the provider providing access to this service in the Hotel.

### **5.2. In addition to paid services, the hotel provides guests with the following free services:**

- a) calling ambulance, other special services;
- b) delivery to the room of correspondence addressed to the Guest, upon its receipt;
- c) wake up to a certain time;
- d) the provision of one set of dishes and cutlery (on request);
- e) welcome drink (tea/coffee/juice/glass of sparkling wine);
- f) taxi call;
- g) ordering tables in hotel and city restaurants;
- h) wireless internet services;
- i) laptop;
- j) a subscription for a full-time visit to the sports club "Olympus", located at the address: 5/21 Marata str., St. Petersburg, 191025

5.3. The Hotel provides additional services listed in Appendix 1 to the Rules, the cost of which is not included in the price. When ordering additional services, the Guest makes a deposit in the amount of 100% of their value or pays for additional services at the time of their receipt.

## **6. Rights and obligations of the Guests of the Hotel.**

### **6.1. The Guests have the right to:**

- use all the services of the Hotel;
- receive complete and accurate information about the opening hours of the Hotel, the cost, and list of services provided by the Hotel, including additional ones;
- invite visitors to their room from 7 am to 11 pm. If visitors stay in the Guest's room after 11 pm, the residing Guest must register visitors as Guests in the order established by the Rules. Registration is possible only with the availability of the identity document (clauses 4.1, 8.2 of the Rules); It is also necessary to pay for the accommodation of the second guest according to the Price List.

- contact the hotel staff on the quality of services rendered and, if necessary, make timely complaints about the quality of services rendered.

### **6.2. The Guests are obliged to:**

- follow the rules;
- respect the rights of other Guests of the Hotel;
- observe moral and ethical standards, refrain from excessive drinking and using obscene expressions in the public areas of the Hotel;
- pay bills for the services provided by the Hotel in a timely manner;
- protect the property of the Hotel; in case of loss or damage to the property of the Hotel, the Guest shall indemnify the damage in the established manner;
- read the evacuation instructions located in the information folder of the room, as well as study the evacuation plans in the room and/or in the corridors of the Hotel in case of emergencies. Follow the rules of fire safety and use of electrical appliances in the room;
- when leaving the room, close the water intake taps, windows, turn off the lights and electrical appliances, notify reception and accommodation services, hand over the room key at the reception and accommodation services counter.

### **6.3. The Guests are prohibited to:**

- Leave unauthorized persons in the room in their absence;
- Give the third parties the room key and the Guest card;
- Rearrange and take furniture from the room;
- Smoke in the territory of the Hotel (including rooms, halls, public toilets and corridors of the Hotel); in case of violation of this clause, the staff of the Hotel shall compile an Act, with which a penalty is imposed on the Guest in the amount of the cost of additional cleaning of the room. At the same time, additional cleaning of the room is recognized not as an additional paid service, but as a measure of responsibility for violation of the terms of the contract concluded by the Guest with the Hotel;
- Disturb the rest of the other guests of the Hotel, creating noise at any time of the day;
- Be in public areas and the restaurant of the Hotel in bathrobes, swimwear, sportswear or slippers;
- Accommodate pets in the rooms;
- Bring and store weapons, explosive and highly flammable, caustic, poisonous, narcotic substances and other dangerous items; Guests who, by the nature of their activities, have the right to carry and store weapons, are obliged upon request of the Hotel to provide documents certifying this right (arms should be understood as means recognized as such in accordance with federal law of the Russian Federation of December 13, 1996 No. 150-Ф3 On Weapons);
- Consume in the lobby of the Hotel, halls on the floors and restaurant alcohol or other beverages which they have brought with them, as well as food;
- Carry out dishes and cutlery, food and beverages from the restaurant;
- Deliberately pollute the hotel.

## **7. Rights and obligations of the Hotel.**

### **7.1. The Hotel is obliged to:**

- provide the paid services to Guests timely, efficiently and fully;
- inform the Guests about the services provided and additional services of the Hotel, the form, and procedure for their payment;
- ensure full compliance of the provided services of the Hotel with sanitary and epidemiological norms and rules;
- ensure the confidentiality of information about the guests of the Hotel;
- respond in a timely manner to the requests of the Guests, taking measures to eliminate accidents and breakdowns in the rooms of the Hotel;
- be responsible for the safety of Guest possessions, with the exception of cash, currency valuables, securities, precious metals (Art. 925 of the Civil Code of the Russian Federation);

- in case of discovery of things forgotten by the Guests, notify the owner of things; The hotel keeps the forgotten things for six months from the moment of departure of the Guests, after which the forgotten things are considered abandoned and the Hotel can dispose of them at its discretion; products, medicines, and other short-life things are not subject to storage and are destroyed by the Hotel within 24 hours of the Guest's departure;
- provide, upon the first request of the Guest, the "Book of comments and suggestions" of the Hotel.

## **7.2. Rights of the Hotel:**

- Hotel employees have the right to enter the room for cleaning, changing linen, checking heating systems, electricity, air conditioning or troubleshooting in their operation, as well as in case of violation of these Rules by the Guest;
- In case of expiry of the Guest's stay at the Hotel and its absence at the place of residence for more than 6 hours without payment, independently empty the room from the Guest's things by creating a commission and making an inventory of the Guest's property;
- In case of violation by the Guest of these Rules, the Hotel has the right to draw up an act on this violation and to charge the Guest a fine in the manner prescribed by civil law;
- Unilaterally refuse to perform the contract and evict the Guest early if the latter is consuming alcohol and violates the rules of public order and/or otherwise violates the Rules.

7.3. Guests of the Hotel take note of and do not object to the use of a video surveillance system on the territory of the Hotel with the exception of public toilet rooms and inside the Guest's Room.

7.4. Guests of the Hotel take note and do not object to recording telephone conversations between Guests and staff.

7.5. Access to video and audio recordings is only available to persons specifically authorized by the Hotel and law enforcement officials.

## **8. The procedure for the accommodation of foreign citizens in the Hotel.**

8.1. Accommodation of foreign citizens in the Hotel is carried out on the basis of the Federal Law of the Russian Federation No. 109-Φ3 of July 18, 2006 On Migration Registration of Foreign Citizens and Stateless Persons in the Russian Federation and the Resolution of the Government of the Russian Federation of January 15, 2007 No. 9 On Approval of the Rules for Implementation of Migration Registration of Foreign Citizens and Stateless Persons in the Russian Federation.

8.2. When checking-in a foreign citizen must submit the following documents: passport, migration card, visa.

8.3. The period of temporary stay of a foreign citizen in the Russian Federation is determined by the period of validity of the visa issued to him. The period of temporary stay in the Russian Federation of a foreign citizen who arrived in the Russian Federation in the order that does not require obtaining a visa cannot exceed ninety days, with the exception of cases stipulated by the legislation of the Russian Federation.

8.4. The Hotel provides migration registration services for foreign citizens. To register at the Hotel, you must have a migration card.

## **9. The procedure for resolving disputes.**

9.1. In case of controversial questions about the quality of service, the Guest can solve them with the administrator of the Hotel or leave a review on the Hotel website.

9.2. If it is impossible to eliminate the identified deficiencies, the Guest has the right to make a complaint in writing with the comments in the Book of reviews and suggestions.

9.3. The hotel takes all possible measures stipulated by law to resolve conflict situations.

9.4. In cases not covered by these Rules, the Hotel and Hotel Guests are guided by the current legislation of the Russian Federation.

**Appendix 1**  
**To the ACCOMMODATION RULES**  
**OF AUTHOR BOUTIQUE HOTEL**

**A list of additional services provided, the cost of which is not included in the room rate.**

- Food services (lunch, dinner or extra breakfast).
- Room service (ordering food from the restaurant according to the prices listed in the menu).
- Providing an extra bed in the room (the service may not be available in all room categories).
- Booking and sale of air and railway tickets (on an individual request at the reception desk).
- Taxi order (on individual request at the Reception and Accommodation Service desk).
- Organization of excursions (on an individual request at the reception desk).
- Booking of cinema and theater tickets (on individual request at the Reception and Accommodation Service desk).
- Information about events and events in the city (on an individual request at the reception desk).
- Transfer order (on individual request at the Reception and accommodation department, or reservation department)
- Organization of holidays, decoration of the room (on an individual request through the Sales and Marketing Department).
- Telephone services (according to the price list).
- Mailing Services.
- Order and delivery of flowers (on individual request at the reception desk).
- Laundry services, dry cleaning services.
- Non-alcoholic and alcoholic beverages, as well as snacks that are included in the filling of the mini bar in the rooms.
- Facial masks in rooms
- Sale of souvenirs at the reception desk