



APPROVED

Director LLC "AN Casablanca"

Burenina A.V.

Rules of hotel services in the "Club Hotel Korona"

These Rules have been developed in accordance with the Resolution of the Government of the Russian Federation from April 25, 1997 Ne 490 "On approval of the Rules for the provision of hotel services in the Russian Federation".

I. General provisions

In the hotel «Club Hotel Korona» round-the-clock registration.

A reservation service is provided free of charge.

If you are late for more than a day, the reservation is canceled. Registration at the hotel is made upon presentation of the passport.

The use of personal data is carried out in accordance with the Federal Law of July 27, 2006 No. 152-FZ "On Personal Data" and with the consent of the Guest.

The hotel administration is responsible for the safety of the Guest's things in accordance with article 925 of the Civil Code of the Russian Federation.

Administration guarantees the safety of forgotten things.

Visitors who do not live in the room can stay in the room from 8.00 to 23.00

at the request of the Guest and on the condition that they present a document confirming the identity of the visitor. Further finding of visitors (after 23:00) is carried out for an additional fee of 3600.00 rub.

According to Article 421 of the Civil Code of the Russian Federation, the parties are free to determine the terms of the contract. The hotel has the right to set the cost of accommodation for "one guest" and specify that any deviation from this condition will result in a change in the price. · Registration Obligation: Federal Law No. 109-FZ requires the hotel to register each guest using their passport. If a guest does not declare a companion, the hotel cannot register them, which is a direct violation of migration laws.

The administration reserves the right to visit the rooms without the consent of the guest in case of smoke, fire, flooding, as well as in case of violation by the guest of these rules of residence.



APPROVED
Director LLC "AN Casablanca"
Burenina A.V.

II. Payment order

The price of the room, as well as the form of payment, are set by the Administration of the «Club Hotel Corona» (available at the information folder at the reception desk).

The payment for accommodation in the Hotel Club Corona is charged in accordance with a single settlement hour. Check-in time is -14.00.

In case of late departure of the guest, the payment for accommodation is charged in the following order:

from 12 to 18 hours - 0.5 days;

from 18 to 24 after check-out time - payment for a full day.

If you stay less than 24 hours, the fee is charged per day, regardless of the estimated hour.

If necessary (if possible), the guest has the right to check into the hotel earlier than the scheduled time for a fee:

from 24 to 6 hours -0.5 days;

from 6 to 14 hours - a fee for a full day.

For the staying of children under the age of 3 years, without providing a separate bed, payment is not charged.

If the Guest wishes to extend the stay in the room for longer period, he must inform the hotel administrator about it no later than 2 hours before the check-out time.

In case of no-show or late booking adjustments (14 hours before check-in), the prepayment fee cannot be refunded. In this case, the guest is required to pay for the room rate of the previously reserved room.

III. Services providing order

Without additional payment, the following services are provided:

- call an ambulance;
- use of a medical kit;
- delivery of correspondence to the room;
- wake-up service for a certain time;
- provision of personal hygiene products, a bathrobe, slippers, needles, thread;
- information services;
- luggage storage;
- storage of valuables in the safe of the Hotel Administration;
- Wi-Fi Internet access
- call a taxi.

Services provided for extra pay:

- breakfast
- transfer;
- excursion services;
- translator services;
- parking space
- copying and printing documents



APPROVED

Director LLC "AN Casablanca"

Burenina A.V.

IV. The responsibility of the contractor and the guest for the provision of services

The guest is obliged to:

- comply with the accommodation procedure and fire safety rules established by the contractor; - keep clean;
- when leaving the room, turn off the taps and lights, TV, close the windows and the front door; - take care of the property and equipment of the hotel;
- observe silence and public order;
- at the end of the stay, hand over the room (keys) to the reception and accommodation service employee;
- pay for all paid services on time and in full;
- in case of loss or damage to the property of the hotel, to compensate for the damage in accordance with the Decree of the Government of the Russian Federation dated 09.10.2015 N 1085 (ed. dated 07/18/2019) "On approval of the Rules for the provision of hotel services in the Russian Federation".
- the guest is obliged to provide an identity document in accordance with the decree of the Government of the Russian Federation dated November 18, 2020 No. 1853 "On Approval of the Rules for the provision of hotel services in the Russian Federation" (with amendments and additions dated April 1, 2021 No. 519)

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;

passport of a citizen of the USSR, certifying the identity of a citizen of the Russian Federation, before replacing it with a passport of a citizen of the Russian Federation within the prescribed period;

birth certificates - for a person under the age of 14;

passport of a citizen of the Russian Federation, certifying the identity of a citizen of the Russian Federation outside the Russian Federation, for a person permanently residing outside the Russian Federation;

temporary identity card of a citizen of the Russian Federation;

a passport of a foreign citizen or other document established by federal law or recognized in accordance with an international treaty of the Russian Federation as an identity document of a foreign citizen;

a document issued by a foreign state and recognized in accordance with an international treaty of the Russian Federation as an identity document of a stateless person;

temporary residence permits for a stateless person;

a residence permit for a stateless person.

Check-in 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), accompanying person(s), provided that such accompanying person(s) provide the consent of legal representatives (one of them), as well as birth certificates these minors.

Check-in at the hotel of minors who have reached the age of 14, in the absence of legal representatives being near them, is carried out on the basis of identity documents of these minors, subject to the consent of legal representatives (one of them).

The guest is prohibited from:

- transfer room keys to unauthorized persons;

- to leave only strangers in the room - store bulky items, flammable, explosive, toxic and narcotic materials and substances, weapons;

- rearrange and remove furniture and bedding from the room;

- disturbing the peace of other guests;

- smoking in the hotel building (in halls, corridors, in hotel rooms) in accordance with the law of February 23, 2013 No. 15-FZ "On protecting the health of citizens from exposure to ambient tobacco smoke and the consequences of tobacco consumption";

- use heating devices;

- to break the silence after 23.00

The guest has the right to refuse to pay for such services, and if they are paid, the consumer has the right to demand from the contractor a refund of the amount paid for the day of stay that has not occurred.

The guest has the right to refuse to pay for such services, and if they are paid, the consumer has the right to demand from the contractor a refund of the amount paid for the day of stay that has not occurred.

The guest is obliged to pay for the service provided by the contractor in full after its acceptance by the consumer. With the consent of the consumer, the service can be paid by him at the conclusion of the contract in full or by issuing an advance payment.

If the guest discovers deficiencies in the service provided, he has the right, at his choice, to demand: gratuitous elimination of deficiencies.

The guest has the right to terminate the service agreement and demand full compensation for damages if the contractor has not eliminated these shortcomings within the prescribed period.

The guest also has the right to terminate the contract if he finds significant deficiencies in the service provided or other significant deviations from the terms of the contract.

The guest also has the right to demand full compensation for damages caused to him due to the lack of service provided. Losses are reimbursed within the time limits established to meet the relevant requirements of the consumer.

The hotel is not responsible for the operation of municipal utilities in case of an emergency shutdown. The safety of guests is guaranteed in the hotel by the presence of a boiler and battery lights

Upon termination by the consumer of the contract for the provision of hotel reservation services, the contractor does not have the right to demand reimbursement of its costs incurred in the process of providing the service, as well as payment for the service provided, except if the consumer accepted the service provided.

The hotel, as a contractor, in accordance with the legislation of the Russian Federation, is responsible for damage caused to the life, health or property of the consumer due to deficiencies in the provision of services, as well as compensates for moral damage caused to the consumer by violation of consumer rights.

In case of loss or damage to the property of the hotel, the guest, in accordance with the legislation of the Russian Federation, compensates for the damage, as well as is responsible for other violations.

If the guest refuses to stay in the offered room, free relocation is possible within 10 minutes after receiving the room keys, if the guest has not used the room.

The hotel administration has the right to create a commission and describe the things in the room, in case of absence of the guest for more than a day, without warning.

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



APPROVED

Director LLC "AN Casablanca"

Burenina A.V.

Rules of accommodation at the " Club Hotel Korona "

These rules of accommodation at the Club Hotel Korona are developed in accordance with the law of the Russian Federation "On Consumer Rights Protection" (1996 – edition dated 08/04/2023), "Rules for the provision of hotel services in the Russian Federation" and other legislative acts of the republic in the field of hotel services.

The hotel's working hours are round-the-clock.

Check-out time The check-out time is set at the Korona Club Hotel: for check-in from 14:00, for check-out before 12:00. The validity of the keys (magnetic cards) on the day of departure ends at 12:00.

Registration and placement

Reception and registration of guests is carried out at the Reception. The reception service is open 24 hours a day. Placement is carried out on the basis of an identity document - a passport. If the guest stays in the room for less than a day, the fee is charged for the full day, regardless of the time of accommodation. Upon check-out, you must hand over the room keys to the Reception staff and make a final payment for additional services.

In case of late check-out (after 12:00), the fee will be charged:

- From 12.00 to 18.00 - 50% of the room rate
- From 18.00 and after 24.00 - payment for a full day

If you wish to extend your stay, you must inform the Reception staff before check-out time. The extension is possible subject to availability of rooms.

The hotel administration asks you to keep quiet in the rooms and premises of the hotel from 23:00 to 9:00

To compensate for the damage, in case of damage or loss of the property of the hotel, according to the approved price list of the property.

The administration of the hotel complex is not responsible for the money and valuables in the room.

Please use the safe. In case of detection of the loss of personal belongings from the room, the guest should immediately notify the administration to take measures to search for the missing items.

All items forgotten by the guests are transferred by act to the storage room, and the administration takes all measures to return them to their owners.

The hotel administration has the right to refuse to provide services in the following cases: in the absence of the technical possibility of providing services, in the absence of an identity document from the guest, in case of violation of law and order by the guest, the rules of accommodation, which may or may lead to material losses, as well as inconvenience to other hotel guests



APPROVED

Director LLC "AN Casablanca"
Burenina A.V.

Safety & Security

"Club-hotel KORONA" is fully equipped with fire-safety system. For your additional safety, please familiarize yourself with the fire alarm buttons, fire exit and the fire safety guides. You can find this information in every room.

Should a fire occur in your room: dial "01". To reach a hotel employee immediately, dial "3999".

When fire alarm generated, exit the building immediately. Do not use the elevators.

Do not stop to collect your personal belongings.

Before living your room, touch the door to determine its temperature. If the door is NOT HOT, open it slightly to determine if there is a clear path to the nearest fire exit (see the map located in every room). Get down to the floor not to breathe in the smoke. Close the door and take your room key with you. If the door is hot and smoke is heavy, fill the door break with wet towels and then dial "01".

Medical

For medical emergencies dial "03". To reach a hotel employee dial "3999".

Safe-Deposit Boxes

Please do not leave money or valuables in your guestroom. Under state law, hotels cannot be responsible for the loss of articles unless properly secured in the complimentary safe-deposit boxes located. For the security of your valuables, please let us provide your property safety.



Утверждаю
Директор ООО "АН "Касабланка"
Буренина А.В

ПРЕЙСКУРАНТ НА ПОРЧУ ИМУЩЕСТВА/

PRICE LIST FOR DAMAGES

Наименование/Name	Количество/ Quantity	Стоимость компенсации/ Compensation cost (руб./rub.)
Постельное белье (простыня/покрывало/наволочка)/ Bed linen (bed sheet/duvet cover/pillowcase)	1	До 3000
Матрас односпальный/ Single mattress	1	10000
Матрас двуспальный/ Double mattress	1	18000
Подушка/ Pillow	1	1500
Одеяло/Blanket	1	3000
Шторы/Curtains	1	10000
Полотенце (для рук, ног, банное)/Hand, foot, bath towel	1	1000/2000
Халат/Bath robe	1	3 000
Чашка, бокал/ Glasses	1	500
Чайник электрический/ Electric kettle	1	3000
Кофе машина/ Coffee machine	1	10000
Фен /Hairdryer	1	5000
Диван/ Sofa (Хим чистка)	1	От 5000
Кровать/Bed	1	15000
Кресло/Armchair (Хим чистка)	1	10000
Шкаф/Wardrobe	1	15000
Телевизор/TV set	1	5000
Пульт от телевизора/TV remote controller	1	2000
Вешалка/Hanger	1	300
Стол/Table	1	10000

Стул/Chair (Хим чистка)	1	5 000
Тумба прикроватная/Night stand	1	8000
Стены (обои), пол (ковролин), потолки, двери/ Walls, floor (carpet), ceilings, doors	1	От 3000
Окно/Window	1	8000
Стекло, зеркало/ Glass, mirror	1	5000
Ручка для пластикового окна, двери/ Handle for plastic window, door	1	2500
Дверная ручка/ Door handle	1	6000
Дверной замок/ Door lock	1	15000
Утеря ключа от номера/ Room key loss	1	480
Светильник/Lamp	1	2500
Электрофурнитура/ Electrical fitting	1	1000
Смеситель душевой, раковины/ Shower,sink faucet	1	4000
Стекло душевой/Shower door	1	10000
Раковина/Sink	1	10000
Унитаз/ Toilet bowl	1	15000
Бачок от унитаза/ Toilet tank	1	10000
Крышка унитаза, крепления/ Toilet bowl lid, fasteners	1	4000
Картина /Painting	1	2000
Пульт от кондиционера/ Air conditioning remote controller	1	10000
Телефон /Telephone	1	5000

Civil liability for property damage, provides for compensation of the damage cost and material damage, according to the Civil Code of the Russian Federation.

Upon detection of damage to property, an Act of damage to property is drawn up, in which the amount of damage caused is recorded and the cost of compensation for damage is determined. The damage of material values not specified in this Price List is assessed when drawing up an act of property damage.

ATTENTION! Targeted vandal actions in relation to property and buildings located on the territory of the Club Hotel Korona Hotel fall under the scope of the article of the Criminal Code of the Russian Federation!



APPROVED

Director LLC "AN Casablanca"

Burenina A.V.

Term of use - Electric devices

Lightning fixtures

- Do not leave switched on for a long period. Do not locate combustible next to lightning fixtures and wires. In case of sparks or fire, inform hotel operator

Radio electrical appliances (TVs)

- Do not cover ventilation holes, spill liquids, insert metal parts, leave switched on for a long period. Do not leave in standby mode for longer than 1-2 days

Heating units (irons, hairdryers, electric kettles)

- Do not insert several items in one socket. Ensure that cords are not located near heating unit. Do not pull by the cord to take it out of socket. Do not use damaged appliances or appliances with damaged parts or wires. Do not cover appliances; put metal parts on top of it. Do not use electric appliances in the bathroom or shower.

Air conditioners

- Turn on the air conditioner by pressing the gray panel button (the panel is located on the wall to the left/right of the room door): the "wait" symbol will appear on the display, you need to wait 2-3 minutes to start the split system, then adjust the required temperature for cooling.

Important! If you have any questions about the operation, please call the reception and accommodation service by dialing: "3999" The air conditioners do not work to heat the room.