

THE ORDER OF ACCOMMODATION IN THE PATRIOT HOTEL

1. Reception, accommodation and accommodation of citizens in the Patriot Hotel is carried out in accordance with the Law of the Russian Federation "On Protection of Consumer Rights" dated 02/07/1992 No. 2300-1 with amendments and additions that entered into force on 07/01/2014, the Rules for the provision of hotel services in the Russian Federation dated 09.10.2015, and the National Standard of the Russian Federation "Travel services. Accommodation facilities" GOST R51185-2008.
2. The hotel is open around the clock. **Checkout time - 12:00 local time**
3. **Check in at the hotel 14:00**
4. The priority right to accommodation is given to persons who have booked a place in the hotel. All other citizens are placed on a first-come, first-served basis.
5. The cost of rooms is determined according to their location, size and equipment. We recommend that guests familiarize themselves with the cost of the rooms before checking into the hotel.
6. The guest stays at the hotel for the paid period. Payment is made in cash at the hotel's cash desk, by credit card, by wire transfer to the company's current account (only for legal entities with whom an agreement has been concluded).
7. Check-out time at the hotel is 12:00 pm local time. In case of early arrival or delay in departure of the guest, payment is made in the following order:
 - For early check-in, the fee is charged at 50% of the room rate;**
 - For late check-out before 18.00 - half day fee;**
 - After 18.00 - for a full day.**
8. Accommodation at the hotel is carried out upon presentation of an identity document (passport, foreign passport, military card). When placing in a hotel, you must fill out a special registration form, which is a contract for accommodation between the hotel and the guest.
9. When placing foreign citizens in a hotel, the administrator is obliged to issue a coupon-notification of the migration service about the registration of a foreign citizen.
10. In case of damage to hotel property by a guest or his visitor, the administrator draws up an act of damage to property, according to which the guest is obliged to compensate for the damage caused to the hotel according to the current price list of property prices.
11. The guest can only use the room for accommodation. It is forbidden to carry out gambling and related illegal actions in the room, conduct commercial activities, as well as violate the order of residence and rest of other guests. If the number is used for other purposes, the administrator draws up an act, based on this act, the guest will be charged a fine of 5,000 (five thousand) rubles.
12. **Smoking in any part of the hotel: in rooms, offices, cafes, corridors, staircases, office premises, as well as on the balconies of rooms and corridors is strictly prohibited. The offender pays an additional cleaning fee of 1,500 (one thousand five hundred) rubles.**
13. Accommodation in hotel rooms of unauthorized persons who have not paid for their stay is prohibited. Accommodation in a single room for the second guest, in a double room for the third and subsequent guests is allowed only upon payment of an extra bed.
14. The hotel reserves the right to refuse a guest to provide a room due to a gross violation of the rules of residence.
15. Upon leaving the hotel, the room key is handed over to the administrator. The fine for violation of this rule of drawing up is 1,500 (one thousand five hundred) rubles.
16. The room price includes the following services:
 - round-the-clock accommodation in a room of the selected category;
 - daily room cleaning;
 - cooler with hot and cold water (1st floor)
 - microwave oven (1st floor)
 - use of a safe (reception desk);
 - wake-up service;
 - calling an ambulance brigade;
 - delivery of correspondence to the room upon receipt;
 - taxi call;
 - ordering excursions
 - food delivery order
 - city map
 - baby cot / high chair
 - use of the telephone (at the administrator)
 - use of the luggage room
 - use of the ironing room (the key is at the administrator)
 - hairdryer on request
 - air ticket printing
 - parking for disabled people:
 - change of towels - once every 3 days;
 - change of bed linen in rooms: 303, 403, 503 - once every 3 days; 301, 302, 304-312, 401, 402, 404-412, 501, 502, 504-512, 601-612, 701-706, 708-712, 801-806, 808-812, 901-906, 908- 012 - once every 5 days;
17. You can deposit money and other valuables in the safe to the administrator on duty; the key to the safe is kept by the guest. The hotel is not responsible for the loss of valuables that have not been deposited.
18. Payment for additional services is made at fixed prices.
19. The guest is prohibited from:

- leave unauthorized persons in the room without the permission of the administration, as well as give them the keys to the room;
 - take out the room key from the hotel;
 - store bulky items and flammable materials in the room;
 - use electric boilers and hot plates;
 - keep animals and birds in the room without special permission and payment;
 - smoking is prohibited in all areas of the hotel and on balconies.
19. In case of illness or feeling unwell, the guest can contact the maid from 8:00 to 20:00 or the administrator at any time of the day.
20. Visiting the rooms by persons not living in the hotel is allowed upon presentation of an identity document during the day from 12:00 to 22:00, but no more than 2 hours of continuous stay. The administrator on duty has the right to limit the time spent by visitors.
21. The guest is obliged to comply with fire safety rules.
22. When leaving the room, the guest must close the taps, windows, turn off the lights, TV.
23. Extension of accommodation is subject to availability of rooms in the hotel. This clause must be brought to the attention of customers at the time of concluding a residence agreement.

We wish you a good rest!