

Approved by the order

General Director of LLC "Resot"

No. 13 dated 01/22/2025

Rules for the provision of services at the Angel Hotel

These Rules for the Provision of Services at the Angel Hotel (hereinafter referred to as the Hotel) have been developed on the basis of Decree of the Government of the Russian Federation No. 490 dated 02.10.1997 (as amended by Resolutions of the Government of the Russian Federation No. 1104 dated 02.10.1999, No. 693 dated 15.09.2000, No. 49 dated 01.02.2005, No. 1085 dated 09.10.2015) "On Approval of the Rules for the Provision of hotel services in the Russian Federation" (hereinafter referred to as the Resolution).

1. SETTLEMENT CONDITIONS.

1.1. "Hotel" is the property complex of the Angel Hotel, located at 92 Krasnoglinskoe Shosse, Samara, 443026, Russian Federation.

1.2. "Guest" is an individual, a consumer of hotel services.

1.3. OPiR - Reception and Accommodation Department of the Hotel.

1.4. The Hotel's operating mode is round-the-clock.

1.5. The estimated start time of the service (check-in) is 14:00 p.m.

1.6. The check-out time is 12:00 p.m.

1.7. Hotel - limited liability company Resot LLC (Angel Hotel) was registered by the Federal Tax Service of the Krasnoglinsky district of Russia in Samara on February 27, 2012

with the main state registration number (OGRN) 1126313000351 (Certificate series 63 No. 005271608).

1.8. Upon check-in, the Guest provides a document certifying his an identity card (passport, military ID card or other identification card, according to paragraph 8 of the Resolution), and pays 100% of the payment for the entire period of stay at the Hotel.

1.9. Upon check-in, the Guest makes a deposit at the request of the administrator as a guarantee of payment for additional services provided, namely: for the use of a mini-bar, telephone, laundry, transfer services, and others, the amount of which is indicated in the internal Order of the Hotel.

1.10. The Hotel reserves the right to refuse to arrange accommodation for persons who are allegedly under the influence of alcohol or drugs.

2. BOOKING CONDITIONS.

2.1 Hotel room reservations are made by sending an application to the Hotel's reservation department by mail, telephone and other means. Tel./Fax: 8(846) 2021588, e-mail: info@angelhotel.ru

2.2 With a guaranteed reservation, 100% prepayment of the cost for the entire period of stay is made, followed by payment upon arrival of the unpaid stay.

2.3 If, with a guaranteed reservation with 100% prepayment for 1 night of stay, the Guest did not use the accommodation service on the specified day of arrival and did not cancel the reservation one day before the expected day of arrival, the prepayment for 1 night of stay is non-refundable. This reservation will be transferred to the Non-Guaranteed status and will be cancelled if the Guest has not received information about the confirmation of this reservation.

2.4 If, with a guaranteed reservation with 100% prepayment for the entire stay, the Guest did not use the accommodation service on the specified day of arrival and did not cancel the reservation one day before the expected day of arrival, the prepayment for 1 night of stay is non-refundable. This reservation will not be cancelled until the Guest's written cancellation is received. In the absence of a written cancellation of the reservation and the Guest's accommodation during the paid period, the fee for each day of the Guest's accommodation is non-refundable.

2.5 In case of non-guaranteed (without advance payment) confirmed booking, if the Guest does not specify the exact time of arrival, the reservation will be cancelled at 18:00 of the arrival date, local time.

2.6 When booking a non-refundable rate, 100% payment will be charged for the entire period of stay.

Payment must be made on the day of booking or no later than 3 days before arrival. In case of non-arrival of the guest, the paid amount will not be refunded in full.

2.7 The Hotel has the right to refuse booking if there are no available rooms on the date specified in the application.

3. PAYMENT PROCEDURE FOR SERVICES PROVIDED BY THE HOTEL

3.1 Payment for accommodation and services provided by the Hotel is carried out at prices set by the Price List approved by the order of the General Director of the Hotel.

3.2 The accommodation fee is charged in accordance with the established check-out time from 14:00 hours of the current day, local time.

3.3 For guaranteed and non-guaranteed bookings, the check-out time is always 12:00 and a payment of 100% of the room rate per day is charged, which guarantees the guest availability from 14:00 to 12:00 at any time of arrival. Check-in time is 14:00. Upon arrival of the Guest without prior reservation before the specified time, the Hotel provides check-in to the Guest subject to availability of rooms.

3.4 For check-in without prior reservation from 14:00 to 23:59, check-out is carried out at 12:00 on the following day, and payment is charged per day.

3.5 If the guest stays for less than 24 hours, the fee is charged for 1 day.

3.6 In case of early arrival of the guest (from 00:00 to 11:59) and the guest stays for more than one day (more than 24 hours), the early arrival fee is half the cost of the day, then the daily payment.

3.7 The Hotel accommodation fee is charged in accordance with a single check-out time - 12:00 p.m. local time. In case of a delay in the Guest's departure, the accommodation fee is charged in the following order:

3.7.1. no more than 6 hours after check-out time (from 12:00 to 17:59) - hourly payment;

3.7.2. from 6 to 12 hours after check-out time (from 18:00 to 23:59) - payment for half a day;

3.7.3 from 12 to 24 hours after check-out time (check-out after 00:00 hours of the following day) - payment for a full day.

3.8 If there are available seats, at the request of the Guests, one person can be provided with a room with two seats. The rate for one person staying in a double room (without the right to move in) corresponds to the price of a double room

3.9 If it is necessary to extend the stay at the Hotel, the Guest can contact the Reception and Accommodation Service 2 hours before check-out time. If there are available places in the Hotel, the stay can be extended.

3.10 When extending the stay at the Hotel, the Guest pays 100% of the cost of the stay for the extended period.

3.11 Additional services are provided to the Guests for a fee. Information about the list and cost of Additional Services is provided by the Reception and Accommodation Service.

3.12 There is no charge for children under 2 years old staying in the same room with their parents without providing a separate place.

3.13 If possible, the Hotel may offer an additional seat for an additional fee in accordance with the current price list.

3.14 The Hotel provides the following types of services to the Guests at no extra charge:

- ☐ call an ambulance;
- , use of a first aid kit;
- ☐ room delivery of correspondence addressed to the Guest;
- , wake up to a certain time;
- ☐ taxi call
- ☐ information about train and plane schedules

3.15 If a Guest stays in the Hotel for more than 3 nights, bed linen is changed in all room categories. At the request of the Guest, an early change of bed linen and towels can be carried out at no extra charge.

3.16 Upon leaving the Hotel, the Guest makes a final payment for the services provided, including additional services, including city, long-distance and international telephone calls, with the exception of calls inside the Hotel, and hands over the room key to the receptionist. If the Guest has not used the additional services or has used them partially, the Guest receives a full or partial refund of the deposit.

4. THE DUTIES OF THE GUEST INCLUDE:

4.1 In case of loss or damage to the property of the Hotel, compensate for the damage in accordance with the procedure provided for by the current legislation. The amount of damage is determined by prices according to the price list approved by the CEO.

4.2 Keep clean and tidy;

4.3 Observe silence;

4.4 Comply with fire safety regulations;

4.5 Keep money, other valuables, and precious items in a safe located in a hotel room;

4.6 When leaving the room, close the water intake taps, windows, turn off the lights and other electrical appliances;

4.7 Upon expiration of the paid period of stay, vacate the room.

4.8 Pay for additional services on time and in full, including city, long-distance and international calls, except for calls inside the Hotel, laundry services, meals, transfers not included in the room rate. In case of late payment by the Guest of the cost of such services provided by the Hotel, their provision is terminated until the debt is fully paid off.;

4.9 Comply with the Hotel's rules of accommodation and payment for services provided.

5. IT IS NOT ALLOWED IN THE HOTEL

5.1 Leave unauthorized persons in the room in their absence;

5.2 Transfer the room key and guest card to unauthorized persons;

5.3 Staying in a room with pets and birds without the consent of the Hotel Administration;

5.4 Store bulky items in the room (boxes, boxes larger than 350*50 cm should be stored in the Hotel's storage room in order to ensure the convenience of room cleaning, as well as the personal safety of Guests), explosives, toxic materials, weapons;

5.5 Use heating devices, except for devices installed in the room.;

5.6 Rearrange and move furniture without the consent of the Hotel Administration;

5.7 Smoking in the Hotel, including electronic cigarettes, hookahs, etc.

5.8 Disturbing other Guests by making noise;

5.9 Openly carry any types of civilian, service, military weapons available to Hotel Guests, including in the performance of their official duties, as well as special equipment;

5.10 To drink alcoholic beverages, as well as to consume food in public areas of the Hotel (lobbies, halls of floors, etc.);

5.11 To be unregistered in the Hotel to persons after 23-00.

6. RESPONSIBILITIES OF THE HOTEL.

6.1 To ensure the quality of services provided by the Hotel;

6.2 Provide full information in the room in the "Guest Folder" or in the "Reception and Accommodation Service" of the Hotel;

6.3. At the first request of the Guest, provide a "Book of reviews and suggestions", which is located in the "Reception and Accommodation Service" of the Hotel.

6.4 Immediately consider the demands and complaints of the Guests.

7. ADDITIONAL INFORMATION:

7.1 The Hotel has the right to refuse the Guest further stay at the Hotel in case of violation of these rules and late payment of Hotel services.;

7.2 If the Guest refuses to stay on the day of settlement without prior reservation, the full amount will be refunded if the Guest approached the Reception desk within the first hour after settlement and did not use the room (the Administrator immediately assigns the status of Clean – Inspected). If the Guest has used the room or approached the Reception desk in order to cancel the room later than the first hour after check-in, there will be no refund for the first day of stay.;

7.3 In case of expiration of the Guest's stay in the Hotel for more than 6 hours in the absence of the Guest at the place of residence (if the stay is not extended and not paid on time), the Hotel Administration has the right to create a commission and make an inventory of the property in the room of the absent Guest, vacate the room. The Administration places material assets in the form of cash, precious metals, and valuable documents for free storage in a safe deposit box located in the Reception and Accommodation Service, while the rest of the items are placed in the Storage Room for Forgotten and Found Items;

7.4 The procedure and rules for storing and receiving property from the "Chamber of Forgotten and found things", approved by the General Director of the Hotel and is located in the "Reception and Accommodation Service";

7.5 The Hotel, in accordance with Article 925 of the Civil Code of the Russian Federation, is responsible for the safety of the Guest's belongings, with the exception of money, other currency valuables, securities and other precious items.;

7.6 The Hotel Administration is not responsible for valuables that have not been deposited in the safe deposit box located in the Reception and Accommodation Service;

7.7 A guest who discovers the loss, shortage or damage of his belongings, immediately informs the Hotel Administration about this to the Reception and Accommodation Service. Otherwise, the Hotel is exempt from liability for the unsecurity of things.

7.8 In case of discovery of forgotten items, the Hotel immediately notifies the owner of the items, if the owner is known. The hotel keeps the thing forgotten by the Guest for 3 months. Valuables and large amounts of money are stored for up to 1 year in accordance with the "Regulations on the camera of forgotten and found items."

7.9 The Guest takes note of and does not object to the fact of use in the Hotel premises (with the exception of rooms and toilet cubicles) video surveillance systems.

7.10 When resolving conflict situations, the Guest and the Hotel are guided by the Law of the Russian Federation "On Consumer Rights Protection" and Government Decree No. 490 dated April 25, 1997, No. 1085 dated October 09, 2015 "On Approval of the Rules for the Provision of Hotel Services in the Russian Federation".