



2019 года

/Маслов В.В./

THE RULES OF RENDERING OF SERVICES IN  
«DOMINA NOVOSIBIRSK» HOTEL

GENERAL

1. These rules of rendering of hotel services in «Domina Novosibirsk» hotel, hereinafter referred to as «Rules», are developed according to the Act of the Russian Federation «About consumer protection» № 2300-1 from 07.02.1992, Civil Code of the Russian Federation, and Rules of providing hotel services in the Russian Federation, approved by the resolution of Government of the Russian Federation № 1085 from 09.10.2015.

2. The Rules regulate the relations in the provision of hotel services and other additional and accompanying services, hereinafter with a joint mention – hotel services, between Pro Kapital Sibir LLC (Domina Novosibirsk), hereinafter Hotel, and the Guests of the Hotel.

3. These Rules are located for the Guests at the reception desk.

4. Working time of the Hotel – daily, round-the-clock.

5. Hotel and contact information:

The hotel services are rendering by legal entity Pro Kapital Sibir LLC,

Registration code: 1075404004565, from 06.02.2007

Legal address: 630004, Novosibirskaya oblast', Novosibirsk, Lenina 26

Location and postal address: the same as legal.

Phone number: + 7 (383) 362-85-55

Web site: [www.dominarussia.com](http://www.dominarussia.com)

E-mail: [welcome.nsk@dominarussia.com](mailto:welcome.nsk@dominarussia.com)

6. On the hotel's territory there are:

Tartufo restaurant

It is located on the second floor. Restaurant working for breakfast as a buffet from 06-30 until 10-30 on weekdays, and from 07-00 until 11-00 on weekends and holidays.

The restaurant is open for events, cocktails and banquets.

There are baby chairs in the restaurant, providing on request.

Brera bar

It is located on the ground floor of the Hotel. Working hours – round-the-clock.

Fitness

It is located on the third floor of the Hotel. Working hours – round-the-clock.

Jacuzzi and sauna

Located on the third floor. Working hours daily from 06-30 until 23-00. Monday – technical break.

Laundry

Working hours daily: from 08-00 until 20-00.

Price-list, packages and application form for laundry service are available in every room of the Hotel. Time of the order fulfillment is 24 hours.

### PROCEDURE OF RENDERING OF THE HOTEL SERVICES

1. The Hotel renders services on providing rooms for temporary accommodation of Guests during the period, agreed with the Hotel and issued in accordance with the procedure established by these Rules.

2. The Hotel takes orders by postal, telephone or other service, allowing to the Hotel to determine that the order comes from the consumer.

3. Guaranteed reservation – the type of booking when the Hotel is waiting for the Guest until check-out of day, following the day of the scheduled arrival. In case of untimely cancellation of reservation or no show, the Guest have to pay the amount of 100% of daily accommodation. In case of no show, the guaranteed reservation annulled.

4. Non-guaranteed reservation – the type of booking, when The Hotel is waiting for Guest until 14:00 in arrival day, after that booking annulled if the Guest did not arrive.

5. The Hotel has:

Check-in – at 14:00 of Novosibirsk time;

Check-out – at 12:00 of Novosibirsk time;

Daily payment for accommodation in the Hotel;

Fee for half a day, (for arrivals from 0:00 and following check-out, is 90% from daily rate;

Arrival from 06:00 to 14:00 of a current day will be charge an additional fee in amount of 50% of daily rate (can include breakfast «Buffet», depend on accommodation rate, chosen by the Guest)

In case if Guest missed a breakfast, he can take a service «Lunch-box», which he can get in the restaurant or at the reception desk.

At the end of paid duration of staying Guest is obliged to vacate a room not later than 12:00 or to prolong the period of staying in room. In case of untimely check-out of Guest, administration of the Hotel having a right to evict a Guest.

The Hotel does not provide an hourly payment.

Total number of Guests staying in the room should accord to the number of seats in room.

6. To get a room in the Hotel, the Guests should provide to the reception the following documents:

- a) passport of a citizen of Russian Federation, certifying the identity of a citizen of the Russian Federation on the territory of Russian Federation;
- b) Passport of a citizen of USSR, certifying the identity of a citizen of the Russian Federation, until its replacement on the passport of a citizen of the Russian Federation;
- c) Birth certificate – for the person, below the age of 14 years;
- d) Passport, certifying the identity of a citizen of the Russian Federation abroad, - for person, permanently residing outside the Russian Federation;
- e) Passport of a foreign citizen or another document approved by Federal Law or accepted as a document, certifying the identity of a foreign citizen according to international agreement of the Russian Federation;
- f) Document, issued by a foreign state and accepted as a document, certifying the identity of a stateless person, according to international agreement of the Russian Federation;

- g) Temporary residence permit for stateless person;
- h) Residence permit for stateless person.
- i) A foreign citizen should provide for registration the following documents:
  - Passport of a foreign citizen;
  - Migration card with mark of the border control authority on the entry of the foreign citizen to the Russian Federation, or with mark of territorial migration service on the issuance of this migration card to a foreign citizen.

Certificate of employment is not the civilian's personal identity documents.

### **PROLONGATION OF ACCOMMODATION PERIOD**

In case if the Guest need to prolongation the room, Guest can apply to the reception desk up to 10:00 on local time. If there are available rooms in the Hotel, the period of stay can be extended. Cost of prolongation determined with accordance to the Price-list, specified on the moment of the Guest's applying.

Prolongation of room less than a day is possible according to the rate of last full daily accommodation of the Guest.

Prolongation of room less than a day:

Before 18.00 – will be charged an additional fee in amount of 50 % of current daily accommodation;

Before 23.59 – will be charged an additional fee in amount of 100 % of current daily accommodation (can include supper, depend on rate).

### **ACCOMMODATION FOR CHILDREN**

Accommodation for children up to 4 (four) years inclusive is free of charge (baby bed is available on request)

Accommodation for children from 5 (five) to 12 (twelve) years inclusive will be charged a fee with accordance to the Price-list (for the family accommodation), extra bed is available on request for an additional fee.

Accommodation for children from 12 (twelve) to 17 (seventeen) years will be charged according to the Price-list for adult.

Check-in of minor citizens, below the age of 14 years, is carried out on the basis of the documents, certifying the identity of their parents (adopters, guardians) or close relatives, accompanying person(s), documents, certifying authority of the accompanying person(s), and birth certificates of these minor citizens.

### **ACCOMMODATION PAYMENT**

Payment for services in the Hotel shall be by cash, with banking card (Visa, MasterCard, American Express, Maestro, Visa Electron) or by bank transfer to the settlement account, and also if paying on the Hotel web-site using the internet acquiring according to Price-list, valid for the date of booking confirmation.

Payment for the hotel services by banking card can made by:

1. The cardholder, for the hotel services, rendered to him personally;

2. The cardholder, for the hotel services, rendered to a third party, if the cardholder provide photocopy of passport and filling the Form «Compliance with payment for the Hotel services by banking card», issued in the Hotel.

Please note that for check-in Guests must show credit card, which used for booking. The Presence of a cardholder is necessary.

## **RIGHTS AND LIABILITIES OF THE GUESTS**

### **Liabilities of the Guests:**

1. Use all Hotel services: restaurant «Tartufo», bar «Brera», fitness center, sauna, jacuzzi, surface and underground parking, laundry.
2. To get full and true information about working hours of Hotel, cost and list of rendering and additional services.
3. To invite visitors in the Guest's room from 08:00 to 23:00.
4. Apply to the Hotel employee; leave comments in the book of feedback and suggestions, which is located at the Front office.

### **The Guests are obliged:**

1. Follow the Rules of accommodation and provision of Hotel services.
2. Respect the rights of the other Guests.
3. Follow the ethical and moral standards; abstain from overuse of alcohol and coarse language in the public space of the Hotel.
4. Keep the terms of use the objects of the Hotel infrastructure and procedures.
5. To pay a bills for services rendered by the Hotel in according with procedure, issued by these Rules.
6. If visitors stay in the Guest room after 23:00, the Guest have to register visitors at the Front office and, if necessary, to pay an extra charge for accommodation on an extra bed.
7. Take care of the property Hotel. In case of forfeiture or damage of property, Guest has to pay for damage, in according with procedure, issued by the Russian Federation Law. Size of damage is determined and payed in accordance with Price-list for loss and damage of Hotel property. In case if legal entity, who made a service agreement with the Hotel, does not fulfill its obligations, Guest is fully responsible.
8. In case of injury during the period of stay in the Hotel, loss or damage the property, Guest should inform the Hotel about it before check out.
9. Follow the fire safety rules and rules of using electrical appliance in room, for safety of life and health.
10. Turn off the hydrant, windows, switch off the light and electrical appliances, and leave the room on the expiry of staying period.
11. To get back a room key to the employee of Front Office when check out, fully pay for mini bar, restaurant service and other Hotel services.

The Hotel is completely non-smoking, according to the Federal Law from 23.02.2013 N 15-FL (red. from 28.12.2016) "Of protection of the Public Health from influence of a tobacco smoke and aftermath of tobacco use".

According to the p.5 p1 par.12 of the Federal Law from 23.02.2013 N 15-ФЗ (red. from 28.12.2016), to prevent the impact of ambient tobacco smoke on human health, smoking of tobacco in premises intended for the provision of services, Hotel services or temporary accommodation services is not allowed.

In case of smoking on the territory of the Hotel and in the rooms of Hotel, the fee for the service will be 6000.00 rubles for each act of smoking, according to the necessary of the further deep cleaning of the room, for category Standard room; 8000 rubles for Superior and Junior Suite; 10000 rubles for Suite. The Hotel have the right for termination of the hotel service agreement unilaterally, or to refuse in prolongation of accommodation period in case if Guest break the Rules of accommodation, untimely payment for the hotel services, in case of causing the material damage to the Hotel's property.

For the purposes of safety, video monitoring is in all areas of the Hotel, except rooms, bathrooms and shower cabins.

## **RIGHTS AND LIABILITIES OF THE HOTEL**

### **The Hotel is obliged:**

1. Render services to the Guests in time, competently and completely.
2. Inform the Guests about rendering services and additional services of the Hotel, about terms and conditions of payment.
3. Provide full correspondence of the rendering services to sanitary and healthcare standards and rules.
4. Provide privacy of information about the Guests of the Hotel.
5. React to guests' requests in time, taking measures of following up remedial actions in rooms of the Hotel as soon as possible (in case the remedial actions cannot be taken in the shortest time, administration must offer alternative room to the Guest of the same category or higher).
6. In case guest discovers the loss, lack or damage of his/her property, the Guest should promptly claim the fact to the Hotel administration. Otherwise, Hotel does not take responsibility for safety of the guests' property.
7. In case of discovering Guest's lost/forgotten property, immediately inform the Guest.
8. Hold forgotten and unclaimed property during 1 year.
9. Hold valuable property, money during 1 year.
10. As on Guest's request, hold forgotten property more than 1 year, until Guest's next stay. In this case, the special note to be done in Lost&Found journal.
11. Provide Book of comments and suggestions on Guests first request. The book is held by Front Desk.

### **Liabilities of the Hotel:**

1. Hotel staff have the right to enter the room without preliminary approval to clean the room, change the sheets supplement mini bar, check the heat/power/air conditioning

system or taking remedial actions in their functioning, and also in case if Guest violate the Rules of Accommodation.

2. In case of rude violation of the Rules of Accommodation, the Hotel reserves the right to establish a committee of representatives of Front Desk, Housekeeping and file a report on that violation. If necessary the law enforcement officer to be invited to find the facts of violation.

3. To check out Guest before the time, if the Guest violates the conditions of agreement, binges drink and violate the public space. Thereby Guest must recompense Hotel's expenses.

4. The service of accommodation considered fully rendered after using the bed and bathroom.

#### **GUESTS ARE STRICTLY FORBIDDEN TO:**

1. Enter into the staff rooms of the Hotel.

2. Take a pictures and video duration more than 30 minutes without negotiation with Hotel's administration.

3. Make inconvenience for other Guests.

4. Pass a key and Guest's card to the third parties, to avoid theft.

5. Keep in room a bulky luggage (boxes with size over then 80x80x80 cm, must to hold in luggage room, for providing of cleaning in room, and personal safety of Guests).

6. Move the furniture and interior details by themselves, including public areas.

7. Smoke at the Hotel's territory, includes rooms, balconies, and other Hotel's space with accordance to the Federal Law from 23.02.2013 № 15-FL «Of protection of the Public Health from influence of a tobacco smoke and aftermath of tobacco use».

8. Violation of this claim incur administrative liability, issued by st. 6.24 Code of the Russian Federation on Administrative Violations from 30.12.2001 № 195-FL.

9. Bring and keep arms, explosives and highly flammable substances, toxic substances, drugs and other dangerous things;

10. If Guests have a right to bear arms, they have to provide documents, certifying this right, by the Hotel's request.

11. To make dirty the Hotel's territory intentionally.

12. Independently open windows and balcony doors, throw out of the window and on the balconies any things, cigar stubs and garbage.

13. Staying in room after 23:00 for unregistered visitors.

14. Leave children unattended, without parents or accompanying persons, at the territory of fitness center, sauna, jacuzzi, in elevators and summer cafe.

15. In case of serious violation of these Rules by Guest, administration has a right to refuse the Guest for staying in Hotel, with drafting an act for this violation and invitation the Policeman, if necessary.

Hotel has a right do not render an accommodation services for drunken and drugged persons, or persons under the influence of psychotropic.

In case of default on the visitor registration duties at the Reception Desk, Guest is fully responsible for the visitor's actions.

## THE HOTEL'S POLITIC PETS

The Hotel consider pets (cats and dogs) a part of family, that is why Hotel's doors opened for pets, weighting no more than 10 kg.

Accommodation the Guests with pets weight up to 10 kg will be charged an additional fee in amount 2000 rubles.

For providing the comfort staying of the pet's owners and other Guests, the Hotel has the following rules:

1. Owner must provide veterinary passport or veterinary certificate on pet. Hotel has a right to refuse in accommodation, if the Owner cannot provide these documents.
2. Pet's owner is fully responsible for pet's actions.
3. Pet's owner must to keep a pet on a leash, muzzle or in the pet carrier.
4. Employee of Front office has a right to inspect a pet for checking its cleanness and abidance of above-mentioned conditions.
5. Owner must not leave a pet alone during the period of stay in Hotel.
6. Owner must provide the absence of pet in room during cleaning.
7. Pet's owner must suppress any infractions of quiet order by pet (for example, barking).
8. Pets are not allowed to be in the restaurant, bar, gym and sauna of the Hotel.
9. In case of aggressive behavior of pet, the Hotel has the right to evict a pet's owner.
10. Pet's owner is responsible for material losses, damages caused to the Hotel by the animal, including damage to furniture, walls, carpeting and others; damage caused by the animals to other Guests, or Hotel staff. For this procedure, it needs to create a commission from representatives of the Economic Service, the Reception and the Hotel Security Service, an act is drawn up, and the amount to be reimbursed is calculated in accordance with the Price List for damage to the property of the Hotel.