



CONGRESS-HOTEL
FORUM



Congress-Hotel Forum Policies



The Congress-Hotel Forum offers to customers a comfortable and friendly place for work and accommodation. To maintain order and homely atmosphere, we kindly request our Guests to adhere to the Hotel Policies.

1. General provisions

1.1. The Hotel Policies govern the relations between the Congress-Hotel Forum and its Guests – citizens of the Russian Federation, foreign nationals, legal entities, and stateless persons – in the course of providing the hotel services. The Hotel Policies are developed in accordance with the Law of the Russian Federation “On Protection of Consumers’ rights” “Rules and Regulations on Provision of Hotel Services in the Russian Federation” approved by executive order of the Government of the Russian Federation No.490 of 25.04.1997, the Federal Law “On Protection of Public Health from Exposure to Environmental Tobacco Smoke and Consequences of Smoking” of 23.02.2013, the Federal Law “On Personal Data” of 27.07.2006, and other effective laws of the Russian Federation governing legal relations between contractors and customers regarding the provision of hotel services.

1.2. Hotel services are the provision of a room (a bed in the room) for temporary

accommodation of Russian citizens and foreign nationals regardless of their place of registration.

1.3. The Congress-Hotel Forum is open 24 hours.

2. Room provision for temporary accommodation.

2.1. The Congress-Hotel Forum provides temporary accommodation for the period agreed by the administration.

2.2. The administration ensures that the Guest is provided with accommodation only for the paid period. If the Guest wants to extend the length of stay, he/she shall pay for the late check-out service no later than 2 hours prior to the end of the rental period. If the room has been booked by other persons, the Guest may be provided with another room (if available).

2.3. If the Guest fails to check in before 6 P.M., to pay the room and to notify of late arrival, the booking shall be canceled.

2.4 Subject to availability, the priority for accommodation shall be given to:

- Heroes of the Soviet Union, Heroes of the Russian Federation, Full Cavaliers of the Order of Glory;
- prosecution officers, internal affairs officers, court staff, courier transfer officers, tax service officers, officers of the federal governmental communications and information bodies (on duty);
- disabled persons of group 1 and their companions (max 1 person); other categories of citizens in accordance with the current legislation of the Russian Federation;
- persons of groups 2 and 3 and their companions shall be accommodated on a first-priority basis as rooms become vacant.

3. Hotel rates

3.1. Payment for accommodation and services provided by the Hotel can be made in Russian rubles either by cash or cashlessly using a payment card.

The Guest shall take into account and shall not object to the fact of video surveillance system use in the hotel (except for customers' rooms and toilet stalls). The book of comments and suggestions is available at the Reception and shall be submitted upon request of the Guest (except for persons who are under the influence of alcohol). Claims and complaints shall be considered by the administration immediately.

3.2. Accommodation charges shall be paid in full and in advance.

3.3. If a payment for accommodation made cashlessly fails to be transferred on the settlement account of the Hotel, the Guest shall not be accommodated in the hotel or he/she shall make a payment by cash.

3.4. Information on room rates, extra service fees, and special offers is available at the administrator desk (lobby, ground floor). Accommodation charges depend on the room category and services provided to the customer according to the price list approved by the director of the Congress-Hotel Forum.

The hotel administration brings to the attention of the Guest that information on special offers is set out in "The Discount Information".

3.5. Accommodation of children under 2 years of age is not charged (family room). For children aged from 2 to 5 years, an extra bed is charged at a discount of 50%.

3.6. If the Guest pays for accommodation by cash or by a payment card, the administrator shall provide the Guest with an invoice, a cash register receipt, and a POS slip (if paid by the credit card) during the check-in.

If paid by bank transfer, the closing documents (Invoice, Service Provision Report) shall be sent by mail within five business days after the service provision.

After the Guest's check-in, the documents of the receiver shall not be subject to any alternations.

3.7. Payment for accommodation is charged in accordance with the check-out time.

Hotel check-out time is 12 p.m. local time.

If you extend your stay, accommodation is charged as follows:

- max 6 hours after the check-out time – hourly payment;
- from 6 to 12 hours after the check-out time – payment for 12 hours;
- over 12 – payment for 1 day.

3.8. The Guest may be accommodated before the check-out time only if vacant rooms are available.

In this case the accommodation and payment procedures are the following:

- If the Guest checks in for less than 24 hours, the Guest shall pay 100% of the full-day room rate; the Guest shall be accommodated before the check-out time of the current day.
- If the Guest checks in after midnight for more than 24 hours, the Guest shall pay for the 1st day 50% of the full-day room rate; the Guest shall be accommodated before the check-out time of the current day. The subsequent time of accommodation shall be charged in accordance with the stated rules.

3.9. Room booking does not require extra charges, unless the Guest checks in before the check-out time. In this case the Guest shall be additionally charged for the reservation service in the amount of 50% of the room rate.

Гость обязан ознакомиться с инструкцией по эвакуации, находящейся в номере. В случае пожара не пользоваться лифтами. Следовать к ближайшему запасному выходу и спускаться в холл первого этажа. Следовать указаниям персонала, который прошел подготовку на случай любых аварийных ситуаций.

3.10. If the Guest does not check in or cancel the reservation less than 24 hours before the check-out time of the check-in day, the administration shall be entitled to deduct the full-day room rate amount from the downpayment.

3.11. In case of the reduction of stay, the Guest shall inform the administrator about it not less than 24 hours before the check-out time of the check-out day.

Otherwise the administration is entitled to deduct the full-day room rate amount from the downpayment.

3.12. Refunds are performed on weekdays from 9:00 A.M. to 6:00 P.M. provided that the Guest submits the paid invoice and the receipt. Refunds for less than 1 full-day are not performed.

3.13. During the check-out, the Guest shall perform the final settlement for extra services provided by the Hotel and shall receive the final detailed invoice.

4. Accommodation procedure at the Congress-Hotel Forum.

4.1. To check into the Congress-Hotel Forum, the Guest shall be required to submit an identification document: passport or if the person does not have one, then one of the following documents: a special certificate issued to citizens in case of the passport loss, military service card (for army conscripts), international passport, birth certificates for children under fourteen years of age.

4.2. Foreign nationals or stateless persons shall submit to the administrator the passport of their country, visa and migration card.

4.3. During the check-in, the Guest shall read the Hotel Policies, and then sign the registration card which contains the information on the length of stay in the Hotel, room number, passport details and which is a services agreement between the Guest and the Hotel.

4.4. The registration procedure in the Hotel

shall take 5-7 minutes.

4.5. After the check-in, the Guest shall examine the room and inform the guest service officer about damages and defects within 3 hours. Upon expiration of this period, the room shall be considered accepted.

4.6. It is prohibited to use any pyrotechnics on the hotel premises.

4.7. The Guest is prohibited to openly bear arms of any kind – civilian, service, combat – and also special equipment, even if he/she is on duty.

4.8. The administrator shall not escort visitors to the Guest.

4.9. The Guest's visitors are allowed to stay in the hotel from 6:00 A.M. to 11:00 P.M. upon the Guest's request and the administrator's approval if they submit an identification document. The Guest of the Congress-Hotel Forum shall bear the responsibility in case his/her visitors breach the Hotel Policies. If the

*The Hotel rooms
have 220 V outlets.*

Guest's visitor is willing to stay after 11:00 P.M., he/she shall be checked into the Hotel.

4.10. Hotel staff shall not be responsible for the supervision of children left unattended by their parents or accompanying persons.

4.11. According to the legislation of the Russian Federation, the Guest shall indemnify the Hotel for any loss or property damage and shall be liable for any offence committed by his/her visitors. The administrator shall produce a Property Damage (Loss) Report. This report shall oblige the Guest to restitute the actual damage cost in the Hotel cash register as per the price list approved by the director of the Congress-Hotel Forum.

4.12. In case of the loss of an electronic hotel room key, the Guest shall pay a penalty in the amount of three hundred (300) rubles.

4.13. Room cleaning is performed on a daily basis from 1:00 P.M. – 5:00 P.M. If the Guest needs extra cleaning or does not need cleaning, he/she shall hang a respective sign on the handle facing the corridor.

4.14. The laundry service is available from 9:00 A.M. to 4:00 P.M. Clean clothing is delivered by 8:00 P.M. the same day. For express orders (delivery within 2 hours), laundry service is available from 9:00 A.M. to 6:00 P.M.; in this case an extra charge in the amount of 50% of the order cost shall be paid.

4.15. Payment for the restaurant services shall be made in the restaurant cash register when the service is provided.

4.16. For an early check-out, lunchboxes for breakfast shall be ordered no later than 10:00 P.M.

4.17. The Guest shall handle the hotel property and equipment with care and shall observe sanitary standards and public order.

4.18. To ensure personal safety and property safekeeping, the Guest shall:

- turn off sanitaryware taps, close the hotel room door when leaving the room;
- observe the fire safety rules.

4.19. To ensure order and Guest safety in the Hotel, it is prohibited to:

- cause public inconveniences and disturb the peace of other hotel occupants;
- leave unauthorized persons alone in the room;
- give the electronic room key to unauthorized persons;
- keep bulky items, flammable, explosive, poisonous, narcotic materials and substances in the room;
- in the view of article 12 of the Federal law No.15-FZ of 23.02.2013 "On Protection of Public Health from Exposure to Environmental Tobacco Smoke and Consequences of Smoking", since 01.06.2014, the smoking ban has come into force in the Congress-Hotel Forum; smoking is not allowed in all rooms of the hotel including the guest room stock, lobby bar, conference rooms and public rooms. The violation of the provisions of the specified Federal law demands extra cleaning work in hotel rooms and public areas.

The Hotel administration shall be entitled to charge the Guest for the expenses in-

curred by the Hotel in accordance with the approved rate for 1 room - 2,500 (two thousand five hundred RUB and 00/100);

■ use heating and electric devices if they are not provided in the hotel room.

4.20. When checking-out, the Guest shall return the electronic room key to the front office administrator and shall pay for the mini-bar and other extra services set out in the invoice unless a third party assumes the responsibility for the invoice settlement.

4.21. The room shall be examined for any belongings left behind within 15 minutes after the key have been submitted to the administrator without the presence of the Guest.

4.22. The lost or left behind items should be stored in a storing place according to the Lost Items Storage Regulations. Food and alcohol beverages are disposed as soon as are found in the room.

4.23. The book of comments and suggestions is available at the Reception of

the Congress-Hotel Forum (lobby, ground floor).

4.24. The Guest shall take into account and shall not object to the fact of video surveillance system use in the hotel.

4.25. It is expressly prohibited to take dishes, utensils, food and beverages out of the restaurant or lobby bar without the prior approval of the Restaurant administration.

4.26. The restaurant administration shall be entitled to refuse service to the Guest wearing athletic apparel, athletic footwear or slippers and breaching generally recognized rules.

4.27. It is prohibited to bring and consume outside alcohol and non-alcohol beverages and food in the public places of the hotel: restaurant, lobby bar.

4.28. The administration of the Congress-hotel shall not be responsible for the safekeeping of documents, money, valuables, jewelry left in the room. The rooms are provided with free safes.

4.29. Pets are allowed by prior arrangement with the Hotel administration.

4.30. Loud music and other noise are not allowed in the hotel.

5. Rights and Liabilities of the Parties.

5.1. Provided that the Hotel Policies are observed, the Congress-Hotel Forum shall ensure that the Guest exerts his/her right to use services provided by the Hotel without any intervention on the part of the Hotel or other persons claiming to act on behalf or by order of the Hotel.

5.2. The Guest shall assume the responsibility for payment for the services provided by the Hotel and for the Hotel Policies observance.

5.3. In case of overdue payment, repeated or serious breach of the Hotel Policies, hotel property damage, public order disturbance, the Hotel administration shall be entitled to prematurely terminate the agree-

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***We wish you a pleasant stay
at the Forum Hotel
and in Ryazan.***

ment with the Guest unilaterally or to refuse to extend the stay.

During the eviction, the Guest shall be obliged to pay for the services provided by the Hotel as per the price list and to indemnify for the caused property damage.

5.4. The Guest shall give his/her consent for personal data processing in accordance with the Federal law No.152-FZ of 27.07.2006 "On Personal Data" for the operator to provide services and fulfill other liabilities. The consent is effective for 5 years after the registration card is signed.

5.5. If service flaws are discovered, the Guest shall be entitled to demand at his/ her own discretion:

- free-of-charge flaw elimination;
- service replace of equal value;
- respective reduction in service cost.

5.6. The Congress-Hotel shall not be liable for failures of the city utilities (cut-off of power, water, heating, etc).

5.7. The Hotel administration reserves the right to enter the room without the Guest's consent in the case of smoke, fire, flooding and also in case of the breach of the Hotel

Policies, public order, and domestic appliances use specifications.

5.8. The Guest shall be entitled to terminate the agreement prematurely having notified the administration in advance.

5.9. Should the Hotel breach the Hotel Policies, the defense of the Guest's rights shall be performed according to the procedure stated by the current legislation.

5.10. Other matters that are not covered by the Hotel Policies shall be settled by the Hotel and the Guest in accordance with the current legislation.