



The Hotel rules

These rules shall govern the order of reservation, stay and providing services in Bristol hotel.

- 1. The hotel is designed for part – time residence of citizens during the time agreed upon with the hotel administration. After the expiration of the agreed time guests are requested to leave the room not later than check-out time. If you wish to extend your staying you should inform the hotel manager no later than checkout time – 12:00 p.m. local time. Extension of staying in the same room is possible if there is no confirmed reservation of this room in favor of third parties.*
- 2. Checkout time – 12:00p.m. local time.*
- 3. The hotel works around the clock.*
- 4. Guests are only registered after presentation of their identifying documents. If the guest accepts the current rules of Bristol hotel and registers accommodation, the hotel services contract is regarded to be concluded.*
- 5. Hotel administration is entitled to enter into a room reservation contract. If there are available rooms the administration accepts reservation requests from legal persons and private individuals. During reservation, accommodation, or usual registration the guest is entitled to choose a room category, but the hotel administration is entitled to choose a certain room of this category. A guaranteed reservation is a reservation with an advance payment for the first night. When reservation is non-guaranteed and has not been confirmed by the guest at the day of assumed arrival, a reserved room is not preserved for the guest.*
- 6. Payment for accommodation and services at the hotel, including insurance fees and pledge payments are made at free (contract) price, according to the price list, confirmed by the hotel administration. Payment is made in rubles in cash, by bank transfer on the basis of the reservation contract, or by credit cards. Hotel guest registration is regarded as having been completed only after the guest has made payment for accommodation and has made prepayment for the mini – bar. Fiscal check and the final bill for services provided are issued at departure.*
- 7. Payment for accommodation is charged in accordance with the checkout time – 12:00 p. m. of the current day, local time. In case of usual registration of a guest at night hours the registration is valid only till the checkout time. It is possible to extend the staying in accordance with paragraph 1 of the present rules. In case of staying for less than 24 hours you are charged for 24 hours regardless of time of arrival.*
- 8. Payment for children under the age of 6 years who are accommodated without extra beds is not charged.*
- 9. Regardless the form of staying, in case of delayed departure of a guest (customer) after the checkout time during less than 4 hours an hourly rate is charged. In case of delayed departure during 4 – 7 hours after the checkout time, a rate for half a day is charged. Leaving the hotel after more than 7 hours after checkout time you are charged for an extra night's stay.*

**"Bristol" LLC. Our address: 19 Sobornaya Street, Pyatigorsk, Stavropol Region, Russia 357500.
Tel./fax: +7 (8793) 40-77-04. E-mail: mail@spahotel-bristol.ru. Web-site: www.spahotel-bristol.ru.**



10. *If the guest cancels his stay or departs early, the hotel administration is entitled to withhold the amount that equals to payment for a night's stay from the prepayment made by the guest. This amount is a compensation for a room selling failure for that period.*

11. *At the guests request, upon consent of the administration, third persons are allowed to stay in the room from 08:00 a.m. to 23:00 p.m., for this purpose a visitor shall leave an identifying document at the reception desk and receive a guest card.*

12. *If a visitor stays in the room after 23:00 p.m. or if a guest gets a third person into the room in the night time (23:00 p.m. to 08:00 a.m.) these persons shall be registered as extra guests in the guest room.*

13. *The hotel provides guest with the following range of free services:*

- emergency call, use of first aid kit;*
- taxi order;*
- room correspondence delivery on its receipt;*
- early morning call;*
- using of a individual safe;*
- providing a sewing kit, set of dishes and tableware;*

14. *Hotel provides guests with extra services for an additional fee at their request in accordance with the list of and price list for extra services.*

15. *The hotel is not responsible for operation of public facilities (emergency shutdown of electricity, water and network of Wi – Fi).*

16. *A guest must:*

- turn off the cocks, shut windows, switch of all electric devices;*
- respect the order of staying in the "Bristol" hotel, make no noise, and observe public order in the room and in the hotel;*
- rigidly observe fire safety rules;*
- compensate the damages in case of loss, injury or damage to the hotel property. Damage assessment is based on the price list for property damage;*
- be liable for the actions of the visitors invited by him into the room;*
- timely and fully pay for all extra services provided by the hotel, mini – bar products.*

17. *In the hotel it is prohibited:*

- to leave third persons in the room or give them the room key card;*
- to store bulky items, flammable materials, weapons, chemical and radioactive substances, mercury;*
- to keep animals in the room (birds, reptiles);*
- to use heating devices, unless it is permitted in this hotel room;*
- to change temperature in refrigerator of mini bar;*

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-to disturb guests staying in the neighboring rooms.

18. In accordance with the requirements of the Federal law of the Russian Federation of February 23, 2013 N 15-FL "about public health protection from exposure to environmental tobacco smoke and the impact of tobacco consumption" smoking is prohibited on the entire territory of the hotel, including the rooms and the restaurants. In case of violation of the rules concerning the prohibition of smoking in premises of hotel and restaurant the administration is entitled to evict you, and charge a compensation for our and our non-smoking guests inconvenience in the amount of 3000 (three thousand) rubles.

19. In accordance with the requirements of the Federal law of the Russian Federation of July 29, 2017 N 214-FL "on realization of experiment on the development of resort infrastructure in the Republic of Crimea, Altai Region, Krasnodar Region and Stavropol Region" from May 1, 2018, a resort fee is charged in the amount of 50 rubles per night for person. Payers of the resort fee are individuals who come of full age, staying in the places of accommodation for more than 24 hours.

20. The administration is not responsible for loss of guest's valuable property, which was left in the room, if the guest violated the order of staying in the hotel. In case of finding left things, the administration takes measures to return them to their owners.

21. The receptionist keeps the book of reviews and suggestions. The book is provided at guest's request.

22. The hotel administration is entitled to visit the room without the guest's consent in case of smoking, fire, flood, in case of violation of the order of staying in the hotel, violation of public order, the order of using of household appliances on the part of a guest, as well as in case of guest refusal from room cleaning for two days.

23. The administration is entitled to terminate the contract for provision of hotel services unilaterally or to refuse to extend the period of stay in case violation of the order of staying in the hotel, late payment for hotel services, causing material damage to the hotel.

24. If the guest is absent for more than a day (or within 3 hours after his checkout time), the hotel administration is entitled to establish a commission and make an inventory list of the property in the room. The property shall be kept in the Service Department.

25. We kindly ask you to call us (8-928-375-01-76, 8-928-336-97-34) if you have any complaints to personnel service.

26. In cases not covered by these rules, the administration and guests are guided by the current legislation of the Russian Federation.

The rules of staying are based on the RF Law "On protection of consumers' right" and "Rules of hotel services provision in the Russian Federation", approved by the RF Government №1085 from 09.10.2015 and "Rules of registration and removal of citizens of the Russian Federation from the registration account in a place of stay and in a residence within the Russian Federation", approved by the Resolution of the government of the Russian Federation of July 17, 1995 No. 713.

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