

# **NETIZEN Hotel | Hostel Accommodation rules and policies**

## **1. General Provisions**

**1.1.** Netizen Hostel (hereinafter referred to as Hostel) is intended for persons' temporary residence and their living accompanying services provision.

**1.2.** Hostel Rooms Division includes the following rooms: Twin rooms, Family rooms, 6-Bed Dormitory rooms (Female or Mixed), 8-Bed Dormitory rooms (Female or Mixed), 10-Bed Mixed Dormitory rooms, 12-Bed Dormitory rooms (Female or Mixed) and 14-Bed Dormitory rooms (Female or Mixed). Total number of beds is 246.

Rooms are equipped with facilities, furniture, bed dress and other implements designed to provide accommodation in accordance with the requirements of the Hostel.

## **2. Reservation**

**2.1.** The guest can book a bed / room at the hostel, paying for it before check-in (guaranteed reservation).

**2.2.** Non-guaranteed reservation is a bed / room booking, when the guest makes the first payment upon arrival at the hostel and booking is reserved for the guest until 4:00 p.m. local time on the specified arrival day. If the guest does not arrive before 4 p.m. local time, the reservation can be cancelled. In this case, the Hostel's accommodation obligations are terminated, and accommodation is subject to availability of beds / rooms on general grounds.

**2.3.** Financial obligations between the Hostel and the guest with non-guaranteed reservations do not arise.

**2.4.** Guaranteed booking is a bed / room booking, where there are full legal obligations between the Hostel and the Guest arise. Bed / room booking is guaranteed by prepayment for at least the first day of the booked stay, or providing the Hostel with credit card information and the guest's consent to charge the account. The payment is due upon the Hostel booking confirmation receipt.

**2.5.** The guaranteed booking is reserved for the guest during the first day of the booked stay (until the checkout time (11:00) of the day following the day of arrival). In case of no show or late reservation cancellation less than 1 (one) day before arrival date, the Hostel does not refund the cost of the first 24 hours.

**2.6.** Prepayment with guaranteed booking is made by bank transfer or credit card, or by any other method of cash or non-cash payment. The payment is considered to be made if funds were received to the Hostel bank account. In case of non-payment in due time, the reservation is considered to be canceled without warning.

## **3. Accommodation and services registration regulations**

**3.1.** Hostel operating mode is round-the-clock.

**3.2.** Accommodation registration in the Hostel is made upon presentation of the passport of a citizen of the Russian Federation, birth certificate for persons under 14 years old, foreign citizens with a national passport, visa or residence permit, migration card (except for citizens of the Republic of Belarus).

**3.3.** Guests under the age of 18 can only be accommodated if they are accompanied by their legal representatives (parents, adoptive parents or legal custodians) or by representatives, according to written consent of legal representatives.

**3.4.** Check-out time is 11:00 a.m. (Moscow time) on the departure day. Check-in time is after 2:00 p.m. (Moscow time) on the arrival day. Early check-in from 08:00 a.m. to 12:00 p.m. is subject to availability and an additional payment of 50% of the room price. Early check-in from 12:00 p.m. to 2:00 p.m. depends on the Hostel's occupancy, and there are two options: free check-in or an additional payment of 50% of the room / bed.

If you move from one room to another, you must do it from 11:00 a.m. to 2:00 p.m., if you know that you cannot be in the Hostel at this time, you need to vacate the bed / room in advance, collect your baggage and leave it in the luggage room.

**3.5.** If the guest delays his or her departure (after 11:00 a.m.) an additional fee is charged for the stay extension: up to 4:00 p.m. – 50% of bed / room price at the rate of accommodation, from 4:00 p.m. to 7:00 p.m. (depending on the Hostel's occupancy) – from 50 to 100% of the bed / room price at the rate of accommodation.

**3.6.** The extension of accommodation after the check-in time is subject to bed / room availability.

**3.7.** In case of the guest's absence at the place of the stay after the check-out time without payment and if there is the guest's baggage found at the place of the guest's stay, the administration of the hostel tries to contact the guest using the available contacts in the Hostel's database. In case of impossibility to contact the guest, the administrator together with the cleaning personal makes an inventory of the guest's belongings in the room / in the individual locker. The guest's belongings are taken to the luggage room. The administration of the Hostel is not responsible for the safety of the guest's belongings.

**3.8.** To provide the safety of the accommodation, the administration of the hostel has an access mode to the Hostel's residential area which is carried out using an electronic key.

**3.9.** The guest is given an electronic key for the paid stay while the procedure of check-in.

**3.10.** In case of a loss of personal belongings from the room or an electronic key, the guest must immediately inform the Front office (the reception desk) or the Hostel Security Service to take the necessary measures to look for missing items.

**3.11.** When extending the stay, the guest may be offered a different room / bed in the room, in case the room / bed in the room where the guest stayed is already booked. If there is a need for an unplanned transfer of the guest to another room / bed, the hostel administration will coordinate it with the guest.

**3.12.** Persons who violate public order or commit hooliganism could be evicted. Hereinafter the Hostel reserves the right to refuse to provide accommodation to the above-mentioned persons.

**3.13.** The guest can use the following types of free services at the Hostel:

- Luggage room (on the arrival day and on the departure day)
- High-quality bed linen and large towels
- Safe deposit boxes in the lobby
- Wi-Fi in the rooms and public areas
- Workout equipment and etc.

#### **4. Payment for accommodation and services**

**4.1.** The payment for accommodation and services provided by the Hostel can be made by cash or non-cash payment as well as by credit cards. The only accepted currency is Russian Ruble.

**4.2.** The payment for accommodation is charged on terms of advance payment for the whole booked period. **Accommodation on credit is not provided at the Hostel.**

**4.3.** For the stays which last less than 24 hours, the fee is charged per day, regardless of the fact that the guest checks out before 11 a.m.

**4.4.** If the guest extends his or her stay having a zero balance, the extended stay must be paid before 11 a.m.

**4.5.** Accommodation prices for the bed / room per day at the Hostel are established by the Order of the General Director of «NETIZEN Rimskaya» Ltd.

**4.6.** In case of impossibility to provide the guest with a bed / room according to the conditions of confirmed reservation, the Hostel provides the guest with a bed / room in a higher category without additional payment.

**4.7.** No fee is charged for the accommodation of children under the age of five, if they are accommodated with their parents (guardians) in the hotel room without providing a separate bed.

**4.8.** The Hostel offers the guests additional services for a fee at their request, according to the list of paid services.

## **5. Accommodation Rules**

**5.1.** In order to comply with fire safety rules, the guests staying in the Hostel are prohibited from the following:

**5.1.1.** It is prohibited to use non-standard (not provided with the equipment of the room) electric heating devices, as well as extenders, cables, adapters, etc.

**5.1.2.** It is forbidden to store and bring to the Hostel flammable and highly inflammable materials, highly poisonous substances and bulky things. Oversized things (if the sum of the length, width and height exceeds 150 cm) are taken to the Hostel's luggage room. The services of the luggage room are provided only for those who are staying in the Hostel.

**5.1.3.** It is forbidden to leave any devices on when leaving the room.

**5.1.4.** It is prohibited to smoke on the territory of the Hostel. In the case of gross fire safety rules violation, the Hostel administration has the right to refuse to provide the accommodation to the guest drawing up a compulsory act on this violation and involving competent authorities if necessary. The person who violates the ban on smoking on the territory of the Hostel on the basis of an act compiled with the detection of the smell of tobacco, smoke, ash, cigarette butts, etc. is entitled to pay a fine of 5000 Russian Rubles which will be used to eliminate the consequences of the caused damage (washing and cleaning stuff, laundry, dry-cleaning, etc.).

**5.2.** To ensure the order and safety of the guests staying in the Hostel, it is prohibited:

**5.2.1** For non-registered guests to be present in the Hostel from 00:00 am to 06:00 am.

**5.2.2.** To get to residential floors without a guest card.

**5.2.3.** To transfer the room key card to unauthorized persons.

**5.2.4.** To walk strangers into guest rooms.

**5.2.5.** To violate the peace of the guests after 22.00, including loudly talking in Dormitory rooms, listening to music without headphones.

**5.2.6.** To violate the sanitary standards and requirements in the room, as well as in the rest of the public spaces of the Hostel.

**5.2.7.** To stay with any animals.

**5.2.8.** To leave garbage, bottles and other items in places not intended for this.

**5.2.9.** To take out linen, towels and equipment from the room.

**5.2.10.** To carry and store a traumatic, gas, piercing-cutting weapon (pistols, knives, gas cartridges, etc.).

**5.2.11.** To carry, store and use any kind of drugs.

**5.2.12.** To drink alcoholic beverages stronger than 15%, as well as being in a state of alcohol intoxication.

**5.3.** Guests should take care of the property and the equipment of the Hostel; observe sanitary norms and public order.

**5.4.** The Hostel has the right to terminate the contract with the guest in case of repeated or gross violation of these Accommodation Rules in the Hostel.

## **6. Guest Rights and Duties**

**6.1.** The guest staying in the Hostel has the right to terminate the contract for the service, notifying the administration 24 hours before the check-out time of the departure day. In this case, the guest is refunded for future paid days. If the guest notifies the administration less than 24 hours before the planned departure from the Hostel, the administration has the right to withhold the amount for the next 24 hours in full. If more than 30 minutes have passed since the receipt was given to the guest, the refund for the first 24 hours is not possible.

**6.2.** In case of loss or damage to the property of the Hostel, the guest is obliged to compensate the caused damage in accordance with the legislation of the Russian Federation.

**6.3.** Guests staying in the Hostel are required to comply with these Rules.

## **7. Duties and responsibilities of the Hostel Administration**

**7.1.** Cleaning in rooms and common areas is done every day. The linen and towels are changed once in 5 days (or more at guest's request for an additional fee).

**7.2.** The Hostel is not responsible for the safety of money, other currency valuables, valuable items not placed in safe boxes. Money and valuables are recommended to be kept in special safe deposit boxes at the reception.

**7.3.** In case some forgotten items are found, the administration of the Hostel should, if possible, notify the items owner about it. Forgotten items are listed in a special logbook and taken to the Hostel's luggage room. In case of impossibility to contact the guest, the Hostel administration does not take any responsibility.

**7.4.** The book of comments and suggestions is placed in the Front Office and is given to the guests staying at the Hostel upon their request.

**7.5.** The guests' written complaints are considered by the Hostel administration in a period not more than a month from the date of their submission.

## **8. Other conditions**

**8.1.** The Hostel administration has the right to refuse to provide accommodation to guests in case:

- the guests do not have identity documents (passport, birth certificate),
- the guests provide overdue documents,
- foreign citizens have been staying in Russian Federation for more than 7 days, and they do not have a temporary registration, a valid visa, a migration card,
- a person is in a state of intoxication / inadequate condition.

**8.2.** The administration is not responsible for the city utilities operation (water, light, heating) and the Internet provider.

**8.3.** All guests must comply with the fire safety Rules placed on the Hostel information board.

**8.4.** It is forbidden to store food and drinks and eat and drink in the rooms.

**8.5.** It is forbidden to sit, lie, and put bags, personal belongings on unoccupied and unpaid beds, prepared for the other guests' arrival.

**8.6.** The Hostel staff does not take any responsibility for the guests' left items on the territory of the Hostel.