



ООО «ГРАНД ПЕТЕРГОФ КОРКУЛИ»

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ИНН 7819315768 / КПП 781901001
ОГРН 1127847283783 / ОКПО 09588680
ОКВЭД 55.1 Р/с 40702810090220000751
Банк: ПАО "БАНК "САНКТ-ПЕТЕРБУРГ"
К/с 30101 810 9 0000 0000790БИК 044030790

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HOTEL POLICIE "GRAND PETERHOF SPA HOTEL"

These Rules are developed in accordance with the Civil code of the Russian Federation, RF Law "On protection of consumer rights" from 07.02.1992, № 2300-1 by the Federal law "On personal data" N 152-FZ dated 27.07.2006, the Decree of the RF Government of 9 October 2015 N 1085 "About approval of rules of providing hotel services in the Russian Federation", "On amendments to the Rules of providing hotel services in the Russian Federation" of July 18, 2019 N 927 and other normative legal acts.

The concept of "hotel services" has the meanings defined in the Federal law "on the basics of tourist activities in the Russian Federation". In this case, the composition of other mandatory services included in hotel services is determined by the requirements established by the Regulations on hotel classification, approved by the decree of the Government of the Russian Federation of February 16, 2019 N 158 "on approval of the Regulations on hotel classification".

Hotel services are provided in accordance with the regulations on hotel classification. Certificate of assignment of the category "Grand Peterhof SPA Hotel" - "four stars", registration number 78/16/387-2019 dated 15.12.2019, valid until 14.12.2022, issued by the accredited organization for hotel classification center for Classification of LLC "Stars Hotels".

Rooms of the "first category" - 35 (standard, superior), "higher category" - 2 suites "Alexandria" and "Peterhof".

The price list for rooms and the list of services included in the room price are available at the reception and are available 24 hours.

GENERAL PROVISIONS

- The hotel is intended for temporary accommodation:
 - citizens of the Russian Federation for a period agreed with the Contractor
 - for foreign citizens and stateless persons - within the validity period of the visa
- The hotel is open 24 hours a day, all year round
- The reception is open 24 hours a day
- Video surveillance is conducted in the hotel premises (with the exception of private rooms, toilets and changing rooms) in order to ensure security, as well as to monitor the quality of services provided.

DEFINITIONS

- The contractor is a limited liability Company "Grand Peterhof Korkuli", which provides hotel services to the consumer.
- Hotel services – a set of services for providing temporary accommodation in a hotel, including related services, the list of which is determined by the Contractor.
- Hotel – property complex (building, territory, equipment and other property) intended for providing hotel services.
- Customer (consumer) – a natural (legal) person who intends to order or purchase hotel services in accordance with the hotel services agreement.

5. Check-out time – the time set by the contractor for the guest's arrival and departure.
6. Key card – an electronic key (issued with a paper holder, which indicates the room number), is issued for easy use of the purchased services.
7. Registration card is a contract concluded between the customer (consumer) and by drawing up a document signed by the two parties, which contains data about the artist and information on its state registration; information about the customer; provide details about the room; the room rate; period of residence; other necessary information.

HOUSE RULES

1. Guests are accommodated by prior booking
2. Hosting without a reservation is made, subject to availability
3. When booking is confirmed by the guest room category, it is assigned to a specific room on arrival
4. Check in time: 14.00 current day local time
5. Departure Time: 12.00 current day local time
6. Non-guaranteed payment to book the hotel has the right to cancel in the event of non-arrival of the guest to 18.00 of the current day local time
7. Extension of stay is made upon availability
8. At the end of the period of stay the guest is obliged to leave the room until 12:00 of the current day, local time, otherwise the guest will be charged according to the pricelist
9. Guest has the right to provide a different number if available, as well as refuse to hotel services, provided that from the date of the settlement until the relocation or unplanned departure was not more than an hour, and the guest did not have time to take advantage of in-room amenities and services, acquired according to the price list
10. Allowed the presence of visitors, invited guests in the living room in the period from 08.00 to 23.00 with the ability to purchase hotel services according to the price list
11. After 23.00 the invited guests must leave the room or to produce documents in the service of reception and accommodation for future registration and "resident guest" status, additional accommodation is paid according to the price list established by the Contractor.
12. Children under 12 years old can stay in the SPA center from 8am to 9pm

REGISTRATION

1. While check in it is necessary to present a document proving the identity of the citizen in the Russian Federation, namely:
 - Passport of the citizen of the Russian Federation
 - Birth certificate for persons under 14 years of age
 - For minors up to 14 years – a document certifying the identity of the parents (adoptive parents, guardians) who are with them or written consent of the legal representatives (one of them) to the accompanying person.
 - For minors who have reached the age of 14 - in the absence of a legal representative - a written consent of the legal representatives (one of them).
 - Passport, identity card of the citizen of the Russian Federation, - for persons permanently residing outside the Russian Federation
 - For foreign citizens - national passport, a visa to enter the territory of Russia (unless a different order of entry), migration card
 - A temporary residence permit or residence permit stateless persons.
2. Guests personal data processed for the purpose of execution of the contract for the provision of accommodation or temporary accommodation. Hotel collects data only to the extent necessary to achieve the stated objectives.
3. "Regulation on processing and protection of personal data" is free for the guests at the front reception
4. In the absence of necessary documents, service of reception has the right to reject guest check in due to non-fulfillment of the objectives of the contract, one side of which is a Guest.

PAYMENT ORDER

1. Payment for services in the Grand Peterhof Spa Hotel is carried on the price list approved by the General Director of LLC "Grand Peterhof Korkuli"
2. It is accepted cash, credit card payment systems Visa, Maestro, MasterCard

3. Payment for accommodation is made in accordance with the calculated hour, in case of delay in departure arrival after 12.00 of the current day local time, guests will be charged in the manner prescribed by the Contractor
4. In the case of guest delay of departure will be charged in the following order:
18.0 - fee for half a day, later than 18.00 - fee for full day
5. During the stay of children under 3 years sharing a room with their parents without additional bed will not be charged
6. Information about the additional services and costs are available at the reception and accommodation, or in place of their provision
7. Services provided at no additional charge:
 - Call an ambulance and other special services
 - Using of the first aid kit (thermometer, blood pressure cuff, means for first aid are excluded drugs)
 - Delivery to the room, addressed to the consumer, on its receipt
 - Wake up to a certain time
 - Providing hot water, thread, needles, one set of dishes and cutlery
 - Provision of iron and ironing board
 - Other services of the Contractor's discretion
8. The list of paid services:
 - Accommodation
 - The service "visa support"
 - Transfer
 - Rent safe deposit box
 - Restaurant "Mikhaylosky", phyto bar
 - Billiards
 - SPA "Pearl"
 - Rental of towels, bathrobe, slippers
 - Lease of conference halls
 - Souvenirs
 - Washing and ironing
 - One-time use of the spa complex
 - Room decoration flower
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OBLIGATIONS OF THE CONTRACTOR

1. Promptly and fully to provide guests and visitors of the hotel paid services
2. To ensure the confidentiality of information about hotel guests and ensure the implementation of their transfer to third parties only in order to fulfill the obligations imposed by the legislation of the Russian Federation
3. To ensure the safety of hotel guests using video surveillance system at the hotel except for rooms and bathrooms
4. Enforce silence on site after 23:00, except for specified in advance of holidays and entertainment
5. Promptly respond to requests for living in eliminating the inconvenience of breakdowns in the number of rooms, other shortcomings rendered services
6. To ensure full compliance with sanitary standards of services provided
7. To be responsible for the safety of the guests left valuables in safety deposit boxes
8. In case of forgotten things make arrangements for their return to owners; if the owner can not be found, to realize at the end of 3 months in accordance with established procedures
9. Maintain the migration registration of foreign citizens and stateless persons in the Russian Federation on the basis of Federal Law of 18.07.2006g №109 «On Migration Registration of Foreign Citizens and Stateless Persons», the RF Law of 25.06.1993 N 5242-1 "On the right of citizens of the Russian Federation to freedom of movement, choice of place of residence within the Russian Federation ", to carry out processing of personal data provided to guests.

GUEST RESPONSIBILITIES

1. During the period of stay to comply with ethical norms in public areas to refrain from excessive use of alcohol and foul language, respect the right of other guests on holiday, do not insult the actions and words of support staff

2. Observe the rules for the use of infrastructure facilities Hotel
3. Report in the case of property damage, technical faults, accidents (bay, fire, broken glass, etc.)
4. Treat the hotel property and equipment to comply with the established order and cleanliness
5. Follow the rules of fire safety
6. Immediately report to the Reception of identifying infectious disease or suspicion on him
7. Follow the dress code in the restaurant at breakfast and throughout the day
8. At night, from 23.00 to 08.00 to keep quiet and not cause inconvenience to other guests
2. Paying purchased additional services, closed to the room, in time, without exceeding the amount of debt in 10 000r.
3. Comply with the Federal Law of 23.02.2013 N 15-FZ "On the Protection of the health of citizens from exposure to environmental tobacco smoke and the consequences of tobacco consumption" (as amended), to carry out tobacco smoking only in designated areas on site, which are designated by appropriate signs permitting smoking
4. In the case of detection of the fact of smoking in the room or places that are not designed for this purpose, to compensate for the damage caused to the hotel, according to the current price list, approved by the Contractor
5. In the event of damage or destruction of property, hotel compensate damages in accordance with applicable law, in the amount established by the price list approved by the Contractor, or in the absence of the price list of the damaged property, the damage shall be compensated in accordance with the market value of the damaged property, existing at the time of reimbursement loss.
6. While visiting SPA complex children of pre-school and primary school age (up to 10 years of age) must have an enterobase certificate. If the gap between the visits of the child of the pool more than two months, the certificate of parasitology should be provided again. The validity of such certificate is 3 months. In accordance with No. 3.12.2 SanPiN 2.1.2.1188-03, a certificate of treatment and prevention institution, allowing a visit to the pool, is necessary in the event of an adverse health-epidemic situation in a given locality (city, district) for diseases listed in annex 1, paragraph 4. In such cases, in order to prevent the spread of infectious diseases, the authorities responsible for the State sanitary and epidemiological surveillance order the swimming pool authorities to stop allowing visitors, They have not been examined and tested. Regardless of the health situation, children of pre-school and primary school age are required to certify the results of a parasitological examination of enterobiosis: - before admission to swimming group (section) of the pool, in the future at least once every three months; - for one-time visits - before each visit, if the gap between them is more than two months.
Certificate should be presented to the administrator of the spa complex before visiting the pool.

PROHIBITED IN HOTEL

1. Being and relax at the hotel with pets
2. Smoking in rooms, public areas and other non-designated areas
3. The swimming pool and sauna in a drunken state
4. To bring and consume alcoholic beverages in the restaurant and food products, which is not purchased at the hotel (except baby food)
5. To bring and consume drinks in glass containers in the territory of the spa complex
6. Wear and store weapons, explosives and flammable, corrosive and toxic substances. Guests have on the course of their work the right to possess weapons, must provide documents proving this right at the request of the hotel. By means of the weapon should be understood as defined in the Federal Law of 13.12.1996g. №150-FZ "On Weapons"
7. Store and unauthorized use of fireworks and candles
8. Using electric heaters not provided for in a hotel room, including microwave ovens, boilers, electric heaters and kettles are not installed in the room
9. Swap, make furniture out of the room
10. Leave the room open, leaving it to the period of stay
11. Transfer the room key to strangers
12. Leave minor children unattended in the pool areas, fitness center, game room, children's playgrounds
13. Leaving vehicles on arrival and departure, domestic fire driveways

The rights of performers, LIABILITY OF GUEST

1. The administration of the hotel has the right to refuse guests and visitors to hotels in providing any of the services outlined in the price list for medical reasons in the case of acts committed by the guest in relation to staff and other travelers aggression or actions that threaten the safety of the health or property of other persons
2. In the case of gross misconduct, the established order of residence and technology guests and visitors safety, including the administration of the hotel has the right to refuse guests and visitors to the further stay on site with the mandatory drafting the act on the violation and, if necessary, invite employees competent bodies
3. The Contractor is not responsible for the guest's health in the case of the use of their drinks and products purchased outside of the hotel
4. The administration of the hotel is not responsible for the safekeeping of documents, money and other valuables, except left valuables in rented safe deposit boxes
5. The Hotel Management reserves the right to visit the room without the agreement with the guest in the event of smoke, fire, flood, and in case of violation of the order of guest accommodations, public order, the order of use of household appliances
6. In the absence of a guest residence for more than 1 day or after 6 hours of the onset of his checkout time, the administration of the Hotel is entitled to set up a commission to make an inventory of the property and the guest is in the room, leave the room and put the guest property in a place of temporary storage. Wealth in the form of cash, precious metals, valuable documents administration Hotel takes custody
7. The administration of the hotel is not responsible for the safety of the vehicle, left on site
8. Administration of the hotel is not responsible for the operation of urban services (emergency shutdown of electricity and heat, water), for carrying out maintenance work on television
9. Hotel Administration is not responsible for the guest's health in the case of the use of their drinks and products purchased outside of the hotel.

SETTLEMENT OF DISPUTES

1. In case of complaints from the guests, the hotel takes all possible measures to settle the conflict in a reasonable time
2. In the event of any dispute regarding the quality of service, the hotel guest should strive to solve the problem by referring to the reception service. If the problem can not be solved on the spot within a reasonable time, guests are required to express their wishes in writing. Failure to do so may be grounds for full or partial denial of the claims
3. The hotel does not bear property liability if it can prove that the breach of its obligations arose from force majeure or due to the fault of the Guest
4. This Regulation shall be binding for the guests and the Contractor for the duration of stay or any other lawful a citizen on site. In cases not covered by these Rules, the administration Hotel and Guest guided by the current legislation of the Russian Federation
5. Feedback and suggestions are in the Service of the hotel reception and is issued at the request of the administrator.