



Data Protection Policy

General terms apply to the Users of Grand Peterhof SPA Hotel's site www.grandpeterhof.ru, who book rooms over the Internet on the real-time basis. If the User uses the online booking service, it means he or she agrees with this Data Protection Policy and terms for protection of personal data, submitted at filling in the registration form, in particular: - full name - contact phone number - e-mail address - residential address In case the User doesn't agree with the Data Protection Policy, he or she should stop using the site. Personal data of Users can be used in order: - to identify the User and to determine his location for safety reasons and fraud prevention - to contact the User, including to send him or her notifications, to render services, to process the inquiries and requests made by the User - to process and obtain payments - to provide efficient customer support to the User in case of any problems associated with using the site - to send special offerings and newsletters in case the User has agreed to that - to do promotional activities The Site administration doesn't check if personal data provided by the User is true. Personal data of the User can be processed in any legitimate way. The Site's administration undertakes all the necessary organizational and technical precautions to protect personal data from unauthorized or accidental access, deletion, changing, blocking, copying or distribution, as well as other illegal acts by third parties.



User Agreement

The site located at grandpeterhof.ru is owned by Grand Peterhof SPA Hotel

(Grand Peterhof Korkuli Ltd.), and this Agreement governs the relations between the Site administration and the User of this site. The Site Administration reserves the right to change or to update this Agreement, or to remove some of its clauses without notifying the User. If the User proceeds with using the site, it means he or she accepts the Agreement and any changes made to it. The Site offers the following services to the User: - free-of-charge access to e-content, with the right to view and download PDF-documents, specially intended for that; - access to the tools ensuring search and navigation over the accommodation facility; - access to data on services and on buying services; - other types of services provided site pages. The User of the site is not entitled: - to use the site with the view to distribute advertisement information unless it has been approved by the Site administration - to impair the site functionality - to use the site and its content for any purposes prohibited by the law of the Russian Federation, as well as to urge to any illegitimate actions or other actions that violate rights of other persons' site This Agreement is a public offer. Accessing the site, the User is considered to have joined this Agreement. Use of materials and services of the Site is governed in accordance with legal provisions of the effective law of the Russian Federation.



Terms of Payment and Cancellation

Grand Peterhof SPA Hotel doesn't place limitations on the methods of payment for every rate individually. Booked services can be paid at check-in, in cash or by a plastic card. With Reserve Master, the 1st specialized payment system for hotels, you can pay your accommodation in the booked premises from anywhere globally, partially or in full, and if you wish, you can even pay before check-in. Advantages of the Reserve Master payment system: o comfortable payment at all the payment terminals in Russia – over 240 thous. locations o instant payment confirmation at the hotel o money conversion in the system – you can pay in any currency o no commission o technical support o you can pay by a card or by e-money The Guest is sent intelligible payment instructions in SMS or to his or her e-mail right after the hotel receives the inquiry; the guest can choose a convenient way to pay the booking: in cash at all the Russian terminals, or by card, or e-money. Accommodation can be 100% paid on a cashless basis – to do so, send an inquiry with your band details to the booking department to hotel@grandpeterhof.ru not later than 3 days before the intended check-in date. To change the number of visitors in your booking, as well as to change the accommodation period, or in case you need early check-in or late checkout, please timely call the hotel at 8 (812) 3348690 or send your inquiry to hotel@grandpeterhof.ru.



In case you need to cancel the booking please call the hotel at 8(812)3348690 or send your inquiry to hotel@grandpeterhof.ru. In case the booking is cancelled not later than 24 hours before the scheduled check-in date, provided that you've paid in advance, the refund is made in the same way as the payment has been made. In case you've paid by a bank card we'll make refund to the bank card used to make the payment. If the guest doesn't arrive by 6 p.m. on the check-in day, and the booking hasn't been cancelled, and no inquiries were made about changing the check-in time, the booking can be cancelled the Hotel. In case the booking was cancelled later than 24 hours before the scheduled check-in date or in case of non-attendance, the advance payment isn't refunded and is retained by the Hotel as a penalty charge.