



## **ACCOMMODATION RULES**

### **«Hampton by Hilton Moscow Strogino»**

These accommodation rules at «Hampton by Hilton Moscow Strogino» hotel were developed according to the article №39.1 of The Law of Russian Federation «Concerning the Protection of Consumer Rights», The Rules of hotel services provision in Russian Federation, approved by The Government of The Russian Federation decree from 18.11.2020, № 1853, and the other legislative acts of The Russian Federation and the City of Moscow.

1. «Hampton by Hilton Moscow Strogino» hotel provides temporary accommodation to Russian and foreign citizens. To register guests should be of 18+ years old

2. Hotel operates 24 hours a day 7 day per week.

3. Check-in time is from 3:00 pm local time on current day with valid documentation proving identity in accordance with the Russian Federation legislation, including:

- Passport of a citizen of the Russian Federation, certifying the identity of a citizen of the Russian Federation on the territory of the Russian Federation.
- Birth certificate for a person under age of 14.
- Passport of a citizen of the Russian Federation, certifying the identity of a citizen of the Russian Federation outside the Russian Federation.
- Temporary identity card of a citizen of the Russian Federation.
- Passport of a foreign citizen or other document established by federal law or recognized in accordance with an international treaty of the Russian Federation as an identity document of a foreign citizen, with a valid visa and migration card.
- Check-in at the hotel of minors who have not reached the age of 14 is carried out on the basis of identity documents of their parents (adoptive parents, guardians), accompanying person, provided that such accompanying person provides notarized consent of legal representatives, as well as birth certificates of these minors.
- Check-in at the hotel of minors who have reached the age of 14, in the absence of legal representatives, is carried out on the basis of identity documents of these minors, provided that the notarized consent of the legal representatives (one of them) is presented.

4. All visitors after 8:00 pm should be registered.

5. Registration card is required to be filled in and signed at check in. Full prepayment is required at check-in. Once form is signed and prepayment received, electronic key is given to the guest.

6. Check in before 3 pm is possible if vacant and clean rooms available at discretion of the Hotel. For early check-in, the following rules apply:

- Check-in from 12:00 p.m. to 3:00 a.m. is considered a check-in from the previous day, and a fee of 100% for the previous day is charged
- Check-in from 3:00 a.m. to 10:00 a.m. - an additional 50% of the room rate is charged for the first night of stay. Free Breakfast on the day of arrival is provided.
- Check-in between 10:01 a.m. and 3:00 p.m. - free of charge, as a compliment, subject to availability.

- Members of the “Hilton Honors” loyalty program with the “Diamond” status can be accommodated free of charge from 3:00 am, subject to availability.

7. Guaranteed reservations are kept until 12:00 pm of the following day, after this time the Hotel has the right to cancel reservation.

8. Check-out time is 12 noon local time.

9. “Hampton by Hilton Moscow Strogino” hotel provides Guests with the following list of additional services free of charge:

- Temporarily registration with local authorities
- 24/7 reception desk
- In-room safe
- Luggage storage facilities
- Daily room cleaning
- Towels and daily replacement if advised
- Bathroom amenities
- Wake up call at agreed with guest time
- TV
- Telephone
- Wi-Fi
- Tea and coffee making facilities
- Iron and ironing board
- Hairdryer
- Access to hotel gym
- Hampton Breakfast
- Internal and incoming calls
- Voice mail
- Messaging services provided by reception
- Technical assistance related to room
- Delivery of incoming mail, messages and packages to guest
- Taxi booking
- Ambulance calling
- First aid kit (the hotel is forbidden to issue any medications to guests)

10. Guests are forbidden to:

- Cause inconvenience and disturb other Hotel Guests;
- Have unauthorized/not registered guests in the room
- Pass room key to any third party
- Keep flammable items, poisoning materials and substances, explosive substances, any weapons, drugs and toxic substances in the room
- Smoke in the room including electronic cigarettes. Charge for additional dry cleaning of the room – 7,000 rubles will be applied. In case of activation of fire voice alarm due to

smoking resulting in disturbance of other hotel guests, the hotel will charge a fine for violation of guest right for calm accommodation of 150,000 rubles.

- Keep dogs over 7 kg; dogs are allowed only in special pet carrier (Additional pet policies apply)
- Throw things out of the window (cigarette buds, bottles etc.)
- Use electric heaters in the room, plug in unauthorized communication devices
- Take out dishes, cutlery, food and drinks from restaurant and lobby bar
- Bring food and drinks purchased outside of hotel to hotel restaurant, bar, gym and other public places

**11. Guests are obliged to:**

- Maintain the civil order according to Russian Federation state laws
- Ensure all guests sharing same room are familiar with these Accommodation rules
- Do not disturb other Guests, keep calm and follow these Accommodation rules and applicable laws
- Strictly follow fire safety regulations, prevent the occurrence of fires
- In case of smoke, fire, or flood in the room immediately report it to any hotel team member
- Keep room and hotel clean
- Close hydrants and windows, turn off the light, TV and other electronic devices before leaving the room
- In case of damage or loss of property compensate the cost of damage according to the presented act, and take responsibility for the behavior of invited guests
- Avoid transmission of any infection
- Return the electronic key to reception upon check-out and make full payment for provided services

**12. Hotel management reserves the right to visit the room without Guest's agreement in case of**

- smoke, fire, flood, and breach of these accommodation rules, public peace, the rules of appliances usage
- DND sign present for longer than 24 hours to visually ensure safety of guest and room condition

**13. In case of Guest's absence in the room for 24 hours and more (or for 6 hours after check-out time) the Hotel has the right to arrange a committee to perform inventory of all items located in the room. Material values in form of cash, jewelry, and valuable documents are taken under the responsibility of the Hotel management. Other property moved in the Lost and Found.**

**14. In case of loss of money, payment cards, jewelry and other valuables hotel is held responsible according to established order, approved by The Civil Code of The Russian Federation.**

**15. In case of loss of items handed over to the laundry or dry cleaning service, a written statement is required. Compensation can be paid upon a written statement in 3 days allowing time for investigation. Statement should be accompanied by Hotel Laundry form, original receipts confirming the value of lost item, insurance documents (if items were insured). In the**

absence of original receipts, the hotel will reimburse no more than 1700 rubles per kilogram, but no more than 3 kg.

**16.** Non-valuable forgotten items kept and can be returned within one month, valuables – within six months with valid ID. This rule does not apply to food, slippers, socks, personal hygiene items, flammable liquid, medicine in open packs and cash. If not collected, items will be utilized according to established order, approved by The Civil Code of The Russian Federation.

**17.** The hotel reserves the right to terminate the hotel service contract at sole discretion or refuse to extend existing accommodation in case of breach of Accommodation rules or local legislation, undue payments for hotel services, caused damage to the hotel. The hotel reserves the right to refuse accommodation without reason given.

**18.** A book of comments and suggestions kept at reception and provided upon request.

**19.** Hotel should be release from liability for partial or complete non-performance of obligations if obligations appear to be impossible due to force-majeure circumstances occurring during guest stay for the duration of such circumstances. Force-majeure include but not limited to earthquake, flood, hurricane, other natural disasters, epidemics, military operations of any kind, fires, terrorist attacks, strikes and other similar circumstances that cannot have been foreseen or prevented. The occurrence and duration should be confirmed by legal document of competent legal authority

**20.** Cases not covered in these Accommodation rules are governed by local law of Russian Federation.