



ACCOMMODATION RULES
«Hampton by Hilton Moscow Strogino»

These accommodation rules at «Hampton by Hilton Moscow Strogino» (the "Hotel") are developed in accordance with Article 39.1 of the Law of the Russian Federation "On Consumer Protection", Article 3.1 of the Federal Law "On the Fundamentals of Tourist Activity in the Russian Federation", the Rules for the Provision of Hotel Services in the Russian Federation approved by Resolution No. 1912 of the Government of the Russian Federation dated 27 November 2025, and other applicable laws and regulations of the Russian Federation and the city of Moscow.

1. The Hotel is intended for temporary accommodation of Russian and foreign citizens.
2. The Hotel operates 24/7. Check-in time is 15:00; check-out time is 12:00 (local time).
3. Check-in is carried out upon presentation of an original identity document in accordance with Resolution No. 1912 of the Government of the Russian Federation dated 27 November 2025 (required for all Guests staying in the room). Acceptable documents include:
 - Passport of a citizen of the Russian Federation (domestic or international);
 - Temporary identity certificate of a citizen of the Russian Federation;
 - Russian national driver's license;
 - Passport of a foreign citizen or stateless persons including a valid visa (if required) and migration card;
 - Birth certificate for minors (subject to accompanying adult documentation and required consent);
4. All Guests staying at the Hotel, as well as visitors going up to guest floors, must present an original identity document in accordance with Resolution No. 1912.
5. Check-in is completed only after prepayment for the entire intended stay. At check-in, a Front Office Team Member provides the Guest Registration Card for signature and issues the room key.
6. Early check-in before 15:00 is subject to room availability and Management approval. For early check-in, the following rules apply:
 - guaranteed early check-in from 00:00 to 15:00 — 100% of the daily rate;
 - non-guaranteed early check-in from 00:00 to 03:00 — 100% of the daily rate;

- from 03:00 to 10:00 — 50% of the daily rate;
- from 10:00 to 15:00 — complimentary, subject to availability;
- Hilton Honors Diamond Members may be accommodated from 03:00 on a complimentary basis, subject to availability.

7. Late check-out after 12:00 is subject to availability, prior approval, and payment. Late check-out until 18:00 is charged at 50% of the daily rate; after 18:00 — 100% of the daily rate.

8. For guaranteed reservations, the Hotel holds the room until 12:00 on the day following the scheduled arrival date, provided payment has been received.

9. The Hotel provides the following services free of additional charge:

- in-room safe;
- luggage storage (up to 15 days);
- daily housekeeping;
- towel replacement upon request;
- toiletries;
- sewing kit;
- wake-up calls;
- telephone;
- Wi-Fi;
- breakfast;
- kettle with tea and coffee;
- iron and ironing board;
- hair dryer;
- fitness center access;
- incoming and internal calls;
- technical assistance on request;
- receipt of letters and parcels addressed to the Guest (without room delivery) upon ID verification;
- taxi call;
- ambulance call;
- use of the first-aid kit (Hotel personnel are not allowed to provide medication).

10. The Guest is prohibited from:

- Disturbing other Guests;
- Leaving unauthorized persons in the room;
- Transferring the room key to unregistered persons;
- Storing bulky, flammable, toxic, explosive, weapon-related, narcotic or other hazardous substances;

- Smoking or using nicotine-containing products (including e-cigarettes and heated tobacco devices) or hookahs anywhere on Hotel premises. In case of fire alarm activation due to smoking, the Hotel may charge a penalty of RUB 150,000 and additional deep-cleaning fee of RUB 10,000;
- Keeping pets in the room (except decorative dog breeds up to 7 kg, subject to additional pet rules);
- Throwing items out of windows;
- Using unauthorized electrical appliances or connecting communication devices without approval;
- Removing tableware from the Hotel;
- Consuming outside food or beverages in the restaurant, bar, fitness center, or other public areas.

11. The Guest is obliged to:

- Comply with public order and applicable laws of the Russian Federation;
- Comply with Federal Law No. 15-FZ dated 23 February 2013 on protection from tobacco smoke and nicotine-containing products;
- Inform all co-occupying Guests of these Accommodation Rules;
- Respect quiet hours and other Guests;
- Comply with fire safety rules;
- Immediately notify Hotel staff in case of fire or flooding;
- Maintain cleanliness;
- Turn off water, lights, TV and electrical appliances when leaving the room;
- Compensate for any damage in accordance with an act issued by Hotel Management and be responsible for actions of invited persons;
- Return the room key and settle all charges at check-out.

12. Hotel Management reserves the right to enter a room without prior consent of the Guest in cases of smoke, fire, flooding, violations of these Rules or public order, or if a "Do Not Disturb" sign remains displayed for more than 24 hours to ensure Guest safety and proper room condition.

13. If a Guest is absent from the room for more than 24 hours (or 6 hours after check-out time) and cannot be contacted, Hotel Management may form a commission and inventory the Guest's belongings. Cash, precious metals, and valuable documents may be taken into safekeeping; other items are transferred to Lost & Found.

14. Hotel Management shall not be liable for loss of cash, securities, payment cards, or jewelry unless such items were deposited for safekeeping in the Hotel safe.

15. In case of loss of items submitted to laundry or dry cleaning, a written claim must be filed. Compensation may be paid based on a written claim after 3 days of search. Supporting documents must be attached. In the absence of original receipts, compensation is limited to RUB 1,700 per kg, up to a maximum of 3 kg.

16. Lost non-valuable items found on Hotel premises are stored and returned upon request for up to three months; valuable items — up to six months upon presentation of identification. This rule does not apply to food, slippers, socks, personal and intimate hygiene items, flammable liquids, opened medicines, or cash. Unclaimed items may be disposed of in accordance with Hotel policy.

17. The Hotel reserves the right to refuse check-in without explanation. The Hotel may terminate the accommodation agreement unilaterally or refuse to extend the stay in case of violations of these Rules or applicable law, late payment, or damage caused by the Guest.

18. The Book of Complaints and Suggestions is available at the Front Desk upon request.

19. The Hotel shall not be liable for failure to provide services due to force majeure circumstances, including natural disasters, fires, floods, hurricanes, earthquakes, epidemics, military actions, terrorist attacks, strikes, and other events beyond the Hotel's reasonable control. The occurrence and duration of force majeure shall be confirmed by a competent authority.

20. In matters not covered by these Rules, the Hotel and the Guest shall be governed by applicable laws of the Russian Federation.



General Manager

Loginova Tatiana