



Accommodation Terms and Conditions

Dear guests!

To your stay, work or leisure in the hotel were calm and pleasant, we ask you to follow the rules set by the hotel.

1. The hotel is dedicated for temporary residence for the period approved by the hotel administration. After the approved period the resident is to leave the room upon administration's request. If you wish to prolong residence, please, inform the hotel administrator at least 2 hours before the check-out time (12 a.m. local time).
2. "ATRIUM" hotel works round the clock.
3. Restaurant «Bier Konig» open hours: Mon, Tue, Wed, Thu, Sun: 07.00-01.00, Fri, Sat: 07.00-02.00
4. The Guest is provided with a room when it is fully paid for after submitting an ID. If the Consumer wishes that, he can be provided with a double room if the room is fully paid for.
5. The payment for a living and services is fulfilled according to agreed price approved by the hotel management. The payment is charged according to check-out hours – 14-00 local time. In case of settling without prior booking (free rooms are to be available) before the check-out time (from 06-00 to 14-00) payment for a living is calculated from the settling hour. In case of staying for less than 24 hours the payment is charged for 24 hours independent of check-in and check-out time. In case of any delay after the check-out the payment is as follows:
 - less than 6 hours after the check-out time– pay for 12 hours;
 - from 6 to 12 hours after the check-out time– pay for 24 hours.In case of prior booking one have to pay 100% of 1 day of living The Guest can be placed into the booked room before the check-in hours according to "early check-in" tariff which is 50% of the effective tariff.
6. When booking or settling without prior booking the Guest chooses a room category, but it's the Contractor who is entitled to choose a specific room within the chosen category.
7. When settling in a hotel the Guest is to fill in a questionnaire where he confirms personal information and agrees to hotel rules.
8. Bed sheets and towels are changed once every three days.
9. The toiletry is changed daily.
10. The Contractor provides additional services in compliance with the approved list.



11. The Guest is obliged:

- to observe hotel rules;
- to commit no nuisance;
- to strictly respect fire safety rules;
- to close water taps, windows, switch off light and TV-set when leaving the room;
- to compensate in case of loss or damage of hotel property in compliance with the existing legislation.

12. It is forbidden:

- to have non-residents of the hotel in the hotel room later than 11-00 p.m.;
- to give keys to strangers;
- to store bulky things, inflammable materials, weapons;
- to move furniture in the room;
- to keep animals and birds;
- to disturb guests in the neighbouring rooms.

13. The Contractor is not responsible for precious things the Guest leaves in the room.

14. When the Guest is absent for more than two hours (according to his check-out time) without payment or if the Contractor finds possessions the Guest forgot, he shall create a committee, makes property inventory in the room and (or) safe. The Contractor is responsible for safety of the Guest's possessions and takes steps to return them to the owner.

15. Comment book is kept by the administrator on duty and can be given to the Consumer upon request.

16. In case of any complaint from the Guest the Contractor shall take all legal steps to settle the conflict.

17. In the cases beyond these rules, administration and the Consumer shall follow the existing legislation of the Russian Federation.

*These rules were formulated in compliance with the Russian Federation Laws «Concerning the Protection of Consumers' Rights» и «Rules for Providing Hotel Services of the Russian Federation», approved by the Government of the Russian Federation decree dd. April 25, 1997 No. 490 (with alterations dd. October 2, 1999, September 15, 2000, February 1, 2005)