



GRACE GLOBAL

IE Loshkarev Ivan Sergeevich
PSRN 32020000000411 / TIN 246401463907
354340 Sochi, Adler district
Demokraticeskaya, 6/9
Hotline: 8 (800)551-51-77
Booking Department: +7 (862) 277 74 52
E-mail: zakaz@grace-global.ru

Dear guests,

Please follow the rules of accommodation at the hotel Global Congress&SPA by Grace!

Check-in time: 15.00

Check-out time: 12.00

1. The accommodation fee is charged in accordance with a single settlement hour local time, according to the approved tariffs for the corresponding number type, cash or payment cards.
2. Rooms are sold daily. In case of early departure from the room, funds for unused hours shall be returned subject to compensation of the Contractor's expenses.

In case of early arrival, payment is made in the following order:

- not more than 6 hours before the check-in hour - hourly payment;
- from 6 to 12 hours to the hour of arrival - 50% from the cost of the room;
- from 12 to 24 hours to the check-in hour - 100% from the room price.

If the guest's departure is delayed, a fee (extension of stay) is charged in the following order:

- not more than 6 hours after the estimated hour - hourly payment;
- from 6 to 12 hours after the estimated hour - 50% from the cost of the room;
- from 12 to 24 hours after the estimated hour - 100% from the cost of the room.

3. Accommodation of the guest in the already booked room up to the time of check-in, delay of the guest after the estimated hour is allowed by agreement with the administrator at reception.

4. If the guest is more than 24 hours late, a fee is charged for the actual simple room, but no more than a day.

5. Children under 4 years of age without extra space are free of charge. Over 4 years, a separate place is provided, and payment is taken on a general basis.

5.1 If two children under 4 years of age live in the room, one additional place is issued and payment is taken on a common basis.

6. Transfer from one room to another can be made at the request of the guest or at the industrial necessity established in the hotel. The transfer is executed by the duty administrator.

7. In case of loss or damage of the property, hotel Global Congress&SPA by Grace in accordance with the legislation of the Russian Federation, the guest compensates for the damage, and is also liable for violations caused by the persons invited by him, according to the price list, for compensation for material damage.

8. Rooms for accommodation are declared a **non-smoking area**. There are special places for smoking. In case of violation of this provision, a fine is levied in the manner established by the Code of Administrative Offenses of the Russian Federation.



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9. Guests staying in the rooms are allowed to visit by unauthorized persons until 23:00 if there is a guest pass issued by the accommodation service.

10. In the absence of a guest at the place of residence for more than 2 hours (according to his estimated hour) without payment, the hotel creates a commission, performs an inventory of the property of the guest in the room, followed by the release of the room.

11. The return of funds for the purchased excursion tickets in case of the guest's refusal from the service is carried out if the guest announced the refusal 24 hours before the time of use of the service. In all other cases - money shall be returned taking into account compensation of Contractor's expenses.

12. Refunds for unused guest service due to early departure from the hotel are made in the following order:

In advance of 2 days before the date of departure, the guest applies to the duty administrator with a request to return the funds (with him to have a passport and a copy of the check received when paying for the services);

The guest completes the application for the return of previously paid services with the reason (early departure);

The duty administrator issues a package of documents for return (all documents are transferred to the accounting department and require correct processing, therefore the return procedure can take up to 30 minutes);

The guest signs a return application, an expense cash order and a check issued to him in return for the return;

At the end of the procedure, the guest receives in his hands his copy of the new check indicating the payment of the actual services rendered and the part of the money to be returned. If the guest informs about early departure within less than 2 days before the departure date, the hotel charges a fee of one day.

When a guest pays for non-cash settlement services, the funds are returned within 10 working days from the date of consideration of the application for return according to the bank details indicated by the guest in this application.

In the case of a guest staying 10 minutes or more after check-in, no money is returned for the current day (the hotel provided an accommodation service).

To make a return, the guest must return his copy of the check confirming the payment of the services provided by the hotel. If a check is lost or refused to be returned, the duty administrator has the right to refuse to return money.

Keep your CHECK copy until your stay in hotel!

If payment for accommodation services was made when ordering a ticket to a travel company, the return of funds is made only by the travel company.



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13. In case of forced eviction of a guest due to gross violation of the rules of residence at the hotel or commission of unlawful actions against other guests or hotel staff, the refund of funds for unused services shall be made taking into account compensation of the Contractor's expenses.

14. The maximum period of stay in the hotel is 6 months

15. Having signed upon familiarization with the rules of accommodation at the **hotel Global Congress&SPA by Grace**, the guest also confirms that he has read:

- with rules of conduct in emergency situations;
- with fire safety regulations;
- with the rules for the use of electrical appliances;
- with the rules for using the pool;
- with a price list for damage to property.
- with booking rules at the **hotel Global Congress&SPA by Grace**

16. Having signed upon familiarization with the rules of residence, the guest automatically agrees to the processing of his personal data indicated in the booking card.

Information about the performer

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Address: Sochi, Adler district, st. Demokraticeskaya, house 6/9