



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



Approved:
Individual entrepreneur
_____ I.S. Loshkarev
«01» February 2021 г.

P.L.

Rules for booking rooms at the Hotel Global by Grace

General provisions

This document is an official offer (public offer) of IE LOSHKAREV I. S., hereinafter referred to as the CONTRACTOR, and contains all the essential conditions for booking, paying and providing rooms to consumers at the hotel Global by Grace. In accordance with paragraph 2 of Article 437 of the Civil Code of the Russian Federation (CC of the Russian Federation), in the event of acceptance of the terms and conditions set out below and payment for services, a legal entity (including one that has entered into a separate contract to pay for services to the CONTRACTOR in the interests of third parties) or an individual (acting in their own interests or in the interests of minor children) that accepts this offer becomes the CLIENT (in accordance with paragraph 3 of Article 438 of the Civil Code of the Russian Federation, acceptance of the offer is equivalent to entering into a contract on the terms set out in the offer).

In connection with the above, we recommend that you carefully read the text of this public offer and if you do not agree with any point, the CONTRACTOR offers you to refuse to purchase the services.

Basic concepts used in these Rules:

"Booking" - pre-order of places and (or) rooms in a hotel or other accommodation facility by the client (consumer);

"Client" - a natural (legal) person who orders or purchases hotel services and (or) services for temporary accommodation (accommodation) of individuals in the accommodation facility for the benefit of the consumer;

"Contractor" - a legal entity (a branch of a foreign legal entity included in the state register

of accredited branches, representative offices of foreign legal entities) or an individual entrepreneur providing hotel services and (or) services for temporary accommodation (accommodation) of individuals in the accommodation facility to the consumer;

"Consumer" ("Customer") - an individual who orders or purchases and (or) uses hotel services and (or) services for temporary accommodation (accommodation) of individuals in a means of accommodation for personal and other needs not related to the implementation of business activities.

The terms "Hotel", "Accommodation facility" and " Hotel services "are used in these Rules in the meanings defined by the Federal Law "On the Basics of Tourist Activity in the Russian Federation".

1. Booking procedure.

Booking a room is made by sending an application to the hotel Global by Grace:

- a) from the website;
- b) by email;
- c) by phone: booking department +7 (862) 277 74 52; toll-free hotline 8 (800)551-51-77;
- d) directly at the hotel Global by Grace at the reception desk;
- e) applications from portals;
- f) requests from agents.

2. Booking confirmation period.

2.1. The Booking Department, not later than 24 hours from the date of receipt of the booking request, confirms the booking to the Consumer, or refuses to satisfy the request.

2.2. In case of confirmation of the booking request, the Booking Department sends the Customer an invoice for prepayment for accommodation. Consumers who have booked a stay will pay a prepayment for the first night of their stay.

2.3. From the moment of issuing the invoice and sending it to the Consumer, the room specified in the invoice is considered pre-booked.

2.4. The invoice is considered valid for five days if the period between the date of booking and the date of arrival of the Consumer is more than five days.

2.5. If the period between the date of booking and the date of arrival of the Consumer is less than five days, a link to online payment via Internet Acquiring is issued, which is valid for 24 hours from the date of issue.

2.6. If the period between the date of booking and the date of arrival of the Consumer is less than 24 hours, a link to online payment via Internet Acquiring is issued, which is valid for 3 hours from the date of issue.

2.7. If the funds are not received to the current account, to the hotel's cash desk or via the Internet Acquiring link within the specified period, the hotel has the right to cancel the pre-booking.

2.8. In case of violation of the established payment terms by the Consumer, the reservation is withdrawn from the room.

2.9. A mandatory condition for the cancellation of the reservation is the notification of the Consumer by the responsible manager by making an outgoing call in order to implement the payment by the Consumer.

2.10. The room is considered guaranteed to be booked at the time of receipt of the prepayment to the bank account or to the cash desk of the hotel.

2.11. The Hotel sends the booking confirmation form to the Consumer by e-mail. In the future, this amount is included in the cost of paying for the room.

3. Rules of arrival and departure of customers, check-out time.

3.1. Consumers can check in from 15: 00. Check-out time is 12: 00 on the day of departure.

3.2. The early check-in/late check-out service is provided upon arrival or departure of the consumer. This service cannot be booked in advance:

- early check-in up to 6 hours before check-out time/ late check-out up to 6 hours after check – out time-hourly payment.
- early check-in/late check-out more than 6 hours, but less than 12 hours = 1/2 the cost of a night stay.
- early check-in/late check-out for more than 12 hours is equal to a day's stay.

3.3. At the time of arrival, the Consumer provides the Administrator with a passport (required for each customer), a birth certificate (for children) and a booking confirmation form (optional).

3.4. The reservation of the room is reserved for the Consumer until 07.00 in the morning of the next day after the day of the planned arrival (guaranteed reservation).

3.5. In case of non-arrival of the customer by 07.00 in the morning of the next day, after the day of the scheduled arrival, the reservation is cancelled.

3.6. If the Consumer arrives after 07.00 am on the following day, after the day of the scheduled arrival, his/her accommodation at the Hotel / GC is made on a first-come, first-served basis and subject to availability.

3.7. In case of non-arrival of the Consumer by 07.00 in the morning of the next day, after the day of the scheduled arrival, the customer will be charged a fine of one day from the prepayment made.

3.8. If the reservation is paid for more than 1 day and in case of non-arrival of the Consumer by 07.00 am of the next day, after the day of scheduled arrival, such reservation is saved until 12: 00 hours of the day following the day of scheduled arrival, to clarify the situation, if the Consumer did not arrive and/or got in touch after 12:00, the hotel has the right to cancel the reservation.

4. Booking with discounts and promotions.

4.1. In case of booking for the period of validity of discounts or for the promotion, it should be remembered that the discounts do not add up to each other and apply only to the main seats. **DISCOUNTS AND PROMOTIONS WILL NOT BE EXTENDED TO ADDITIONAL SEATS!**

4.2. In the case of booking a consumer at the "Regular Consumer" discount, it is necessary

to check the consumer's history for the number of times of visits. If the consumer was staying under a different last name, he must tell the last name of the consumer on whom the previous booking was made. In this case, the Regular Consumer discount will be valid. Cancelled bookings are not taken into account.

5. Prices for hotel services.

5.1. The cost of the services provided to the Consumer is indicated in the booking confirmation message. When making final payments between the parties, the price indicated in the booking confirmation message is taken into account.

5.2. Children are accepted from any age.

2.3. Children under 4 stay at the hotel free of charge, over 4 years old must be issued an extra bed.

5.4. If there is more than one child under 4 years old in the room, an extra bed is required at the standard rate.

5.5. If there is more than one child over 4 years old in the room, an extra bed is required for each child.

6. Payment procedure at the hotel.

Services at the discretion of the Consumer can be paid in one of the following ways:

- In a non-cash order by bank transfer of funds to the current account of the hotel;
- For cash payment at the hotel cash desk;
- By bank card;
- Online payment via the link to the Internet Acquiring (the link is sent by the manager of the booking department).

a. When paying with a Bank Card, the following payment systems are used:

- MIR,
- VISA International,
- Mastercard Worldwide.

The Consumer's obligation to pay for the hotel services is considered fulfilled at the time of crediting the prepayment/corresponding funds to the current account or to the hotel cash desk.

7. Conditions for changing the dates of stay

7.1. Any changes to the dates of stay (date of arrival, date of departure, transfer of stay) without penalty, the Customer can make in the high season from 16.10 to 19.04 no later than 14 days before the date of arrival; in the low season from 20.04 to 15.10 no later than 10 days before the date of arrival.

7.2. If the Customer has booked a room at the Hotel for a certain period of time and was forced to leave earlier than this period, the Customer is obliged to notify the Hotel of the change in the terms of stay 48 hours before leaving the Hotel. Otherwise, the Customer will be charged a fine of one night's stay.

7.3. If the Customer has booked a room for a certain period of time and reduces the stay to 1 night upon arrival, the Hotel has the right to refuse this Customer accommodation.

7.4. If you need to postpone your stay:

- a) Transfer and change of dates of stay for less than 3 days from the date of arrival-without

applying penalties to the Customer.

b) Postponing or changing the dates of your stay for more than 3 days from the date of arrival is considered a cancellation of the reservation.

7.5. The reservation for the customer is cancelled and a new reservation is made on the specified dates. In this case, a fine of one night's stay will be deducted from the prepayment made and will not be transferred to the subsequent booking. Please note that a prepayment will be charged when booking on updated dates.

8. Cancellation of the reservation

8.1. The refusal of the Customer from the booking confirmed by the Hotel, without applying penalties, must be stated, either in the form of an oral message, made by phone call, or in writing by sending a written notification to the Hotel's email, in the high season from 16.10 to 19.04 no later than 14 days before the date of arrival; in the low season from 20.04 to 15.10 no later than 10 days before the date of arrival. In case of violation of this condition, the Customer will be charged a fine in the amount of the cost of one night from the prepayment made for staying in the room of the selected category.

9. Prepayment refund procedure

9.1. In case of refusal of the Customer from booking rooms and giving written notice of refusal to the email address of the Hotel or oral communications made by a telephone call to the Hotel no later than specified in clause 8.1 of these terms of reservation, prepayment the Customer will be refunded in full without penalty, with the exception of the transfer fee.

9.2. In turn, the Hotel sends the email of the visitor in the application for refund of the Deposit (cash)

9.3. To return the prepayment, the Customer fills in the form (live signature, scan) with the full details of the bank account and sends it to the Hotel's email address. The refund will be made within 10 working days.

9.4. In all other cases, the prepayment in the amount of the cost of one night's stay from the prepayment made will not be refunded.

9.5. In accordance with the "Regulation on the specifics of Cancellation or Postponement of a Hotel or Other Accommodation Facility Reservation with respect to the grounds, procedure, terms and conditions of such transfer and (or) refund to customers (consumers) of the monetary amounts paid by them when booking for 2020 and 2021", approved by the Decree of the Government of the Russian Federation of July 20, 2020. N 1078, in connection with the introduction of high-alert or emergency conditions on the entire territory of the Russian Federation or on its part, the contractor ensures the provision of hotel services and (or) services for temporary accommodation (accommodation) of individuals in the Hotel (hereinafter referred to as accommodation services) specified in the booking made by the customer (consumer), by postponing the booking to a later date, determined additionally by agreement between the contractor and the customer (consumer).

The transfer of the reservation can be carried out for a period of 18 months from the date on which the customer (consumer) made the reservation, but not later than December 31, 2021, and also provided that the accommodation services are paid for by the customer (consumer) in full or in part.

- If a decision is made to provide equivalent accommodation services by rescheduling the booking, the contractor shall, no later than 60 calendar days from the date of entry into force of the said resolution, send a notification to the customer (consumer) containing the contractor's obligation to provide the customer (consumer) with equivalent accommodation services within 18 months from the date on which the customer (consumer) made the booking, but no later than December 31, 2021 (hereinafter, respectively, the obligation, the term of the obligation).

- During the term of the obligation, the contractor is obliged to provide equivalent accommodation services in the terms agreed with the customer (consumer), while maintaining the price of the place and (or) the Hotel room.

- Saving the price of a hotel room is understood as the contractor's obligation to ensure the provision of equivalent accommodation services to the customer (consumer) without additional payment, including if the cost of equivalent accommodation services at the time of their actual provision is higher than the price of the room in the accommodation facility as of the booking date.

- Equivalent accommodation services are understood as the provision by the contractor to the customer (consumer) of accommodation services, the consumer properties of which correspond to the booking previously made by the customer (consumer), including the corresponding food services and other additional services included in the price of a hotel room, the category of the hotel room is not lower than the category provided for by the booking.

- By agreement of the parties, the consumer properties of equivalent placement services may be changed.

- In case of refusal of the customer (consumer) from equivalent accommodation services, as well as in other cases of cancellation of the reservation on his initiative, or if the customer (consumer) did not use the equivalent accommodation services before the end of the obligation, the reservation is cancelled, and the contractor returns to the customer (consumer) the amounts of money paid by him during the booking process no later than December 31, 2021, except for the following cases:

- At the request of a consumer who has reached the age of 65, or a consumer who is in a difficult life situation that occurred during the period of validity of the decree of the Government of the Russian Federation of July 20, 2020 N 1078, the contractor is obliged to return the amount of money paid by the customer (consumer) for the placement services within 90 calendar days from the date of submission of the specified request, but no later than December 31, 2021.

A difficult life situation of a consumer means any of the following circumstances:

- the presence of the consumer's disability, confirmed in accordance with the established procedure;
- temporary disability of the consumer for a period of more than 2 months in a row;
- registration of the consumer as an unemployed citizen who does not have earnings, in the employment service authorities in order to find a suitable job.

10. Force majeure and other conditions

10.1. In exceptional cases, the Hotel reserves the right to replace the pre-booked room

with a room of equal or higher class, without changing the cost of accommodation or a full refund of the prepayment to the client.

10.2. The Customer enters into the offer agreement voluntarily, and the Customer: a) has fully read the terms of the offer, b) fully understands the subject of the offer and the terms of the offer agreement, c) fully understands the meaning and consequences of their actions in relation to the conclusion and execution of the Offer Agreement.

10.3. The Customer has all the rights and powers necessary for the conclusion and execution of the offer agreement.

10.4. If any of the terms of the offer is declared invalid or illegal, or cannot enter into force in accordance with the current legislation of the Russian Federation, such a provision is removed from the offer and replaced with a new provision that best meets the original intentions contained in the offer, while the remaining provisions of the offer do not change and remain in force.

10.5. When paying the invoice, the Customer automatically confirms their agreement with the hotel's booking rules.