

Room Reservation Rules in Grace Imperial Hotel

Rules of room reservation in Grace Imperial Hotel

1. Room reservation order.

Room reservation is carried out by the direction of the application in hotel "by Grace Imperial":

- a) from the website;
- b) by e-mail;
- c) by phone: reservation department 7 (928) 454-54-53; free hotline 8 (800) 551 63 50; administrator 7 (862) 277 79 56;
- d) directly in Grace Imperial hotel at the administrator on a rack a reception;
- e) applications from portals;
- e) applications from agents.

2. Booking confirmation term.

2.1. Reservation department, no later than 20 hours from the moment of obtaining the application on reservation, confirms to the Guest reservation, or in the satisfaction of the application refuses.

2.2. In case of confirmation of the application for reservation, sends to the Guest the bill on down payment for accommodation. The guests who reserved accommodation make an advance payment for the first day of accommodation *

* except for the tariff "Irretrievable", payment of accommodation on this tariff it is made in a size – 100%.

2.3. From the moment of drawing of the bill and its direction to the Guest, number specified in the bill it is considered previously reserved.

2.4. The bill is considered valid within five working days from date exposure.

2.5. In case of not receipt of money on the settlement account during five days from the moment of drawing of the bill, hotel in the right to cancel preliminary reservation.

2.6. In case of violation by the Guest of established periods of payment, reservation with numbers automatically acts.

2.7. An indispensable condition of booking cancellation is the notification of the client the responsible manager by commission of an outgoing call for the purpose of realization commission of payment by the client.

2.8. Number is considered guaranteed reserved at the time of receipt down payments on the settlement account, or in cash desk of hotel.

2.9. The hotel sends the form of the booking confirmation to the Guest on electronic to the address. Further, this sum joins in the cost of payment of number.

3. Rules of arrival - departure of guests, checkout time.

3.1. Check-in is possible from 14:00 hours.

Checkout time - 12:00 o'clock on the day of departure.

3.2. The service early check-in / late check-out is provided upon arrival or departure of the guest. This service is not 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 day of stay.
- early check-in / late check-out more than 12 hours is equal to the day of stay.

3.3. At the time of arrival, the Guest provides the Administrator with a passport and a reservation confirmation form

3.4. The reservation of the room is reserved for the Guest until 07.00 in the morning of the next day after the day of arrival (prepaid reservation or booking from the portal).

3.5. In case of non-arrival of the guest by 07.00 the next morning, the reservation is canceled.

3.6. If the Guest arrives after 07.00 in the morning of the next day, his accommodation at the Hotel / Hotel is carried out in the order of priority and subject to availability.

3.7. If the Guest doesn't arrive by 07.00 the next day, a penalty is charged from the guest in the amount of one day from the advance payment made.

4. Reservation with discounts and promotions.

4.1. In case of booking for the period of validity of the discounts or for the action it is necessary to remember that the discounts are not cumulative among themselves and apply only to the main places.

FOR ADDITIONAL PLACES OF DISCOUNTS AND SHARES NOT DISTRIBUTED!

4.2. In case of booking a guest at a Regular Guest discount, it is necessary to check the guest's history for the number of visits. If the guest was resting under a different surname, he should give the name of the guest to whom the previous booking was. In this case, the regular guest discount will be act. Canceled reservations do not count.

5. Prices for hotel services.

5.1. The cost of the services provided to the Guest is indicated in the booking confirmation message. In the final settlement between

The parties take into account the cost indicated in the booking confirmation message.

5.2. Children are accepted from any age.

5.3. Children under 4 stay at the hotel for free; over 4 years old an extra bed is required.

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

5.5. If there is more than one child older than 4 years old in the room, an additional seat is mandatory for each child

6. The procedure for payment at the hotel.

6.1. Services at the discretion of the Guest can be paid in one of the following ways:

- By bank transfer of funds to the bank account of the hotel
- For cash at the hotel cash desk.
- By credit card.
- Online payment via a link to Internet Acquiring (the link is sent by the manager of the reservation department.)

6.2. Payment is made through PAO SBERBANK using Bank cards of the following payment systems:

- WORLD,
- VISA International,
- Mastercard Worldwide.

6.3. The obligation of the Guest to pay for hotel services is considered fulfilled at the time of depositing the prepayment of the relevant funds to the current account or cash desk GK / hotel.

7. Conditions for changing dates of residence

7.1. Any changes in the dates of residence (date of arrival, date of departure, transfer of the period of residence) without penalties may be made by the Guest in the high season from December 25 to March

31 no later than 20 days before the date of arrival; in the low season from 01.04 to 24.12 no later than 7 days before the date of arrival. *

* At the rate "Non-Refundable", changes to the reservation are not possible.

7.2. If the Guest booked a room in the Hotel for a certain period of time and was forced to leave earlier than this period, the Guest is obliged to notify the Hotel about a change in the terms of residence 48 hours before leaving the Hotel. Otherwise, a penalty will be charged from the Guest in the amount of one night stay.

7.3. If the Guest has booked a room for a certain period and reduces the stay to 1 day upon arrival, the Hotel has the right to refuse this Guest.

7.4. If necessary, rescheduling:

a) Transfer and change of dates of residence less than 3 days from the date of arrival - without applying penalties to the Guest

b) The transfer or change of dates of residence more than 3 days from the date of arrival is considered a cancellation of the reservation.

7.5. The reservation for the guest is canceled and a new reservation is made for the indicated dates. In this case, a penalty is charged in the amount of one night stay from the prepayment made and is not transferred to subsequent reservations. When making reservations for updated dates, a prepayment is required from the guest.

8. Cancellation

8.1. In case of refusal of the Guest from the reservation confirmed by the Hotel, a written notice of such cancellation should be sent by the Guest to the Hotel by electronic mail no later than in the high season from December 25 to March 31 no later than 20 days before the date of arrival; in the low season from 01.04 to 24.12 no later than 7 days before the date of arrival. In case of violation of this condition, the Guest will be charged a fine in the amount of one day from the prepayment made for accommodation in a room of the selected category.

9. Prepayment refund procedure

9.1. In case the Guest refuses to book a room and sends a corresponding written notice of refusal to the Hotel's email address no later than specified in clause 8.1 of these booking rules, prepayment The guest is returned in full without penalty, with the exception of the transfer fee.

9.2. In turn, GK / Hotel sends a prepayment (cash) refund form to the guest's email

9.3. To return the prepayment, the Guest fills in the form (live signature, scan) with the full details of the bank account and sends it to the Hotel's email address. Returns must be made within 10 business days.

9.4. In all other cases, an advance payment of one day from the advance payment for accommodation is not refundable.

10. Force Majeure

10.1. In exceptional cases, the Hotel reserves the right to replace a pre-booked room with a room of an equal or higher class, without the cost of accommodation or a full refund of the prepayment to the client. Wherein

The hotel immediately informs the customer about the replacement or refund of the prepayment.

11. Signatures of the parties

11.1. When paying the bill, you automatically confirm your acceptance of the hotel reservation rules.