

RULES OF HOTEL SERVICE,
ACCOMMODATION AND INTERNAL
ORDER IN THE STATE ENTERPRISE
HOTEL COMPLEX “YUBILEINY”

Regulations of Hotel Services in the Republic of Belarus

Chapter 1
General Provisions

1. The present Regulations prescribe the minimum requirements, imposed on hotel service in the Republic of Belarus, and regulate the relationship between the executor and the consumer.
 - The main terms to fulfill this Regulations are:
 - Hotel - a building or a complex of buildings with facilities, building or part of a building with equipment and other property which correspond to technical normative legal acts;
 - Hotel Service - service provided by the Executor, i.e. room rent for temporary accommodation to individuals, as well as additional services (hereinafter - the Services);
 - Additional services - catering services, communications, household, sport, tourism and other services provided by Executor for a fee, and (or) free of charge in accordance with the law;
 - Executor - a legal entity, its branch located outside the location of the legal entity, as well as an individual entrepreneur that fulfills hotel services;
 - Consumer – a legal entity or an individual, ordering and (or) using hotel services.

3. The reception desk is located in an easy to find place and equipped by the following:
 - information on the name (corporate name), location and the Executor’s phone number; a full name and information on the state registration, if hotel services are provided by an individual entrepreneur;
 - information on confirmation of services correspondence to the requirements of technical normative legal acts: copies of the Conformity Certificate and the Certificate of Categorization;
 - the Regulations;
 - the Rules of Accommodation in the Hotel;
 - extracts from the technical normative legal acts, specifying requirements to technical and material equipment, to the provided Services and to the level of the Services in the Hotel, according to the given category;

- the list of the Services;
 - the price list for the Services;
 - information on forms and procedure of payment;
 - information on storage of the Consumer's luggage;
 - information on location and working hours of catering facilities, shops, communication, housekeeping and other objects, providing similar services in the Hotel;
 - information on tourism recourses of the Republic of Belarus (booklets, brochures and prospects);
 - the Consumer Comment Book;
4. Each room has information on the Rules of Accommodation, fire safety regulations and the Services.
- These rules and regulation are provided to the Consumer in Russian and Belorussian and additionally in any other language at the discretion of the Executor.
5. The Rules of Accommodation are established by the Executor in compliance with the Rules of Accommodation in Hotels of the Republic of Belarus, approved by the Ministry of Housing. The Consumer must follow the Rules of Accommodation and fire safety regulations.

Chapter 2 Provision of Services and Payment

6. Provision of the Services is carried out on the basis of a standard form contract or a contract, concluded in a written form.
7. Reservation of a room (or a bed in a room) is made by making the Consumer's order via post, phone, e-mail and fax communications, as well as on the basis of a contract, concluded in writing.
8. Reservation of a room (or a bed in a room) is made not later than two hours before check-in time.
9. If the planned period of accommodation or the number of booked rooms are changed, the Consumer is obliged to inform the booking office not later than three days prior to check-in time in case of accommodation of more than 20 people and one day, if the number of people is less than 20.
10. The reservation is expired at 7 p.m. of the check-in day, if special terms are not specified in the Contract or in the reservation application.
11. Reservation of a room (or a bed in a room) is free of charge.
12. If terms of provision of the Services according to the Contract or to the reservation application are violated, the Consumer has the right:
- to terminate the Contract;
 - to assign a new booking period.

13. The Contract for Services is concluded under presentation of the Consumer's passport or one of the following documents: a residence permit, a refugee certificate, a military ID card, a certificate of the established form, which is issued in case of loss of a passport.

The Executor provides the Consumer with a permit, a bill (a ticket), an invoice or other document confirming the conclusion of the Contract for Services, which includes:

the Executor's name (for individual entrepreneurs – a full name, information about state registration);

the Consumer's full name;

information on the provided room (a bed in a room);

the period of accommodation;

the price of a room (a bed in a room);

other information at the discretion of the Executor.

14. Registration of Consumers who come to the hotel or leave it is carried out around the clock.

15. The Executor is entitled to set a deadline of accommodation, uniform for all consumers.

16. Payment for the Services is made after registration of the Consumer on a per day basis or in full under the terms of an advanced payment.

The Consumer is obliged to make a final payment for provided services at the moment of checking-out. A bill (a receipt) is provided for the Consumer.

17. Payment for accommodation is charged in accordance with the uniform check-in time from 12:00 of the current day.

Early check-in (from 00:00 to 12:00) is charged for half a day.

In case of accommodation less than one day, the fee is charged per one day.

In case of departure of the Consumer after checkout time, the fee is charged in the following order:

during 12 hours - for half a day;

from 12 to 24 hours - for a full day.

18. The price of a room (a bed in a room) is calculated by the Executor in accordance with the legislation.

19. If there are available rooms, the Consumer has the right to occupy a room of any capacity with full payment of all places (in case of setting a price per bed).

20. Accommodation of children up to 8 years is free in case of accommodation with their parents (guardians) in the same room without an extra bed.

21. The Executor provides benefits to those categories of citizens, in respect of whom such benefits are provided by the legislation.

22. The quality of Services complies with the technical regulations imposed on the Services.

23. Material and technical support of the Hotel, the list and the quality of the provided Services, the level of Services comply with the assigned hotel category.

24. Additional commercial services are provided by the Executor only with the consent of the Consumer.

25. If any drawbacks of the Services are found, the Consumer has the right to claim:

uncompensated elimination of drawbacks;

equivalent replacement of the Services;

corresponding reduction of payment for the Services.

26. The Executor eliminates drawbacks of services on presentation of the corresponding claim of the Consumer. If case the Executor fails to eliminate drawbacks, the Consumer is entitled to terminate the Contract by paying the services actually rendered.

27. The Executor is entitled to terminate the Contract with the Consumer in case of repeated violations of the Rules of Accommodation. The Consumer is obliged to pay the services actually rendered.

28. The Consumer can terminate the Contract earlier with payment of the services actually rendered.

29. In case of early termination of the Contract and advance payment for services, the Executor is obliged to return money to the Consumer in the amount of unclaimed services.

Chapter 3

Responsibility of Executor and Consumer

30. The Executor is responsible for the harm caused to the life or health of the Consumer due to the drawbacks of the Services rendered.

If lost things are found, the Executor must inform the owner.

In case the owner of the lost things or his/her residence is unknown, the Executor issues corresponding instructions at his own discretion.

31. In case of violation of the Rules by the Executor, the Consumer rights protection is carried out in accordance with the Law of the Republic of Belarus "On Consumer Protection" (National Register of Legal Acts of the Republic of Belarus, 2002, number 10, 2/839).

32. The Consumer compensates all the losses and damages caused to the Hotel property.

33. Control over the implementation of the Regulations is carried out by local executive and administrative bodies or by other authorized state bodies in the prescribed manner within their competence.

34. Smoking of all kinds and types of cigarettes, hookahs and pipes is strictly forbidden on the territory and in the premises of the Hotel Yubileiny including rooms, toilets, stairways, corridors, elevators and Casino. Please smoke in the places specially designated for smoking and equipped with special signs and the inscription "Place for smoking". In a case of violation a fine is to be charged - 130 BYN