

Hotel reservation rules

AZIMUT Hotels Reservation Policy (hereinafter Rules) are based on Civil Code of the Russian Federation, Russian Federation law № 2300-1 dated 07.02.1992 "On protection of consumer rights", in accordance with Russian Government regulation dated November 18th, 2020 № 1853 "On approval of rules of hotel services in the Russian Federation" and other regulations governing the provision of hotel services in Russia.

1. General provisions and basic terms.

"Reservation" means the assignment to the Consumer of a room (room space) in the Hotel, Sanatorium on the terms defined by the application of the Customer or the Consumer and the confirmation of this application by the Contractor.

"Hotel" or "Sanatorium" means an accommodation facility belonging to the **AZIMUT Hotels** chain, in which hotel services are provided and which belongs to one of the types of hotels stipulated by the regulation on hotel classification, approved by the Government of the Russian Federation.

"Hotel services" - a set of services to provide individuals with a means of accommodation and other services provided by the current [Rules](#) for the provision of hotel services in the Russian Federation, approved by the Government of the Russian Federation, which are provided by the Contractors.

"Contractor" means a legal entity that provides hotel services to the Consumer.

"Consumer" or "Guest" - an individual who intends to order or purchase or orders or purchases and (or) uses hotel services for personal and other needs not related to business activities.

"Customer" - an individual or a legal entity, or an individual entrepreneur, intending to order or purchase or ordering or purchasing hotel services for the benefit of the consumer;

"Website" - the official website of Azimuth Hotels Company LLC (OGRN 5067746497660) - azimuthhotels.com/ru.

"Related Services" - additional services provided by the Contractor both free of charge and according to the Contractor's Price Lists.

"Room" - a room in a Hotel or Sanatorium intended for temporary accommodation and complying with the parameters established by the Contractor for each individual room category.

"Price Lists" - internal local normative acts of the Contractors, which establish:

- room categories and their characteristics;
- prices of the Rooms and a list of hotel services included in the Room price;
- the cost of providing an extra bed in the Room (extra bed);
- a list of the property of the Hotel, Sanatorium and its cost, subject to reimbursement by the Consumer in case of loss or damage to the property of the Hotel, Sanatorium by the Consumer;
- a list and cost of the Contractor's Related Services, including the cost of breakfast if it is not included in the price of the Room.

The price lists shall be established on the date of check-in by the Guest in accordance with the application (reservation) made in advance. The price lists of the Hotels, Sanatorium are posted on the Website, as well as in the premises of the Hotel, Sanatorium available for their review, intended for registration of temporary accommodation of the Consumers.

"Public offer" - an offer to an unlimited number of persons interested in purchasing hotel services, the Contractor's offer to conclude a contract for the provision of hotel services, including these Hotel Reservation Rules, Sanatorium, Price lists and other documents revealing the essence of the offer.

"Acceptance" means the consent of the person interested in purchasing hotel services to enter into a contract for the provision of hotel services.

2. Methods of booking.

2.1 Reservation of a room in the Hotel, Sanatorium is made by submitting an application to the Contractor as follows:

- making an application on the website azimuthhotels.com/ru using the online-booking service. The Customer, using the online-booking service (located on the Website), forms an application for the selected rooms, after which the completed application is sent to the Contractor. The electronic form of room reservation on the Website is equal to a written application.
- sending an application to [e-mail: info@azimuthhotels.com](mailto:info@azimuthhotels.com) or to the e-mail of the particular Hotel or Sanatorium, indicated on the corresponding page of the Site;
- by phone: 8 800 200 00 48 (hotel reservations), 8 800 555 2 777 (sanatorium reservations), or by phone at the reservation desk of a specific Hotel or Sanatorium listed on the corresponding page of the Site.
- directly at the Hotel, Sanatorium at the reception desk;
- on the online portals that sell hotel services of the Contractors on the Internet.

In this case the mode of booking, making changes and cancellation (partial cancellation) of reservations, as well as the rates and their conditions may differ from the conditions of the Contractors established by these Rules and the Price Lists of the Contractors respectively. The Contractors shall not be liable in the event of any claims by Guests related to the fact that the Internet portal has provided them with unreliable and (or) incomplete information about the services provided in the Hotel, Sanatorium.

2.2 Reservations are made 24 hours a day. The Customer gets acquainted with all the terms and conditions of the reservation in the course of the reservation. If the Customer does not understand any conditions of booking, including the conditions of cancellation, making any changes to the issued reservation, the Customer can clarify the necessary information by e-mail info@azimuthhotels.com or by calling the hotline listed on the Website.

2.3 The following information shall be specified in the reservation application:

- terms of stay (date of arrival and date of departure);
- the surname, first name, patronymic of the Customer;
- the number of rooms of the required category, the arrangement of the Guests (single, double);
- the planned number of Guests in each room;
- the surname, first name, patronymic and age of each Guest;
- contact information of the Customer (telephone number, e-mail address);
- method of payment;
- the list of additional services;
- the most convenient way of communication with the Customer.

2.4 When making an application through the online-booking service on the Website, the Customer fills all the fields specified in the booking system as "mandatory". The Customer assumes all the risks (registration of a new application, change of rates, changes in the cost of hotel services, refunds, etc.) associated with errors and/or inaccuracies in the provision of data requested in the application, including their own personal data and personal data of other persons specified in the Application.

2.5 The cost of a room per day shall be calculated in accordance with the Price lists based on the check-in and check-out time (settlement hour) of the particular Hotel, Sanatorium specified on the corresponding page of the Website, regardless of the actual check-in time of the Customer/Guests. For the purpose of these Terms and Conditions, "twenty-four hours" shall mean the period of time beginning with the check-in time and ending with the check-out time of the day following the day of the Customer's arrival, as well as every other 24 hours until the check-out time on the Customer's check-out date.

2.6 By making a reservation, the Customer agrees with the procedure of cancelling the reservation, with the rules in force in case of no-show, being late, as well as with all additional conditions and rules of the Contractor, which may apply to the booked type of accommodation, including those concerning services and products provided by the Contractor.

2.7 The list of services depends on the booked room category and the status of the Guest in the loyalty program. The conditions are prescribed on the Website in the description of the tariff, as well as in the confirmation of booking.

2.8 In order to change information in a valid (confirmed) application, the Customer shall send the Contractor by any means specified in clause 2.1. of the Rules an application to change the request with indication of the reservation number not later than 24 hours in advance. Changes are considered to be confirmed after the receipt of a written confirmation by the Customer. In this case, the Contractor has the right to refuse to make changes to the application, if they are not possible.

3. Confirmation of reservation

3.1 Confirmation of reservation by the Contractor shall be made by sending an information message and invoice for payment of the Contractor's services, which contains the following information: name of the Contractor, Customer (Guest), room categories, number of rooms booked, price, booking conditions, term of stay in the hotel, term of payment of the invoice and (or) advance payment (if provided).

Information messages confirming the application are sent to the Customer's email address and messengers associated with the phone number specified when making the reservation, and are also posted in the Customer's personal account created on the Website.

Confirmation of the application shall be made no later than 48 hours after its receipt.

From the date of confirmation of the reservation and sending the Customer Information messages on confirming the application, the room specified in for reservation is considered pre-booked.

3.2 The following booking types are used in Hotels, Sanatoriums:

a) Guaranteed reservation - a type of reservation in which the Contractor expects the Consumer until the estimated time of arrival of the day following the day of scheduled arrival, provided that the Consumer or the Customer with their consent makes an advance payment of not less than the cost of a day of stay in the Room (a place in the Room) per day.

The advance payment shall be made by the Consumer or the Customer upon receipt of the booking confirmation, within the period specified in the confirmation, but in any case, no later than 12:00* local time of the day preceding the day of the planned arrival. The payment is considered to be

made in case of receipt of funds to the account of the Contractor. In case of non-payment in due time, the reservation is considered to be cancelled without prior notice.

In case of late cancellation of the reservation (cancellation of guaranteed reservation), delay or no-show, the Customer shall be charged for the actual idle time of the Room (space in the Room), but not more than per a day.

The guaranteed reservation can be cancelled without charging a fee for the actual idle time of the Room 24 hours* before the arrival.

No-show is defined as the Consumer's failure to arrive at the Hotel or Sanatorium where the room is booked (at the reception desk of the Hotel or Sanatorium) before the check-in time of the day following the scheduled check-in day.

The Consumer shall be deemed late if the Consumer arrives after the Check-in hour of the day of the scheduled check-in and before the Check-in hour of the day following the day of the scheduled check-in.

If the Consumer is more than one day late, the guaranteed reservation shall be cancelled, and the Consumer (Customer) shall be charged for the actual idle time of the room, but not more than one day.

b) Non-guaranteed booking - a kind of booking, when the Contractor waits for the Customer until 3:00*p.m. (local time) on the day of arrival, after which the reservation is canceled. For non-guaranteed booking, the Customer does not make an advance payment. The non-guaranteed booking shall be confirmed one day prior to the specified date of arrival by any convenient way (phone or e-mail). If the Customer/Guest fails to confirm or the reservation service is unable to contact the Guest, the reservation may be unilaterally cancelled by the Contractor.

Restoration of the cancelled reservation and check-in later than the time of cancellation is possible subject to availability.

To change the status of non-guaranteed reservation to "guaranteed", it is necessary to make an advance payment of at least one day's stay in the room of the declared category.

3.3. The reservation is considered guaranteed if the Customer pays the cost of a day of stay no later than 3:00 p.m. local time the day before the day of the planned arrival.

3.4 Payment options: payment in cash at the Hotel, Sanatorium, payment by a bank card at the Hotel, Sanatorium, non-cash payment on the Website through an electronic payment terminal.

By the payment, the Customer confirms his consent to all the terms of the application, booking, conditions of registration or fulfillment of the services rendered by the Contractor, including the dates of accommodation in the Hotel, Sanatorium, level and type of the Hotel, Sanatorium, category of Room(s), as well as other conditions of the hotel services.

3.5 If the invoice is not paid by the Customer (guest) in due time, the reservation shall be considered non-guaranteed, and the invoice overdue for payment, in terms of the cost of the room, shall be cancelled. Payment for the room on such a reservation is made by the customer (guest) at the rate in effect on the date of arrival.

4. Cancellation of a reservation.

4.1 The reservation is cancelled in cases:

- failure by the Customer to make an advance payment in accordance with the selected tariff;
- the Customer sends a cancellation notification through personal account on the Website, by mail, telephone or other communication which allows to establish reliably that the cancellation of the reservation comes directly from the Customer;

- non-arrival of the Guest(s) to the Hotel, Sanatorium until the settlement hour of the day following the day of the planned arrival (in case of a guaranteed reservation);
- the non-arrival of the Guest(s) to the Hotel or Sanatorium by 3:00 p.m.* on the day of arrival if the Guest, the Customer did not notify the Hotel or Sanatorium of such late arrival upon reservation (for non-guaranteed reservations) by the settlement hour of the day following the day of the scheduled arrival (for guaranteed reservations).

4.2 Cancellation of the reservation (cancellation of the Room in the Hotel, Sanatorium) shall be made by the Contractor if the Customer observes the terms of cancellation at the selected rate (the terms of cancellation are specified in the confirmation of the reservation) by accepting the cancellation of the Room from the Customer.

4.3 The reservation shall be considered cancelled after receiving the confirmation of cancellation from the Contractor. The notice confirming the cancellation shall be sent to the Customer's email address and messengers associated with the phone number indicated when booking, as well as by posting it in the Customer's personal account, created on the Website.

4.4 In case of timely cancellation of the guaranteed booking, the paid amount is fully refunded to the customer. In case of late cancellation of the booking, the Contractor has the right to withhold the amount of actually incurred costs (in the amount of the cost of the first day of stay).

4.5 To get a refund, you need to fill out and send an application for refund to the hotel by e-mail info@azimuthhotels.com. The application will be processed within 5 working days.

In the case of payment by bank transfer, the refund will be made to the account specified in the application for a refund within 30 days.

When booking and paying through an agency, all questions relating to the refund should be sent to the agency.

*exact time of arrival/departure and payment are indicated in the booking confirmation, which arrives by e-mail.

5. Miscellaneous Provisions.

5.1. Limited Liability Company "AZIMUT Hotels Company" (OGRN 5067746497660) acts on the basis of powers of attorney issued by the Contractors.

5.2 The Contractors, AZIMUT Hotels Company LLC, acting on behalf of the Contractors, have the right to set prices and tariffs, apply a system of discounts for all services rendered to the Consumer, except those covered by the state regulation of prices and tariffs.

5.3 AZIMUT Hotels Company LLC, acting on behalf of the Contractors, can change the Rules at any time unilaterally at its own discretion and without special notice. Changes come into force from the moment of posting the updated version on the Website, and the Customer undertakes to independently monitor such changes.

5.4 These Rules, as well as the Price lists for hotel services are a public offer of the Contractors to an unlimited number of Consumers (Customers) interested in purchasing hotel services. When ordering a reservation, the Customer reads these rules, posted on the web-site, which is a public offer in accordance with Art. 435 and Art. 437, paragraph 2 of the Civil Code of the Russian Federation. The Customer shall be obliged to read the Rules before making an application for booking.

5.5 By making a request for a room reservation on the website <https://azimuthhotels.com/ru>, or directly when checking in at the Hotel, Sanatorium, the Customer/Consumer thereby makes the Acceptance, confirms his legal and acting capacity, financial solvency, as well as realizes the responsibility for the obligations imposed on the Customer as a result of the contract for hotel services, that he is familiar with these booking rules, as well as agrees with the terms of hotel and related services, agrees to the processing of personal data in accordance with paragraph 4 of Art. 9 of the Federal Law "On Personal Data" dated 27.07.2006 № 152-FZ by providing proof of identity or other documents (the list is defined in the Government Decree of the Russian Federation dated November 18, 2020 № 1853 "On approving the rules of providing hotel services in the Russian Federation").

5.6 When making an application for booking rooms on the website <https://azimuthhotels.com/ru>, or directly when checking in at the Hotel, Sanatorium, the Customer/Consumer thereby commits the Acceptance, confirms his participation in all marketing and other promotions.

5.7 When the Customer - a legal entity or an individual entrepreneur makes a reservation, the amount and terms of payment and other conditions of the reservation are subject to the Contractor according to the agreement with the Customer and may differ from those specified in these Rules.