

# GUIDELINES ON GUESTS' COMFORTABLE STAYING AT THE VILLA ELENA HOTEL

## 1. Terms

1.1. Hotel – Villa Elena Hotel & Residences; the market leader, the first five-star hotel in Crimea, meeting international quality and eco standards.

1.2. MICE – meetings, official receptions, international summits and conferences, gala weddings, effective press-conferences, memorable presentations and other public events at the Hotel.

1.3. Guest – a person who stays at the Hotel and who uses its services, including accommodation, restaurants & bars, MICE, wellness center, swimming pool and parking.

1.4. Frequent Guest – a Guest who uses the Hotel's services on a regular basis.

1.5. Individual Guests – Guests who book and stay at the Hotel in one to ten rooms.

1.6. Group of Guests – Guests who book and stay at the Hotel in 10 and more rooms.

1.7. Service – actions of the Hotel's Staff aimed at meeting needs and wishes of Guests; the name of a specific service is designated in the approved list of services and has an approved tariff; the procedure of service provision is described in the Hotel's Standard Operational Procedures.

1.8. Rendered service – an action taken by the Hotel's Staff to meet undertaken commitments in compliance with hospitality standards, laws and regulations in hotel business, tourism, restaurant business, etc., which are in effect in the Russian Federation as of the time of provision of services, not excluding international hospitality standards.

1.9. Not rendered service – a service the time of which has not come yet or failure of the Hotel's Staff to meet undertaken commitments on provision of paid services.

1.10. Check-in – from 14:00 (local time).

1.11. Check-out – till 12:00 (local time).

1.12. Early check-in – Guest's check-in from 6:00 till 14:00 (local time).

1.13. Late check-out – Guest's check-out from 12:00 till 21:00 (local time).

1.14. Flagrant violation of guidelines – a situation during which Guest's actions or failure to act hinder the Hotel's Management and Staff from performing their duties in a proper way for providing Guests with comfort; which lead to intended or unintended violation of the Guidelines on Guests' Comfortable Staying at Villa Elena Hotel & Residences, harm the reputation of and give offence to Staff or Guests, as well as infringe ethical norms and laws and regulations of the Russian Federation.

1.15. Service denial – a decision of the Hotel's Management to deny any services to a Guest without explanations, with prohibition of staying at the Hotel's grounds, related to flagrant violation of the Guidelines on Guests' Comfortable Staying at Villa Elena Hotel & Residences.

1.16. Black book – a list of Guests to whom services have been denied, with no access to the Hotel. A Frequent Guest who receives denial of services automatically loses their status.

## 2. Booking and cancellation, payment and accommodation services delivery procedure

2.1. The Hotel provides accommodation services subject to availability of rooms. The basis for provision of accommodation services to Guests is booking of one or several rooms of certain categories by a Guest for a certain period according to the current tariffs; a booking request should be accepted and confirmed by the

Hotel's Staff responsible for room reservation and accommodation of Guests.

2.2. Rooms at the Hotel can be booked on the website [villaelenahotel.ru](http://villaelenahotel.ru) via the booking system, by e-mail or by telephone, as well as personally or by deputy at the Reception Desk.

2.3. Reservation of services without payment is unguaranteed. For guaranteed reservation, one should pay for requested services: by bank transfer, by cash at the Reception Desk or by bank card (VISA, Master Card). Payment for services booked by a Guest is made according to the rules of the selected tariff. A reservation is guaranteed after receipt of payment and obtainment of a written confirmation.

2.4. For reservation a Guest provides the Hotel with the following data: last and first names of Guests; dates of Guests' arrival and departure; expected time of arrival; category and number of required rooms; details of accommodation and the number of Guests; presence of children, specifying their age; availability of pets, specifying their kind and breed; Guest's additional wishes and necessity of extra services (if required); Guest's mobile phone number; Guest's email; information on whether the caller is an individual or an agency representative; position, last name and contact details of the person who has drawn up the request; information about a procedure, way and a due date of booked services payment.

2.5. During booking, the Hotel is obliged to inform Guests on the cost of accommodation and additional services.

2.6. The Hotel is able to cancel reserved accommodation and additional services by means of sending an appropriate message to the Guest. Cancellation of confirmed booking by a Guest is reduction in the number of Guests, full or partial service cancellation, as well as change of services provision period by verbally or in writing informing the Hotel's Staff responsible for room reservation and accommodation of Guests.

2.7. A reservation of an Individual Guest can be cancelled without cancellation fees according to the rules of the selected tariff. Cancellation of the remainder during a stay (departure prior to the scheduled date) by an Individual Guest is carried out without cancellation fees according to the rules of the selected tariff.

In case of default of payment or refusal to pay compensation to the Hotel upon late booking cancellation, the Hotel reserves the right to give the Guest service denial until the no-show or late booking cancellation are paid out.

2.8. A reservation of a Group of Guests can be cancelled without cancellation fees according to the rules of the selected tariff. The Hotel has the right to reduce the number for a Group of Guests without cancellation fees according to the rules of the selected tariff.

2.9. In case a Guest or a Group of Guests checks out earlier than the dates of departure pointed out during booking, the Guest or the Group of Guests has to pay to the Hotel 100% of the daily cost of each booked room.

2.10. Payment of cancellation fees for late booking cancellation or in case of no-show of a Guest or a Group of Guests is made to the Hotel's current bank account not later than 3 (three) banking days from the date of invoice issue – by bank transfer, by bank card or by cash.

2.11. Early check-in and late check-out services are provided subject to availability of rooms at a charge of 50% of the current daily tariff.

2.12. The Hotel accommodates only Guests with a passport or

other identification document.

2.13. In case the Hotel has no opportunity for providing Guests with accommodation services paid by the Guests, accepted and confirmed by the Hotel's Staff charged with room reservation and accommodation of Guests, the Hotel is obliged to ensure accommodation of the Guests at another hotel in Yalta, in rooms as much as close to the class and comfort level of the booked rooms as possible, and payment for transport of the Guests and their luggage to this hotel.

2.14. Tariffs for accommodation services at Villa Elena Hotel & Residences are given on the website villaelenahotel.ru (in the booking system) and can include: a la carte breakfast, pillow menu, Roman steam room with Jacuzzi, salt spa therapy room, outdoor swimming pool (seasonably), beach and transfer to the beach (in summer), gym, children entertainment (in summer), Wi-Fi, guarded parking, luggage carrier, taxes and charges.

2.15. Children aged up to 9 years are accommodated free of charge (in a room with their parents), with provision of a sleeping place.

2.16. The Hotel provides Guests with additional services at extra charge in compliance with the current tariffs and price lists.

2.17. In case of failure to pay for requested services pursuant to the procedure and within the time limit of the Guidelines, the Hotel reserves the right to give the Guest service denial.

### **3. Villa Elena's Commitments and Tasks**

3.1. The highest priority and the objective of the Hotel's Staff is delivering sincere and thoughtful care to Guests.

3.2. Management and Staff shall deliver a kind and considerate service and all comforts available to Guests of Villa Elena Hotel & Residences.

3.3. Respond to all requests of a Guest and satisfy them at the highest level. We kindly ask you to inform the Hotel's Staff of your wishes and requests immediately for their fulfillment.

3.4. Inform a Guest during check-in about application of the Guidelines on Guests' Comfortable Staying at Villa Elena Hotel & Residences. Provide the opportunity to find out more about the Guidelines on the Hotel's website villaelenahotel.ru and on the customer information desk at the Reception.

3.5. Timely respond to any request of a Guest concerning improvement of personal comfort and comfort of other Guests before, during and after Guests' staying at the infrastructure facilities of the Hotel.

3.6. Deliver the ordered and paid services to a Guest timely, of high quality and to the full extent.

3.7. Ensure compliance of service quality with Russian and international standards at all the facilities of the Hotel.

3.8. Arrange time of operation and opening hours of establishments and guest areas that are convenient for Guests and conform to work standards and market characteristics.

3.9. Ensure confidential treatment of information on Guests and visitors of the Hotel. Written distribution of information on a Guest is permitted provided it has been agreed with the Guest or people accompanying them. A register in the guestbook constitutes a written confirmation by the Guest of their agreement to publish information on their staying. In the event a Guest's presence has been recorded on an information carrier, the Hotel may publish photo, video and other visual means on its behalf in open information sources without further agreement with the Guest provided the Guest has not informed Management of their unwillingness prior to the publication. The Hotel shall not be responsible for information disclosure by a third party including Guests, partners, visitors and Staff. The Hotel is obliged to submit information to law enforcement authorities after receiving a relevant request from them.

3.10. Organize car access to the central entrance to board or

unload passengers and their luggage.

3.11. Organize parking for cars of all Guests who are staying at the Hotel as well as facilitate car parking for Guests who are not.

3.12. Hold no loud events from 22:00 till 08:00 with the exception of previously agreed or unforeseen events.

3.13. The Hotel shall settle a conflict situation caused by failures or faults within one hour from the moment a Guest submits the claim.

3.14. In the event of emergency related to the breakdown of vital equipment in a room, provided no room is available at the Hotel, offer help in booking another hotel of the Big Yalta for Guest's account with reimbursement of the services paid in advance but not rendered, and arranging transfer to the other hotel for Villa Elena's account.

3.15. Provide ambulance call for a Guest at no extra charge; correspondence delivery to the room upon receipt and wake-up service at the time requested.

3.16. The Hotel shall not be responsible for Guest's health in the event of consumption of beverages and food purchased outside the Hotel.

3.17. The Hotel will always provide 24 hour free-of-charge storage of Guest's luggage before check-in and after check-out time until the Guest leaves the grounds of the Hotel.

### **4. Guest's rights, obligations and responsibilities**

4.1. Guest has the right to stay in all the guest areas and avail of all the services provided by the Hotel within the opening hours stipulated by operation time regulations.

4.1.1. On a 24 hour basis, obtain information from duty Staff about the operation of guest areas, services available and approved rates, make advance reservation of services, obtain information on their invoice and make an interim payment.

4.1.2. On a 24 hour basis, upon availability of rooms, use the accommodation services within the period of time paid by the Guest and confirmed by the Hotel's Staff responsible for room reservation and accommodation; avail of services included in the price in accordance with effective schedule of their provision.

4.1.3. On a 24 hour basis, upon advance and early order avail of room service for Guests and stay on the grounds of all the restaurants and bars, and enjoy their service within opening hours and according to approved menus and price lists.

4.1.4. On a 24 hour basis, upon an advance and early order avail of recreational services of the Hotel like Roman steam room and Salt spa therapy room; as well as avail of services of invited specialists according to Guests' requests and effective schedule of the services provision, approved menus and price lists.

4.1.5. Avail of other additional services of the Hotel in accordance with effective schedule of the services provision, approved menus and price lists.

4.2. Guest has the right to take visitors to guest areas until 24:00 or for the period of service provision. After 00:00 or after service provision a visitor pays for accommodation, orders or pays for other services, otherwise they shall leave the territory. Guest is fully responsible for the visitors' behavior and shall pay their bills as well as reimburse for damage caused by their actions.

4.3. Guest has the right to stay on the grounds of the Hotel with one pet such as a small or middle-sized dog, a cat, small domestic animals or birds kept in separate cages, with the exception of predators, aggressive and sick animals and dogs of the following breeds: Akita Inu, American Bulldog, American Staffordshire Terrier, Mastiff, Argentinian Dog, Belgian Shepherd, Bernese Mountain Dog, Bordeaux dog, Brazilian Fila, Bullmastiff, Bullterrier, Dobermann, Caucasian Mountain Dog, Cane Corso, Neapolitan Mastiff, Moscow Watchdog, German Shepherd, German Dog, Perro de Presa Canario, South Russian Shepherd, Pit Bull Terrier,

Riesenschнауzer, Rhodesian Ridgeback, Rottweiler, Mid-Asian Shepherd, Tosa Inu, Black Russian Terrier, German Boxer, Fox Terrier and German Hunting Terrier, on the following conditions:

4.3.1. Guests pet owners must strictly abide by sanitary and hygiene norms and rules of pet keeping on the condition of obligatory safety ensuring for people and pets.

4.3.2. Guests with pets weighing more than 3.5 kg are accommodated in rooms of certain categories. It is recommended to inform when making a reservation about the plans to arrive at the Hotel with pets. It is not allowed to keep pets in public places and to leave them unattended.

4.3.3. Accommodation with pets is possible only upon availability of register certificate and international pet passport with records of latest Rabies and other vaccination made not later than 10 months. It is recommended to take out an insurance policy to cover possible damage caused to third party.

4.3.4. Guests shall keep pets in accordance with all the requirements of normative documents effective in the Russian Federation and taking into account needs of the pets. Violent treatment of animals is strictly prohibited. Pets must be attended and are not admitted to guest areas, bars and restaurants, swimming pool, recreational center and other facilities. For the purpose of life safety and property preservation dogs must wear a muzzle and a leash not more than 1,2 meters long at all times with the exception of small dogs with special marking in registration documents; cats must wear a leash not more than 1,2 meters long, be transported and stay overnight in an open-air cage; small domestic animals and birds must be kept in cages at all times. Guest shall immediately give first aid to the pet by taking it to veterinary clinics for examination, immunization and medical and preventive treatment. Pets are not allowed to make a mess in rooms, public places, and guest and staff area. Staff must be immediately advised of the necessity of cleaning; order must be controlled and maintained by Guest. Immediately inform the Hotel's Staff about animal bite or injury caused by the animal for first medical aid application. Special pet menu will be offered on the condition of providing advance information on preferences.

4.3.5. Guest who arrived with an animal pays for animal accommodation in the room according to the rates of the Hotel. Guest is fully liable for property preservation and damage reimbursing in the event of possible damage done by the animal including the cost of the room downtime according to maintenance rate; and bears responsibility in compliance with effective legislation of the Russian Federation.

4.4. Guest has the right to address the Hotel's Management as to the quality of services provided and make written requests, if necessary.

4.5. Guest shall comply with the Guidelines and ethical norms during their stay on the grounds of the Hotel and while availing of its services. Guest shall refrain from excessive alcohol consumption, drug consumption, and using bad language in guest areas; take no actions that may consequently cause discomfort to other Guests; shall not create or support situations in which behavior, action or inaction of the Guest will hinder the Hotel's Management and Staff from performing their duties in a proper way assuring comfort of Guests. Guest shall not harm the reputation of, and give offence to Staff or Guests; neither shall they violate effective legislation of the Russian Federation and resolutions of local self-government authorities.

4.6. Guest shall timely pay the bill for the services.

4.7. Guest shall make no noise during their stay on the grounds of the Hotel, particularly from 22.00 till 08.00, and cause no inconvenience to other Guests.

4.8. Guest shall follow the guidelines for using services of the Hotel, rules and manuals for equipment operation as well as

preserve property made available for their temporary use. Should any damage or destruction be caused to property, it shall be paid for by the Guest under the effective legislation of the Russian Federation.

4.9. Guest shall comply with fire safety regulations on the grounds of the Hotel and follow all safety measures and fire safety recommendations:

4.9.1. Refrain from smoking and using open fire inside the buildings and in unintended places. Put out candles before leaving the premise or going to sleep.

4.9.2. Test whether windows and doors of the room open and lock easily enough.

4.9.3. Fire alarm system will go off during evacuation – take the room key, look through the peephole; before opening the door, test it for heat – if it is hot and there is smoke coming underneath the door, do not go out. If the door is not hot and there is no smoke, open it carefully and leave the building. If stairwell is filled with smoke, stay as low as possible. If necessary move on your knees or crawl to the fire exit. Do not use elevators. If all exits are blocked, return to the room and inform Staff by phone about your location.

4.9.4. If fire origin is in your room, take the room key, leave the room immediately and close the door. Immediately inform the nearest neighbors about the fire, from the nearest phone call the Reception and leave the dangerous area. Do not use elevators.

4.9.5. If you are trapped in the room, do not panic. While awaiting help, switch off the air conditioner, fill the bath with water, inform Staff by phone about your location, use wet towels and sheets to stuff around the cracks in doors and seal up vents to protect against smoke. Remove curtains from the windows. If smoke comes to the room, keep a wet blanket over your body. In case of urgency if the room is filled with smoke open the window a crack. Do not open the window if smoke and flames come from the outside from the ground floor.

4.9.6. When inflammation is discovered, extinguish the fire provided the flame is not significant, and immediately inform Staff. If the flame is significant report to Staff immediately and if possible leave the building having taken the room key. When leaving the room is impossible, close the door to the premise, where the fire was formed.

4.9.7. Remember that most accidents are caused by inhaling smoke and toxic fumes and not by fire. In smoke stay as low as possible and never use elevators.

4.10. Guest shall not carry and keep any arms, explosive and highly inflammable materials, caustic and toxic substances, as well as use pyrotechnic products without approval. Guests who have the right to keep and bear arms by the nature of their work under Russian legislation shall inform the Hotel's Management about the arms being kept within the territory and shall provide documents for registration and relevant license every time they appear on the grounds of the Hotel.

4.11. Guest shall comply with the Hotel's dress code and monitor its compliance by their guests, visitors, assistants and contractors as well as compliance with the dress code of all the events the Guest attends. The dress code varies from light in the morning and afternoon to a more formal one in the evening.

4.11.1. Beach Casual: women – swimsuit and bathrobe, men – swimming trunks and bathrobe, footwear – sandals or slippers. Recommended only in the swimming pool area.

4.11.2. Resort Casual: women – cropped trousers, long shorts or trousers, generally not jeans or thick cotton trousers with polo; men – shirt or polo and belted cotton trousers, socks and light shoes.

4.11.3. Smart Casual: women – slacks, jeans or skirt with blouse or roll-neck, fashion belt, jacket or sweater are acceptable

depending on the general style, boots or middle heel shoes are worn with tights, stockings or socks. Accessories match the clothing. Men – trousers, sometimes jeans and long sleeve shirt, tie is optional, light footwear like sneakers worn with socks to match the suit, belt is obligatory. Sports jacket is acceptable, not wind jacket.

4.11.4. Le Smoking: women – cocktail dress, preferably in the afternoon, or evening dress, preferably in the evening, men – tuxedo with dark bow tie, in the afternoon Stroller may be required – slightly less formal style of Morning Dress.

4.11.5. Full Dress: women – ball dress, men – Morning Dress in the afternoon – light tail coat or suit with light waistcoat and tie, in the evening White Tie – black tail coat with white bow tie.

4.11.6. Informal – business suits.

4.11.7. Court Dress – court dress, is determined by relevant occasion.

4.11.8. Guest is aware that service can be denied and access restricted to guest areas of the Hotel to them and other Guests due to non-compliance with the dress code.

4.12. Guest shall not bring and drink alcohol and food bought outside the Hotel in the restaurants and bars, as well as refrain from drinking beverages from glass containers on the premises allocated for recreational services and in the swimming pool area.

4.13. Guest shall not breach traffic regulations and impede activity of transport managing attendants, shall adhere to road signs and marking, follow instructions and comply with requests of Staff while using motor transport on the grounds of the Hotel and in the surrounding territory.

4.14. Guest shall be fully liable for property preservation and damage reimbursing in the event of property damage caused by them, their guests and visitors, and their animals; including the cost of the room downtime according to maintenance rate; and bears responsibility in compliance with effective legislation of the Russian Federation.

4.15. In the event of disputable issue concerning the quality of services delivered Guest settles them by addressing the Hotel's Management.

4.16. When Guest recognizes faults of the service delivered, they have the right to demand relevant price reduction for the service. Justified demand for price reduction shall be satisfied.

4.17. Guest has the right to terminate service contract and demand to reimburse the losses for services not delivered if the Hotel has not settled the conflict situation within the established deadline. Guest also has the right to terminate the contract if they discover substantial faults in the services or other major deviations from the terms of confirmed reservation.

4.18. Guest may be denied services without further explanation with prohibition to stay on the grounds of the Hotel due to flagrant violation of the Guidelines, no positive response to Staff addressing, and in the event of Guest being aggressive to Staff or other Guests or conducting in a manner that poses risk to health, life or property of other people. A statement on the violation shall be drawn up and if necessary law enforcement authorities may be engaged. Money paid for accommodation services that are not provided for the Guest to whom services have been denied, are refunded under Russian legislation. The situation is regarded as pre-term check-out and is paid as stated in point 2.9 of the given Guidelines.

## **5. Holding MICE events**

5.1. Prior to organizing MICE events on the grounds of the Hotel, Guest shall conclude a detailed written Event Services Agreement with the Hotel's Staff responsible therefor.

5.2. Guest must submit for agreement to the Hotel's Management the following information: objectives and format of the event,

planned date and time, preliminary list of guests, and event program.

5.3. When possibility to hold the event is confirmed, the Guest advises the Hotel's Staff responsible for organizing event of planned budget.

5.4. Guest-Organizer shall be fully responsible for any harm or damage caused to the Hotel during the event, staying of the Guest, their guests, employees, independent contractors, and other agents while the latter are on the grounds of the Hotel under the Guest's control. Guest is fully liable for preservation of provided Hotel equipment. Should any financial damage be caused to the Hotel, the Guest shall pay for the stated damage immediately after the event under Statement of Financial Damage Reimbursement.

5.5. Guest shall provide the event with sufficient number of additional staff who will carry out all support work during the event, ensure compliance with the Regulations of third party staying on the grounds of the Hotel.

5.6. Guest timely provides detailed information on guests whose presence is confirmed, specificity of seating of, and delivering service to VIP guests, meals and beverages preferences for the event to be hosted on the grounds of the Hotel; agrees with the Hotel in writing all the details of organization and situation control.

5.7. Guest timely books all the services that will be needed to organize the event. Should there be no written request from the Guest confirmed by the Hotel, the services are on free sale and the Hotel does not guarantee them being provided. In case of cancellation of booked services, Guest is liable according to points 2.6-2.10 of the Guidelines and reimburses actual losses by the Hotel for the event organization.

5.8. Guest timely and in full pays for the services ordered prior to the beginning of the event. In case of additional orders during the event, the Guest shall pay for them immediately on completion of the event. Not later than 3 (three) working days following the date of the event all payments between Guest and the Hotel shall be settled.

5.9. Should beginning of the event be postponed until later time on the planned day, the Guest pays all the bills for meals cooked.

5.10. Should the number of Guests be decreased less than 2 (two) working days prior to the event, the final price of services is not subject to recalculation and reduction and shall be paid in full by the Organiser.

5.11. After the event being held the Guest and the Hotel sign work completion statement.

## **6. Final clause**

6.1. The Hotel's Management has the right to change and update the given Guidelines on Guests' Comfortable Staying.