



HOSTEL «MOTHER RUSSIA» STAY RULES AND REGULATIONS

1. **Business hours:** 24/7.

2. **Check-in:** 14:00
Check-out: 12:00.

3. **Departure time (check-out time).** From 12:00 to 13:00

In the event of failure to make payment before the aforesaid period the bed / room shall be deemed free.

4. **Record keeping of additional time when checking-in, checking-out and booking.**

When checking-in from 06:00 to 12:00, checking-out from 13:00 to 18:00 - 50% of the cost of one night is charged.

If you check-in before 06:00, check-out after 18:00 - 100% of the cost of one night is charged.

In addition, in the case of early check-in (before 12:00) or late check-out (after 13:00), you may, without occupying the room, take a shower free of charge, have a meal in the kitchen, leave things in the luggage locker or relax in the lobby. If you arrive before check-in time, you may use the luggage locker for safekeeping of luggage and other items.

5. **Documents required for check-in of the Guest.**

Staying in the hostel is allowed upon presentation of identification documents, according to paragraphs 19 of the "Rules on provision of hotel services in the Russian Federation", approved by the Government of the Russian Federation dated 09.10.2015 №1085.

The following identification documents shall be provided to the administrator:

- ✓ **passport of the national of the Russian Federation;**
- ✓ **Birth certificate** - for persons under age of 14.

The Guests in the hostel, who have a passport, but are under age of 18, shall be accompanied by parents, guardians or other legal representatives.

If Guests are checking-in unaccompanied, they shall have a **power of attorney certified by the notary public** issued by parents or persons acting on behalf of them.

- ✓ **National passport of a foreign national;**
- ✓ **Foreign passport** of a foreign national.

Under the current laws, all foreign nationals arriving in Russia for more than 72 hours are required to be registered at the place of stay. A foreign national is required to notify in advance the Administration of the hostel of his/her arrival and whether or not registration at the place of stay is necessary.

The service related to registration of nationals at the place of stay is subject to a charge. The certain price on the date of check-in is set forth in the price list approved by the Administration of the hostel.

6. **When checking in in the hostel the Guest shall sign the following documents:**

- ✓ **Short-term bed/room rental agreement**
- ✓ **Guest card.**

7. **The maximum duration of your stay in the hostel** - 30 days (larger periods of stay shall be negotiated with the hostel in advance on an individual basis).

8. **Extension of the term** of stay is subject to availability of free rooms or beds in the hostel.

9. If the room has not been vacated before **13:00**, and it has already been booked for the next day by other Guest, the Administration of the hostel shall have a right to enter the room in the absence of the Guest, pack his belongings and transfer them to the luggage locker. The safekeeping of the luggage in the luggage locker is subject to a fee.

10. At the request of the Guest the whole room may be made available to him, subject to payment of the cost of all beds in the room.

11. **Payment** for the entire period of stay in the hostel shall be made at the time of check-in. Payment for stay and additional services is made in Russian rubles in cash and by wire transfer. We accept plastic credit cards: MasterCard, MasterCard Electronic, MasterCard paypass, VISA, VISA Electron, VISA pay Wave, Maestro, Maestro paypass, MIR.

In the event of late check-in exceeding one day, the booking is canceled.



12. **Deposit** shall be paid by the Guest upon arrival to cover any damages incurred in connection with loss of bed linen, towels or key. It is subject to a refund if no loss occurred. The amount of the deposit is only 500 rubles. In the event of stay of tourist groups, the team leader shall pay a deposit in the amount of 5 000 rubles. When checking out this amount is refunded to the leader of the group.

13. Free of charge services:

- ✓ Reception-24/7;
- ✓ Bed linen and towels (bath and hand towels);
- ✓ Change of bed linen;
- ✓ Shower;
- ✓ Hairdryer;
- ✓ Iron and ironing board, dryer;
- ✓ Kitchen: utensils and appliances, refrigerators, microwave ovens, kettle, tea, sugar, drinking water (cooler);
- ✓ Satellite TV in the common area, family room, double room;
- ✓ Computer desks and Internet;
- ✓ Wi-Fi throughout the hostel;
- ✓ Luggage locker, the possibility of safekeeping of luggage prior to registration and upon checking out the hostel (one day free, afterwards subject to the list price);
- ✓ Safe boxes;
- ✓ Map of Moscow, travel guides, provision of information related to stay and itinerary;
- ✓ Books, magazines, board games. Book crossing is available in our hostel. The bookcase is the place where you can exchange books, read the books left by guests of the hostel, leave your own books; let the book live a full life;
- ✓ First-aid kit;
- ✓ Thread, needles;
- ✓ Ambulance;
- ✓ Taxi;
- ✓ Wake-up service.

14. Paid services.

- ✓ Registration of foreign nationals;
- ✓ Visa support;
- ✓ Shampoo, soap, toothpaste, toothbrush, razor blades;
- ✓ Laundry service;
- ✓ Excursions;
- ✓ Rail and flight tickets booking service;
- ✓ Transfer from and to the airport / railway station;
- ✓ Bottled water, juices, confectionery and culinary products, coffee machine;
- ✓ Meals in our café;
- ✓ The Guests of the hostel are offered 5% discount for visiting bath-house with Russian steam room in the building where the hostel is located.
- ✓ Office services;
- ✓ Conference room, including all relevant office equipment and internet access.

15. Hostel administration has a right to refuse to accommodate in / evict from the hostel (including without explanation):

- ✓ Persons without a passport or equivalent document;
- ✓ Persons under alcohol or drugs intoxication;
- ✓ Persons disturbing the comfort of other guests in the hostel;
- ✓ Persons violating fire safety regulations;
- ✓ Persons breaching the rules of stay in the hostel.

16. Terms and conditions of check-in of guests with children.

Children and teenagers under 18 years of age shall be accompanied by adults. On checking in it is required to present a birth certificate (passport) and / or a record in the passport of parents indicating children.

Children from 6 years when checking in in the hostel shall have a separate bed.

17. **Unauthorized persons**, upon notifying the Administrator, may be in the hostel between 09:00 and 22:00 in the common area. The persons visiting the guests, shall present the identification document to the Administrator. The Administration may refuse unauthorized persons to stay in the hostel.



Unauthorized persons are not allowed to stay in the living room, shower room, kitchen in the hostel, and under no circumstances electronic bracelet, guest cards, keys of the rooms and safe boxes may be transferred to them.

18. Check-out procedure.

The Guests shall notify the administrator of the hostel of his/her check-out. On the day of check-out, the Guest shall check the Administrator within 10 minutes before check-out time and:

- ✓ Return the bed / room and return the property provided for temporary use or lease subject to the list;
- ✓ Return an e-card or room and safe box keys, electronic bracelet from the front door;
- ✓ Check whether any food has been left in the refrigerator.

In the case of loss or damage to the property transferred for temporary use or lease, the Guests will be charged a fee according to the pricelist.

19. Compliance with comfort conditions and quiet hours rules in the hostel.

The hostel guests are required to keep quiet from **22:00** to **09:00**.

In our hostel we decided to turn off the main lights in the bedrooms at **23:00**.

It is not allowed to disturb the guests staying in the room and in other rooms of the hostel or perform any actions or omissions that prevent from comfortable stay of other guests.

Any conversations with the hostel staff and clients shall be only in business-friendly form, it is prohibited to raise the voice and use any form of bad language.

20. Maintenance of cleanliness and order in the hostel.

Make yourself at home! Keep clean the rooms, kitchen, shower, toilet, do not leave dirty dishes, dirty tables.

Kitchen.

- ✓ Hostel guests must clean up their dishes, cutlery, kitchen furniture and appliances;
- ✓ After cooking and having a meal, please, clean up after yourself and wash kitchen appliances,
- ✓ Avoid leaving food in containers and other utensils on the common kitchen table.
- ✓ The food kept in the refrigerator should be in a separate package, indicating the name of the relevant person and the date. Please, make sure that you mark your food and place it in advance in a container or package.

In the kitchen, there is no COMMON food, except for tea and sugar.

It is strictly prohibited to:

- ✓ take out hostel kitchen utensils,
- ✓ buy and cook food for the future,
- ✓ keep spoiled food,
- ✓ keep perishable foods.
- ✓ have a meal in the living room.

Common area and rooms.

It is allowed to walk only in slippers or shoe covers in the hostel. All outdoor shoes, irrespective of the season of the year, shall be left in a common area at the entrance.

It is strictly prohibited to:

- ✓ walk in the hostel in outdoor footwear and walk naked (fully naked or without a T-shirt, bare-chested or in underwear, etc.);
- ✓ go out in the shoes used in the hostel room;
- ✓ enter the hostel in dirty clothes;
- ✓ bring pets to the hostel;
- ✓ relocate or take away furniture, bedding items available in the room, without the permission of the administration;
- ✓ sit, lie, put bags, personal items on unpaid and vacant beds prepared for check-in of other guests.
- ✓ use the hostel property for other purposes;
- ✓ independently carry out repairs of furniture, electrical equipment, kettles, TVs, sockets, etc.;
- ✓ give to unauthorized persons the keys and electronic bracelets from the rooms and the front door;
- ✓ leave unauthorized persons in the room in one's absence;
- ✓ it is strictly prohibited to bring and keep knives and guns in the room, and dangerous substances;
- ✓ it is prohibited to leave your personal items and towels in the common areas (kitchen, bathroom, toilet) and leave bags and backpacks in public areas.

21. Change of linen and cleaning.

Bed linen and towels are included in the price.

When checking out the towels and bed linen shall be folded and prepared to be returned to the Administration.



Bed linen is changed:

once in three days - in double and family rooms;
once a week - in common rooms.

Towels are changed:

once in three days - in all rooms.

The hostel rooms are cleaned once a day from **12:00** to **14:00** and common areas are cleaned twice a day from **12:00** to **14:00** and from **19:00** to **21:00**.

22. Smoking and drinking alcohol.

Smoking is **STRICTLY PROHIBITED** in all hostel premises (including toilets). Smoking in all rooms is subject to a penalty prescribed by the Administration - **1 500 rubles**.

Our hostel is alcohol free area!

It is prohibited to drink alcohol and low-alcoholic drinks in the hostel including in the smoking area and the adjacent territory.

We **do not check** in the guests under alcohol and / or drugs intoxication.

In the event of drinking alcohol inside the hostel - **the administration may immediately evict the guest without returning the amount paid for the stay.**

23. Compliance with safety regulations in the hostel.

The guest may enter the hostel using electronic bracelets issued by the administration. The guests may enter the room using individual cards or keys provided to them. Each time leaving the room, it is required to check whether the door is closed. In the case of loss of the bracelet, individual card or key the administration may charge a fee of **500 rubles**.

The hostel has video surveillance system to ensure your safety, and improve service quality.

The administration of the hostel has a right to call the police or security, if the Guest:

- ✓ Materially breaches the rules of the hostel;
- ✓ Refuses to leave the hostel upon the end of the period of stay;
- ✓ There is an immediate threat to life and health of other guests or the Administrator;
- ✓ There is an immediate threat to the integrity of the property of the hostel.

24. Fire safety.

The guests of the hostel are obliged to comply with fire safety rules and be familiar with the fire safety instructions.

Taking into consideration fire safety it is prohibited to:

- ✓ Use in the rooms such devices as immersion heaters, electric irons, and other such devices which do not constitute integrated equipment of the room in the hostel. It does not apply to chargers and other charging devices for radio and television equipment, and computers.
- ✓ Smoke and use open flame.
- ✓ Keep and use flammable and combustible liquids, gunpowder, explosives, fireworks, bottles with flammable gases, aerosol products, celluloid and other flammable and explosive substances and materials.
- ✓ Clean clothes with gasoline, kerosene, and other flammable and combustible liquids.
- ✓ Wrap electric lamps and lighting fixtures with paper, cloth and other combustible materials.
- ✓ Leave the room with switched on electric appliances and chargers, laptops, etc.
- ✓ Keep bulky things, flammable materials in the rooms.

25. Safekeeping of personal belongings.

The Administration strongly recommends that all guests staying in the hostel keep all their valuables in luggage lockers or individual safe boxes. This service is free and it will ensure the safety of valuables of guests.

The administration shall not incur liability for loss of valuables, not kept in luggage lockers or individual safe boxes.

Cards and keys to the safe boxes and rooms are given against deposit in the amount of **500 rubles**, which is refunded on check-out. In the event of loss of such cards and keys the deposit is not refunded.

Personal items left by the guest may be sent at his/her request to the specified address and at his/her expense. In the absence of such instruction, the hostel will keep such items within **30 days**.

Upon leaving the hostel, you have a right to leave your luggage lockers free of charge, but not longer than until the next morning from the moment of check-out. All subsequent days of safekeeping of items are charged at **1000 rubles** per day. If you forgot an item, the maximum safekeeping period shall not exceed **30 days**.



26. Causing damage to hostel property.

Exercise due care in relation to property and equipment of the hostel. In the case of loss or damage of items, immediately notify the administrator.

In the case of breaking of electrical equipment, furniture, other property available in the room and the hostel, the Guest shall make a record in the journal of complaints and offers, which is kept by the administrator.

In the case of damage to property of the hostel the Guests shall hold the hostel harmless against any damages in the amount set forth by the Administration of the hostel.

27. Additional equipment handling rules.

Iron.

Do not add tap water in the iron. Drain the water upon ironing. The administration is not responsible for damage caused to personal belongings of Guests. Ensure the compliance of ironing operations with recommendations on the clothing label.

Laundry.

The cost of one (1) wash in the washing machine is **100 rubles**.

Computer and internet.

The whole territory of the hostel is covered by Wi-Fi with free internet access. Computers for general use with free internet access are also at your disposal. Please, avoid using public computer for a long time, turning up a loud sound, disturbing the flatmates, downloading movies and music, you can watch them online. Please, make sure that you do not use file exchange services when using Wi-Fi in the hostel.

28. Miscellaneous

The Administration of the hostel is not responsible for provision of municipal services (emergency power or water cutoff, etc.).

The Administrator is obliged to provide the customer feedback book at first request of the Guest. The complaints or suggestions are reviewed within one month from the date of submission thereof.

ADMINISTRATION