

Dear guests,
we will highly appreciate your collaboration in abiding by hotel rules and regulations at California by Grace!

Check-in time: 3 p.m.

Check-out time: 12 p.m.

1. The accommodation fee is charged at the fixed check-out time (local time zone) according to the approved tariffs for the respective room category.

The accommodation fee per stay is paid on the day of arrival either in cash or by a bank card.

2. Day use of rooms is available. In case of early check-out, there will be a refund for the unused hours provided that the Contractor's expenses are compensated.

In case of early check-in, the fee for the room is charged as follows:

- not more than 6 hours before the check-in time – hourly rate;
- 6 to 12 hours before the check-in time – 50% of the room rate;
- 12 to 24 hours before the check-in time – 100% of the room rate.

In case of late check-out, the fee for the room (extension of your stay) will be charged as follows:

- no more than 6 hours after the check-out time – hourly rate;
- 6 to 12 hours after the check-out time – 50% of the room rate;
- 12 to 24 hours after the check-out time – 100% of the room rate.

3. Early check-in and late check-out shall be agreed upon at the reception.

4. If the guest is late for more than 24 hours, a full daily rate will be charged but not more than that.

5. Children under the age of 4 are accommodated free of charge when they are not provided with an extra bed (crib). Children over 4 years old are provided with a separate place, and the fee is charged according to the standard rate.

5.1 If there are two children under 4 years old in the room, one extra bed (crib) is provided and the fee is charged according to the standard rate.

6. Guests may be upgraded to a different room upon their request (subject to availability of unreserved rooms) or due to the renovations at the hotel. The upgrade is arranged by the front desk receptionist.

7. Hotel guests will be financially liable for any loss of or damage to the property at California by Grace in accordance with the law of the Russian Federation. They will also be liable for any violations caused by their visitors according to the property damage price list.

8. The guest rooms and room balconies are a **non-smoking area**. There are designated smoking areas at out hotel. Violators of this provision will be **fined RUB 5,000.00** as prescribed by the Russian Code of Administrative Offences

9. Our guests are allowed to invite visitors until 11 p.m., provided that they obtain a visitor pass for them at the front desk.

10. If a guest is not at his or her room and the fee is delayed for 2 hours after the check-out time, the hotel will appoint special staff to make an inventory of the guest's belongings and vacate the room.11. Purchased guided tour refunds are provided if the guest notifies the hotel of the

cancellation 24 hours before the scheduled time of the service. In all other cases the money is refunded on condition that the Contractor's expenses are compensated.

12. If the guest has not used some of the services due to their early check-out, then the refund will be provided as follows:

Two days in advance before the departure date, the guest shall contact the receptionist to request a refund (please have your passport and a copy of the receipt from the purchased service);

The guest fills out a refund application form for any previously purchased services, indicating the reasons for the refund (early check-out);

The front desk receptionist prepares the paperwork for the refund (all documents are sent to the accounting department and need to be processed correctly, so the refund procedure can take up to 30 minutes);

The guest signs a refund application form, a cash voucher and the receipt that was given as a replacement for the one returned;

At the end of the procedure, the guest receives the copy of a new receipt that indicates the fee for the services actually provided and shows the refundable amount of money.

If the guest notifies the hotel of early check-out less than 2 days before the departure date, the hotel will charge a full daily rate.

If the guest paid for services by card, the money is refunded within 10 business days from the moment the refund application was accepted. The refund is credited according to the bank details specified by the guest in this application form.

If the guest stays for more than 10 minutes after the check-in, the money for the current day will not be refunded (the hotel provided accommodation).

In order to make a refund, the guest is required to return the copy of the receipt confirming payment for the services provided by the hotel. The front desk receptionist is authorized to refuse a refund if the receipt is lost or if you refuse to return it.

Please keep your copy of the RECEIPT until the end of your stay!

If the accommodation fee was paid when booking a package tour in a travel agency, only the travel agency can refund the money.

13. If the guest is forcefully checked out due to gross violations of the hotel rules or illegal actions against other guests or hotel staff, refunds for the unused services will be provided on condition that the Contractor's expenses are compensated.

14. The maximum length of stay at the hotel is 6 months.

15. By signing California by Grace rules and regulations, the guests also confirm that they have read and understood:

- emergency regulations;
- fire safety policy;
- electrical appliance policy;
- property damage price list;
- California by Grace booking rules.
- The guest has been informed about free hotel Wi-Fi at a speed up to 3 Mbps.

16. By signing the hotel rules and regulations, the guest automatically agrees to the processing of his/her personal data provided in the guest information card.