

## Service payment procedure

1. The hotel reserves the right to change the prices of the services at its discretion. By informing the guests in advance, the rates of services are set according to the approved price list.

2. Payment for the provided services is made.

- By bank transfer
- Cash in drams
- Bank cards: (Visa, MasterCard /, AmericanExpress, JCB, China Union Pay, MMP).
- Payment without reservation
- Idram Application

3. The following persons have the right to special placement:

Heroes of the Soviet Union, Heroes of the Republic of Armenia, Medal of Honor recipients, Disabled participants of the Great Patriotic War and their equals, as well as disabled persons of the group and their accompanying persons (not more than one person).

4. The procedure for concluding the agreement on providing guest registration and the rules of residence.

4.1. Hotel services are provided on the basis of a written contract signed by the hotel. The written form of the contract is preserved as one document signed by both parties.

4.2. Guests are provided with a hotel room upon presentation of an identity document issued in the prescribed manner.

4.3. Registration of minor citizens under the age of 18 in the hotel is carried out on the basis of a document confirming the identity of the person or persons accompanying the parents (adoptive, guardian), who present the consent of the legal representatives (one of them) certified by a notary, as well as the minors' birth certificates ( passport):

4.4. If a second person is required to enter a room for which a reservation has not been made, entry is subject to mandatory registration with the consent of the guest staying in the room. Unregistered persons are not allowed to stay in the room after 23.00 without a prior reservation. If desired, a person can buy a room (subject to availability) and register at the hotel without prior reservation.

4.5 Re-registration of the guest to another room from the room in which he has already been accommodated (in case of staying in the guest's room for more than 1 hour) is subject to a surcharge for the used room (payment). for additional cleaning.

4.6 In case the guest leaves the room after the end of the check-out time, payment is made as follows:

- When leaving between 13.00 and 18.00, a half-day charge is applied
- Departure after 6:00 p.m. is charged for one full day.
- Extension of the check-out time until 14:00 is charged at the rate of 20% of the room price.
- The absence of the guest's belongings in the room after the check-out time is grounds for the guest's departure from the hotel and cancellation of the non-guaranteed reservation.

### **Responsibility of the parties**

All guests staying at the hotel have the same rights and must observe the following rules. Rules for providing hotel services, fire safety and sanitary standards in the "Kirovakan" hotel.

- Smoking is prohibited throughout the hotel, smoking in the room is punishable by a fine of 25,000 AMD.
- Do not make noise, do not disturb the rest of other guests.
- To compensate the damage caused in case of violation of the obligations stipulated in the contract, as well as in case of loss or damage of the hotel property due to his own fault, in accordance with the legislation of the Republic of Armenia and these rules and price list;
- In case of discovery of loss of personal belongings from the room, the guest is obliged to immediately report it to the reception in order to take necessary measures to search for the missing belongings.
- All items left or forgotten in the room are kept in the appropriate rooms of the hotel. Within a certain period and in accordance with the applicable rules of the hotel. The hotel takes all possible measures to return them to the guests. After 6 months, forgotten items unclaimed by the owners are disposed of in accordance with the established rules.
- The damage caused to the consumer's life or health as a result of the provision of hotel services that do not meet the requirements or conditions of the contract is subject to compensation by the guest in accordance with the legislation of the Republic of Armenia.

- There is a complaint book at the reception of the hotel, which is available to all guests. All statements left by guests in the book are taken into account by the management.
- In all other respects, which are not provided by these rules, the administration is guided by the existing Regulations.
- In case of any problem related to the health of the guest, the hotel undertakes to call the following services, as necessary, ambulance, police, fire service.

**➤ Corresponding values of property damage**

- TV -- 200.000 AMD
- Kettle -- 25.000 AMD
- Towel -- 10.000/5000/5000 AMD
- Cup -- 1000 AMD
- A spoon -- 1000 AMD
- Robe -- 20000 AMD
- Safety box -- 40.000 AMD
- Hanger -- 5000 AMD
- Refrigerator -- 100.000 AMD
- Phone -- 15.000 AMD
- Trash -- 25.000 AMD
- Hairdryer -- 15.000 AMD
- Magnifier -- 20.000 AMD
- Soap dish -- 15.000 AMD
- **The rest of the property according to market values**

**Guest**

N.SN \_\_\_\_\_ / signature / \_\_\_\_\_

**A person performing a transaction**

N.SN \_\_\_\_\_ / signature / \_\_\_\_\_

