



Approved by
General Manager
"NETIZEN SPb" Ltd.
/A. Klepova
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NETIZEN Hotel | Hostel Accommodation rules

1. General Provisions

1.1. Netizen Hostel (hereinafter referred to as Hostel) is intended for persons' (hereinafter referred to as Guest) temporary residence and their living accompanying services provision.

1.2. Hostel Rooms Division includes the following room categories:

Standard: triple room, twin room, double room, family room (up to 4 people).

Economy (shared bathroom): single room, twin room, family room (up to 4 people), family room (up to 6 people).

Dorms (shared bathroom): 6-bed (female and mixed), 8-bed (mixed), 10-bed (mixed).

Total number of beds – 122.

Rooms are equipped with facilities, furniture, bed dress and other inventory designed to provide accommodation, provided by the requirements of the Hostel.

2. Reservation

2.1. The guest can book a bed / room at the hostel, paying for it before settling in (guaranteed reservation).

2.2. Unguaranteed booking – a bed / room booking, when the guest makes the first payment upon arrival at the hostel and booking is reserved for the guest until 4:00 p.m. local time on the specified arrival day. If the guest not arriving before 4 pm local time, the reservation can be canceled. In this case, the Hostel's accommodation obligations are terminated, and accommodation is made subject to availability of beds / rooms on general grounds.

2.3. Financial obligations between the hostel and the guest with non-guaranteed reservations do not arise.

2.4. Guaranteed booking - a bed / room booking, where there are full legal obligations between the Hostel and the Guest arise. Bed / room booking is guaranteed by prepayment for at least the first day of your stay, or providing to the hostel credit card information and the guest's consent to debit the account. Payment is due upon the Hostel booking confirmation receipt.

2.5. The Guaranteed booking is reserved for the guest during the first day of placement (until the checkout time (11:00) of the day following the day of arrival). In case of no show or late reservation cancellation less than 1 (one) day, the Hostel does not refund the cost of the first 24 hours.

2.6. Prepayment with Guaranteed booking is made by bank transfer or credit card, or by any other method of cash or non-cash payment. The payment is considered to be made if funds were received to the Hostel bank account. In case of non-payment in due time, the reservation is considered to be canceled without warning.

3. Accommodation and services registration regulations

3.1. Hostel operating mode is round-the-clock.

3.2. Accommodation registration in the Hostel is made upon presentation of the passport of a citizen of the Russian Federation, birth certificate for persons under 14 years of age, foreign citizens with a national passport, visa or residence permit, migration card (except for citizens of the Republic of Belarus).

3.3. Up to the age of 18, only their legal representatives accommodate juveniles - parents, adoptive parents or legal custodians, or representatives, according to written consent of legal representatives, can accompany juveniles.

3.3.1. Unaccompanied minors are prohibited in mixed rooms (rooms where both males and females can live). In cases where the minor does not match the gender of the parent / guardian / accompanying person, the presence of both of them in the mixed room is prohibited. In cases where the minor coincides in gender with the parent / guardian / accompanying person, they are allowed to stay only in rooms that match their gender: male or female, provided that the minor must be at least 5 years old.

3.4. Check-out time – 11:00 a.m. Moscow time. Check-in time – after 2:00 p.m. arrival date, the leaving of the room – before 11:00 a.m. in the departure day. Early check-in from 08:00 a.m. to 12:00 a.m. is subject to availability and an additional payment of 50% of the room price. The Early check-in from 12:00 a.m. to 2:00 p.m. depends on the Hostel's load, and there are two options: free check-in or an additional payment of 50% of the room / bed.

If you move from one room to another, then you must do it from 11:00 a.m. to 2:00 p.m., if you know that you cannot be in the hostel at this time and then you need to vacate the bed / room in advance, collect your baggage and leave it in a specially designated place (the luggage room).

3.5. If the guest delays his departure (after 11:00 a.m.) an additional fee is charged for the stay extension: up to 4:00 p.m., 50% for bed / room price at the rate of accommodation. From 4:00 p.m. to 7:00 p.m., depending on the Hostel's load, the 50 to 100% of bed / room price additional fee is charged.

3.6. Prolongation of accommodation after the check-in time is subject to bed / room availability.

3.7. In the guest absence at the place of residence after the estimated hour without payment and finding out the guest's forgotten things, the administration of the hostel tries to contact the guest on the available contacts in the hostel's database. In case of impossibility to contact the guest, the administrator together with the cleaning personal makes an inventory of the guest's property in the room / in the individual locker. The guest's property surrenders to the luggage room, while the administration of the hostel is not responsible for the safety of guest's property.

3.8. For the residence safety organization, the administration of the hostel has an access mode – the entrance to the hostel's residential area is carried out using an electronic key.

3.9. The guest is given an electronic key for the paid stay while the procedure of check-in.

3.10. In the case of a loss of personal belongings from the room or an electronic key, the guest must immediately inform the Front office (the reception desk) or the Hostel Security Service to take the necessary measures to search for missing items or to block the missing key-card.

3.11. When extending the stay, the guest may be offered a different room / bed in the room, in case the room / bed in the room where the guest resided is already booked. If there is a need for an unplanned transfer of the guest to another room / bed, the hostel administration will coordinate with the guest.

3.12. Persons who violate public order or commit hooliganism could be evicted. In the future, Hostel reserves the right to refuse to settle unilaterally for the above-mentioned persons.

3.13. The guest can use the following types of free services at the Hostel:

- High-quality bed linen and large towels- Багажная комната
- Safe deposit boxes in the lobby
- Wi-Fi in the rooms and public areas
- Co-working space and etc.

4. Pay for accommodation and services

4.1. Payment for accommodation and services provided by Hostel can be made by cash or non-cash payment, as well as for credit cards in rubles only.

4.2. The payment for accommodation is charged on the terms of advance payment for the whole booked period. **Accommodation on credit is not provided at the hostel.**

4.3. For stays less than 24 hours, the fee is charged per day, regardless of the estimated hour.

4.4. While renewing the reservation / zero balance on the guest's account, the next day will be paid until 11:00 in the morning of the current day.

4.5. Accommodation prices for the bed / room per day at the Hostel are established by the Order of the General Director of «NETIZEN SPb» Ltd.

4.6. In case of impossibility to provide the guest with a bed / room according to the conditions of confirmed reservation, the Hostel provides the guest with a bed / room in a higher category without additional payment.

4.7. No fee is charged for the accommodation of children under the age of five, if they are placed with their parents (guardians) in the hotel room without providing a separate place.

4.8. The hostel offers the guests additional services for a fee at their request, according to the list of paid services. The price of additional services is established by the Order of the General Director of «NETIZEN SPb» Ltd.

5. Accommodation Rules

5.1. In order to comply with fire safety rules, guests staying in the Hostel are prohibited from:

5.1.1. While guest's accommodation it is prohibited to use non-standard (not provided with the equipment of the room) electric heating devices, as well as extension cables, adapters, etc.

5.1.2. It is forbidden to store and bring to the Hostel flammable and highly inflammable materials, highly poisonous substances and bulky things. Oversized things (if the sum of the length, width and height exceeds 150 cm) are handed over to the Hostel's luggage room. The services of the luggage room are provided only for those who live in the Hostel.

5.1.2.1. For the period of stay in the Hostel, the guest is allowed to store no more than 1 luggage space free of charge. Storage of more than 1 bag, as well as storage of luggage after midnight on the day of departure, is to be approved by the Hostel administration additionally and is paid according to the approved price lists for additional services.

5.1.3. When leaving the room, leave electrical appliances on.

5.1.4. Smoking throughout the hostel. In the case of a gross fire safety rules violation on the part of the Guest, the Hostel administration has the right to refuse to the Guest in the future stay with compulsory drawing up of an act on this violation and inviting, if necessary, employees of competent authorities.

Violation of the requirement to ban smoking of tobacco / tobacco products / electronic smoking devices in the premises and rooms of the Hostel entails the recovery of damages caused by additional costs associated with cleaning the premises and rooms (detergents, cleaning products, laundry, dry cleaning, etc.). Payment of damages in the amount of 5000 (five thousand) rubles is made by a person who violates the ban on smoking in the rooms and Hostel spaces, on the basis of an act compiled with the detection of the smell of tobacco smoke, ash, cigarette butts and the like.

5.2. On purpose to ensure the order and safety of those living in the Hostel, it is prohibited:

5.2.1 The presence of unauthorized persons (unregistered guests) in the Hostel from 11:00 pm to 06:00 am.

5.2.2. Passage to residential floors without a guest card.

5.2.3. Transfer the room key card to unauthorized persons.

5.2.4. To walk strangers into guests' rooms.

5.2.5. Violate the peace of the residents after 22.00, including loudly talking in Dormitory rooms, listening to music without headphones, turn on the common lights.

5.2.6. Violate the sanitary standards and requirements in the room, as well as in the rest of the public spaces of the Hostel. Store and consume food and drinks in shared rooms.

5.2.7. Stay with any animals, bring any animals, and also bring any plants into the rooms.

5.2.8. Leave garbage, bottles and other items in places not intended for this.

5.2.9. To take out linen, towels and inventory from the room and outside the Hostel.

5.2.10. Carry and store in the room a traumatic, gas, piercing-cutting weapon (pistols, knives, gas cartridges, etc.).

5.2.11. Carry, store and use any kinds of drugs.

5.2.12. Carry, store and drink alcoholic beverages in shared rooms.

5.2.13. Drinking of alcoholic beverages, strength over 15%, as well as being in a state of alcohol intoxication. Carrying and consuming alcoholic beverages purchased outside the Hostel is prohibited for unregistered visitors.

5.2.14. Consuming alcoholic beverages purchased outside the Hostel is prohibited on the territory of the Hostel.

5.3. Guests should take care of the property and equipment of the Hostel; observe sanitary norms and public order.

5.4. The hostel has the right to terminate the contract with the guest in case of repeated or gross violation of these Accommodation Rules in the hostel.

6. Guests Rights and Duties

6.1. The guest staying in the Hostel has the right to terminate the contract for the service, notifying the administration 24 hours before the check-out time of the eviction day. In this case, the guest is refunded for future paid days. If the guest notified the administration less than 24 hours before the planned eviction from the hostel, the administration has the right to withhold the amount for the next 24 hours in full. If more than 30 minutes have elapsed since the receipt punch, then a refund for the first 24 hours is not possible.

6.2. In case of loss or damage to the property of the hostel, the guest is obliged to reimburse the caused damage in accordance with the legislation of the Russian Federation.

6.3. The fact of payment and check-in automatically means that the Guest agrees to comply with these Rules.

7. Duties and responsibilities of the Hostel Administration

7.1. Cleaning in rooms and common areas is done every day. Change of linen and towels 1 time in 5 days, in rooms of the "Standard" category – 1 time in 3 days (or more at guest's request for an additional fee).

7.2. The Hostel is not responsible for things left by the guest unattended on the territory of the Hostel.

7.3. In case of forgotten items discovery, the administration of the hostel should, if possible, notify the items owner about it. Forgotten items are recorded in a special logbook and handed over to the Hostel's luggage room. In case of impossibility to contact the guest, the Hostel administration does not bear responsibility.

7.4. The book of comments and suggestions is in the Front Office and is given to guests staying at the Hostel, upon their request.

7.5. Guests' complaints, presented in writing, are considered by the Hostel administration in a period not more than a month from the date of their submission.

8. Other conditions

8.1. The Hostel administration has the right to refuse guests in accommodation:

- in case the guests do not have identity documents (according to paragraph 3.2),

- upon provision of overdue documents,

- for foreign citizens if they do not have a temporary registration, a valid visa (or another document confirming the right to be on the territory of the Russian Federation), a migration card,

- persons in a state of intoxication / inadequate condition.

8.2. Administration is not responsible for the city utilities operation (water, light, heating) and the Internet provider.

8.3. All guests must comply with the fire safety rules posted on the Hostel information board.