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«01» May 2021  
P.S.

## **Rules for booking rooms at the Grace Forum Hotel**

### **General terms**

This document is an official offer (public offer) LLC "GRACE FORUM", hereinafter referred to as the CONTRACTOR, and contains all the essential conditions for booking, paying and providing rooms to consumers at the Hotel "Grace Forum".

In connection with the above, we recommend that you carefully read the text of this public offer and if you do not agree with any point, the CONTRACTOR offers you to refuse to purchase the services.

### **Basic concepts used in these Rules:**

"Booking" - pre-order of places and (or) rooms in a hotel or other accommodation facility by the customer (consumer);

"Customer" - a natural (legal) person who orders or purchases hotel services and (or) services for temporary accommodation (accommodation) of individuals in the accommodation facility for the benefit of the consumer;

"Contractor" - a legal entity (a branch of a foreign legal entity included in the state register of accredited branches, representative offices of foreign legal entities) or an individual entrepreneur providing hotel services and (or) services for temporary accommodation (accommodation) of individuals in the accommodation facility to the consumer;

"Consumer" ("Guest") - an individual who orders or purchases and (or) uses hotel services and (or) services for temporary accommodation (accommodation) of individuals in a means of accommodation for personal and other needs not related to the implementation of business activities.

## **1. Room reservation policy.**

Booking a room is carried out by sending an application to the hotel "Grace Forum":

- a) from the site;
- b) by email;
- c) by phone: booking department, free hotline 8 (800) 302 19 90;
- d) directly at the hotel "Grace Forum" at the reception desk;
- e) applications from portals;
- f) requests from agents.

## **2. Booking confirmation deadline.**

2.1. The booking department, no later than 24 hours from the date of receipt of the booking request, confirms the booking to the Guest, or refuses to satisfy the request.

2.2. If the booking request is confirmed, the Booking Department sends the Guest an invoice for the prepayment of the stay. Guests who have booked a stay will pay in advance for the first night of their stay.

2.3. From the moment the invoice is issued and sent to the Guest, the room specified in the invoice is considered pre-booked.

2.4. The invoice is considered valid for five days if the period between the date of booking and the date of arrival of the Guest is more than five days.

2.5. If the period between the date of booking and the date of arrival of the Guest is less than five days, a link to online payment via Internet Acquiring is issued, which is valid for 24 hours from the date of issue.

2.6. If the period between the date of booking and the date of arrival of the Guest is less than 24 hours, a link to online payment via Internet Acquiring is issued, which is valid for 3 hours from the date of issue.

2.7. In case of non-receipt of funds to the bank account, to the cash desk of the hotel or via the Internet Acquiring link within the specified period, the hotel has the right to cancel the pre-booking.

2.8. In case of violation of the established payment terms by the Guest, the reservation is withdrawn from the room.

2.9. The mandatory condition for the cancellation of the reservation is to notify the Guest by the responsible manager by making an outgoing call-in order to implement the payment by the Guest.

2.10. The room is considered guaranteed to be booked at the time of receipt of the prepayment to the bank account or to the hotel cash desk.

2.11. The hotel sends the booking confirmation form to the Guest by e-mail. In the future, this amount is included in the cost of paying for the room.

### **3. Check - in and check-out rules, check-out time.**

- 3.1. Guests can check in from 15: 00. Check-out time is 12: 00 on the day of departure.
- 3.2. The early check-in/late check-out service is provided upon arrival or departure of the guest. This service cannot be booked in advance:
  - early check-in up to 6 hours before check-out time/ late check-out up to 6 hours after check – out time-hourly payment.
  - early check-in/late check-out more than 6 hours, but less than 12 hours = 1/2 the cost of a night stay.
  - early check-in/late check-out for more than 12 hours is equal to the day of stay.
- 3.3. Upon arrival, the Guest gives the Administrator a passport (required for each guest), birth certificate (for children) and the form of confirmation (on request).
- 3.4. Your reservation is reserved for the guests to 07.00 a.m. the next day the day of scheduled arrival (guaranteed reservations).
- 3.5. In case of no show to 07.00 a.m. the next day, the day of scheduled arrival, the reservation will be cancelled.
- 3.6. In case of arrival of the Guest after 07.00 in the morning of the next day, after the day of the planned arrival, his accommodation in the Hotel/HC is made on a first-come, first-served basis and subject to availability.
- 3.7. In case of non-arrival of the Guest by 07.00 in the morning of the next day, after the day of the scheduled arrival, the guest will be charged a fine of one day from the prepayment made.

3.8. If the reservation is paid for more than 1 day and in case of non-arrival of the Guest by 07.00 am of the next day, after the day of the scheduled arrival, such a reservation is saved until 12: 00 hours of the day following the day of the scheduled arrival, to clarify the situation, if the Guest did not arrive and/or got in touch after 12: 00, the hotel has the right to cancel the reservation.

### **4. Booking with discounts and promotions.**

**4.1.** In the case of booking for the period of validity of discounts or for the promotion, you need to remember that the discounts do not add up to each other and only apply to the main seats. **DISCOUNTS AND PROMOTIONS DO NOT APPLY TO ADDITIONAL SEATS!**

**4.2.** In the case of booking a guest at the "Regular Guest" discount, it is necessary to check the guest's history for the number of times visited. If the guest was staying under a different last name, he must tell the last name of the guest on whom the previous booking was made. In this case, the Discount of the regular guest will be valid. Cancelled bookings are not taken into account.

### **5. Prices for hotel services.**

5.1. The cost of the services provided to the Guest is indicated in the booking confirmation message. When making final payments between the parties, the price indicated in the booking confirmation message is taken into account.

5.2. Children are accepted from any age.

5.3. Children under 4 stay at the hotel free of charge, over 4 years of age, an extra bed is required.

5.4. If there is more than one child under 4 years old in the room, an extra bed is required at the standard rate.

5.5. If there is more than one child over 4 years old in the room, an extra bed is required for each child.

### **6. Payment procedure at the hotel.**

6.1. Services at the discretion of the Guest can be paid in one of the following ways:

- In a non-cash order by bank transfer of funds to the current account of the hotel;
  - For cash payment at the hotel cash desk;
  - By bank card;
  - Online payment via the link to the Internet Acquiring (the link is sent by the manager of the booking department).
- 6.2. When paying with a Bank Card, the following payment systems are used:
- MIR,
  - VISA International,
  - Mastercard Worldwide.

6.3. The Guest's obligation to pay for the hotel's services is considered fulfilled when the prepayment/corresponding funds are credited to the current account or to the hotel's cash desk.

## **7. Conditions for changing the dates of residence**

7.1. Any changes to the dates of stay (arrival date, departure date, postponement of stay) without penalty can be made in the high season from 20.04 to 15.10 no later than 14 days before the date of arrival; in the low season from 16.10 to 19.04 no later than 10 days before the date of arrival.

7.2. If the Guest has booked a room at the Hotel for a certain period of time and was forced to leave earlier than this period, the Guest is obliged to notify the Hotel of the change in the terms of stay 48 hours before leaving the Hotel. Otherwise, the Guest will be charged a fine of one night's stay.

7.3. If a Guest has booked a room for a certain period of time and reduces the stay to 1 night upon arrival, the Hotel has the right to refuse this Guest accommodation.

7.4. In case that you need to postpone your stay:

a) Postponement and change of dates of stay for less than 3 days from the date of arrival-without applying penalties to the Guest.

b) Postponing or changing the dates of your stay for more than 3 days from the date of arrival is considered a cancellation of the reservation.

7.5. The guest's reservation is cancelled and a new reservation is made for the specified dates. In this case, a fine of one night's stay will be deducted from the prepayment made and will not be transferred to the subsequent booking. Please note that the guest will be charged a prepayment when booking on updated dates.

## **8. Cancellation of booking**

8.1. The Guest's refusal of the booking confirmed by the Hotel, without penalty, must be stated, either in the form of an oral message, made by phone call, or in writing by sending a written notification to the Hotel's email, in the high season from 20.04 to 15.10 no later than 14 days before the arrival date; in the low season from 16.10 to 19.04 no later than 10 days before the arrival date. In case of violation of this condition, the Guest will be charged a fine in the amount of the cost of one night from the prepayment made for staying in the room of the selected category.

## **9. Prepayment refund procedure**

9.1. If the Guest refuses to book a room and sends a corresponding written notice of refusal to the Hotel's email address or an oral message made by phone call to the Hotel no later than

specified in clause 8.1 of these booking rules, the prepayment is returned to the Guest in full without penalty, except for the transfer fee.

9.2. In turn, the Hotel sends a form for the refund of the Prepayment (money) to the guest's email address.

9.3. To return the prepayment, the Guest fills in the form (live signature, scan) with the full details of the bank account and sends it to the Hotel's email address. The refund is made within 10 working days.

9.4. In all other cases, the prepayment in the amount of the cost of one night's stay will not be refunded from the prepayment made.

#### **10. Force majeure and other conditions**

10.1. In exceptional cases, the Hotel reserves the right to replace the pre-booked room with a room of equal or higher class, without changing the cost of accommodation or a full refund of the prepayment to the customer. At the same time, the hotel immediately informs the customer about the replacement or refund of the prepayment.

10.2. The Customer enters into the offer agreement voluntarily, and the Customer: a) has fully read the terms of the offer, b) fully understands the subject of the offer and the terms of the offer agreement, c) fully understands the meaning and consequences of their actions in relation to the conclusion and execution of the Offer Agreement.

10.3. The Customer has all the rights and powers necessary for the conclusion and execution of the offer agreement.

10.4. If any of the terms of the offer is declared invalid or illegal, it is removed from the offer and replaced with a new provision that best meets the original intentions contained in the offer, while the remaining provisions of the offer do not change and remain in force.

10.5. When paying the bill, the Customer automatically confirms their agreement with the hotel's booking rules.