



0015, Rep. Armenia, Yerevan,  
19/3 Paronyan street  
Hotline, booking department:  
8 (800) 302 19 90  
E-mail: zakaz@grace-forum.ru  
Website: www.grace-forum.ru

**Dear guests,  
please observe the rules of accommodation at the Grace Forum Hotel!**

**Check-in time at the hotel: 15.00**

**Check-out time: 12.00**

1. The payment for accommodation is charged in accordance with the unified check-out time in local time, according to the approved rates for the corresponding room type, in cash or by payment cards.

2. Rooms are sold daily. In case of early departure from the room, a refund for unused hours is made subject to compensation of the Contractor's expenses.

In case of early arrival of the guest, payment is made in the following order:

- no more than 6 hours before the hour of arrival-hourly payment;
- from 6 to 12 hours before the hour of arrival-50% of the room rate;
- from 12 to 24 hours before the hour of arrival-100% of the room rate.

In case of delayed departure of the guest, the fee (extension of stay) will be charged in the following order:

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

3. Accommodation of the guest in the already booked room before the time of arrival at the hotel, the delay of the guest after the check-out time is allowed in agreement with the administrator at reception.

4. If the guest is late for more than 24 hours, a fee will be charged for the actual downtime of the room, but not more than a day.

5. Children under the age of 4 years stay at the hotel free of charge without providing an extra bed. For more than 4 years, a separate place is provided, and payment is taken on a general basis.

5.1 In the event that two children under 4 years old live in the room, one additional bed is issued, and payment is taken on a general basis.

6. Transfer from one room to another can be made at the request of the guest or according to the production need that has developed in the hotel. The transfer is made by the administrator on duty.

7. In the event of loss or damage to the property of the Forum Hotel, the guest shall compensate for the damage, as well as be liable for violations caused by the persons invited by him, according to the price list, for compensation for material damage.

8. Rooms are designated as **non-smoking areas**. There are designated smoking areas. In case of violation of this provision, a **fine** will be charged.

9. Guests staying in the rooms are allowed to visit by unauthorized persons until 23: 00 if they have a guest pass issued by the accommodation service.

10. In the absence of the guest at the place of residence for more than 2 hours (according to his check-out time) without payment, the hotel creates a commission, makes an inventory of the property of the guest who is in the room, and then releases the room.

11. The refund for the purchased excursion tickets in case of refusal of the guest from the service is carried out if the guest informed about the refusal 24 hours before the use of the service. In all other cases, the funds are returned, taking into account the compensation of the Contractor's expenses.

12. The refund for the services not used by the guest in connection with the early departure from the hotel is made in the following order:

The guest in advance 2 days before the departure date applies to the administrator on duty with a request to make a refund (to have a passport and a copy of the receipt received when paying for services);

The guest fills out an application for the return of previously paid services with an indication of the reason (early departure);

The administrator on duty prepares a package of documents for the return (all documents are sent to the accounting department and require proper registration, in this regard, the return procedure can take up to 30 minutes);

The guest signs the refund application, the cash withdrawal order and the Receipt issued to him in return for the refund.;

At the end of the procedure, the guest receives a copy of the new receipt indicating the payment for the services actually rendered and a part of the money to be refunded.

If the guest reports an early departure less than 2 days before the departure date, the hotel will charge a fee of one night's stay.

If the guest pays for the services by bank transfer, the funds will be returned within 10 working days from the date of consideration of the request for refund using the bank details specified by the guest in this application.

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

To make a refund, the guest must return a copy of the receipt confirming the payment for the services provided by the hotel. In case of loss of the receipt or refusal to return it, the administrator on duty has the right to refuse to return the funds.

**Keep your copy of the RECEIPT until the end of your stay at the hotel!**

If the payment for accommodation services was made when ordering a trip to a travel company, the refund is made only by the travel agency.

13. In case of forced eviction of a guest in connection with a gross violation of the rules of accommodation in the hotel or committing illegal actions against other guests or hotel staff, the refund for unused services is made taking into account the compensation of the Contractor's expenses.

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

15. By signing the rules of accommodation at the Forum Hotel, the guest also confirms that he / she has read them:

- with rules of conduct in emergency situations;
- with the rules of fire safety;
- with the rules of use of electrical appliances;
- with the rules of use of the swimming pool;
- with a price list for property damage.
- with the rules for booking rooms at the Grace Forum Hotel»

16. By signing the rules of accommodation, the guest automatically agrees to the processing of his / her personal data specified in the booking card.



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### **CONSENT TO THE PROCESSING OF PERSONAL DATA**

1. This consent regulates the legal relationship in the field of personal data processing on the booking site [www.grace-forum.ru](http://www.grace-forum.ru) (hereinafter referred to as the Site), as well as in any of the accommodation facilities of the GRACE hotel alliance for a Client who wishes to conclude a contract for the provision of hotel and other services.

2. The purpose of processing personal data is to provide the Client with booking services, hotel, excursion and other services of the GRACE hotel alliance and its partners presented on this site, to publish reviews, to inform about special offers, as well as to store all the above-mentioned data on electronic media, in the provision of which the Operator of personal data (hereinafter referred to as – The Operator) collects and uses personal data for processing the Client's request on the Website, as well as in any of the accommodation facilities of the GRACE hotel alliance, when making a reservation, and (or) transmitting data to the temporary accommodation facility selected by the Client, as well as for quick and high-quality consultation to the Client on updating or changing the reservation..

3. Personal data refers to any information related directly or indirectly to a specific or identifiable individual (citizen). The processing of personal data is understood as any action (operation) or a set of actions (operations) with the personal data of personal data subjects, performed using automation tools or without the use of such tools. Such actions (operations) include: collection, receiving, recording, systematization, accumulation, storage, clarification (update, change), extraction, use, transfer (distribution, provision, access), depersonalization, blocking, deletion, destruction of personal data.

4. The processing of personal data is carried out both with the use of automated means of processing personal data of the subject of personal data, and without the use of automation tools.

5. The operator receives information about the IP address of the user of the operator's Website. This information is not used to identify the user of the Website.

6. The processing of personal data is carried out with the consent of the Client. As a user of the Site, the Client provides their personal data and gives full consent to their processing. Obtaining consent to the processing of personal data is a necessary condition for making a booking of services. Booking of services is not possible and will not be completed without obtaining the Client's consent to the processing of his personal data.

I hereby give my consent to the Personal data Operator (hereinafter referred to as the Company) for the purpose of fulfilling the terms of the service agreement defined by the parties freely, at my own will and in my own interests for the automated, as well as without the use of automation tools, processing of my personal data (last name, first name, patronymic; date of birth, passport data (series, number, date of issue, name of the issuing authority) and citizenship; address of residence (according to the passport and actual), home and / or mobile phone number, email address; passport number / passport number and its validity period; surname and first name, as they are indicated in the passport / passport; name and details of documents, other information, strictly to the extent necessary for the provision of services included in the service agreement, as well as for achieving the goals set out in paragraph 2 of this Consent, namely, performing the actions contained in this Consent for the purpose of concluding and executing contracts with the participation of the Operator, as well as other third parties directly providing services, performing other actual actions related to the provision of services under this Agreement. This consent may be revoked by me in writing.

This consent is valid from the date of its signing until the date of its revocation by me by sending the Operator a written message about this revocation in any form.

Data about the Personal data Operator:

LLC "GRACE FORUM"

(TIN 02840659)

Address: 0015 Yerevan, Armenia, adm. Kentron district, Paronyan street / 19/3.