



Dear Guests!

On behalf of the whole hotel team, we are glad to meet you in the Aquamarine Hotel & SPA! We cordially thank you for choosing our hotel and hope that our hospitality and friendly atmosphere will exceed your expectations!

You are welcome to enjoy restaurants and bars, bowling, billiards and karaoke places, a SPA-center including services of massagists and cosmetologists, an indoor swimming pool, a sauna, a gym with up-to-date cardio and strength training equipment, a Kid's Club "NeUnyvai-ka", outdoor swimming pool, a jacuzzi, an outdoor swimming pool for kids, a conference center, and much more!

We wish you a pleasant stay in Aquamarine Hotel & SPA!

CEO

Sergey.V. Chernomorchenko

GUEST INFORMATION

1. TELEPHONE NUMBERS

To reach hotel services, please, call one of the following:

Name	Location	Phone	Working hours
Reception	1 floor	100	00:00 - 24:00
Restaurant services	1 floor	202	00:00 – 24:00
Sales Department	2 floor	101	08:00 – 17:00
SPA-centre	2 floor	250	09:00 – 20:00
Kid's Club «NeUnyvay-ka»	2 floor	252	08:00 - 20:00

1. INNER CALLS

To make a room-to-room call, dial the number of your apartment on your phone.
The phone numbers coincide with the numbers of the apartments.

**In case of emergency, dial 112 from a mobile phone to call the
United Rescue Service**

2. LIST OF SERVICES INCLUDED IN ROOM PRICE

- accommodation in an apartment of the chosen category;
- buffet according to the chosen rates (served if the hotel accommodates 20 guests and more);
- SPA-centre services: an indoor swimming pool, sauna, gym (open 9 am – 8 pm);
- Kid's Club «NeUnyvay-ka»;
- an outdoor swimming pool, jacuzzi, swimming pool for kids (open June-September);
- beach, beach transfer (June-September);
- car parking;
- Wi-fi.

The following services are available without extra payment:

- ambulance;
- first aid kit;
- correspondence of delivery to your apartment;
- a wake-up call at the chosen time;
- hot water, needles, threads, one set of dishes and cutlery.

3. CHECK IN AND CHECK OUT TIME

Check in – after 2 pm;
Check out – before 12 am.

If a guest checks in earlier than stated above, the following payment is considered:

- not more than 6 hours before the check-in time – 25 % of a day stay;
- 6-12 hours before the check-in time - 50 % of a day stay;

If a guest checks out later than stated above, the following payment is considered:

- not more than 6 hours before the check-out time – 25 % of a day stay;
- 6-12 hours before the check-out time - 50 % of a day stay;
- 12-24 hours before the check-out time - 50 % of a day stay.

Extension of stay is possible subject to availability.

4. SERVICE PAYMENT

The hotel operates non-cash payments.

When checked-in in a room, a guest gets a Guest Card. All the services are provided upon their Guest Card and charged according to the room number. No services are provided without the Guest Card.

The payment for the services is (proceeded)? received at the reception desk upon the guest's leaving or at any time of convenience.

We accept Russian rubbles and credit/debit cards of the following banks: Visa International, MasterCard International, JCB International, Dinners Club International, American Express.

If the guest pays for accommodation by bank transfer and at the time of their arrival the payment has not been received by the hotel, the guest will be asked to provide a copy of the paycheck/ bill to prove the payment for the accommodation at the hotel upon their check-in. If it is not possible to provide a copy of the paycheck/bill, the guest pays for the stay in cash. The cash payment will be returned when the non-cash payment is successfully carried out.

In case of early termination of the rest, in the amount of the daily cost, the funds for the paid but unrealized accommodation services will not be refunded. .

5. CHECK OUT

For your convenience, please:

- invite a maid to pay for the the mini bar by calling the reception at 100;
 - pay for any additional services at the reception desk before 12 o'clock am, give back the electronic key, and get a 'Paid' sign on every person's Guest Card.
- Return the Guest Card to the security officer before leaving the hotel.

6. ROOM FACILITIES

Every room includes the following: shampoo, shower gel, a bathing cap, soap. A dental kit is available upon request.

6.1 MINI-BAR

Food storage in the mini-bar is strictly prohibited!

6.2 AIR CONDITIONER

All the rooms of the hotel are equipped with air conditioning facilities.

- **Turning on the air conditioner and selecting the operating mode.**

To turn the air conditioner on and select the operating mode, press the big blue button on the regulator.

To change the mode from Cool to Heat, press the MODE button until the required mode is written on the remote control. To change the temperature, press the buttons with the arrows: the up arrow increases the temperature, the down arrow decreases it.

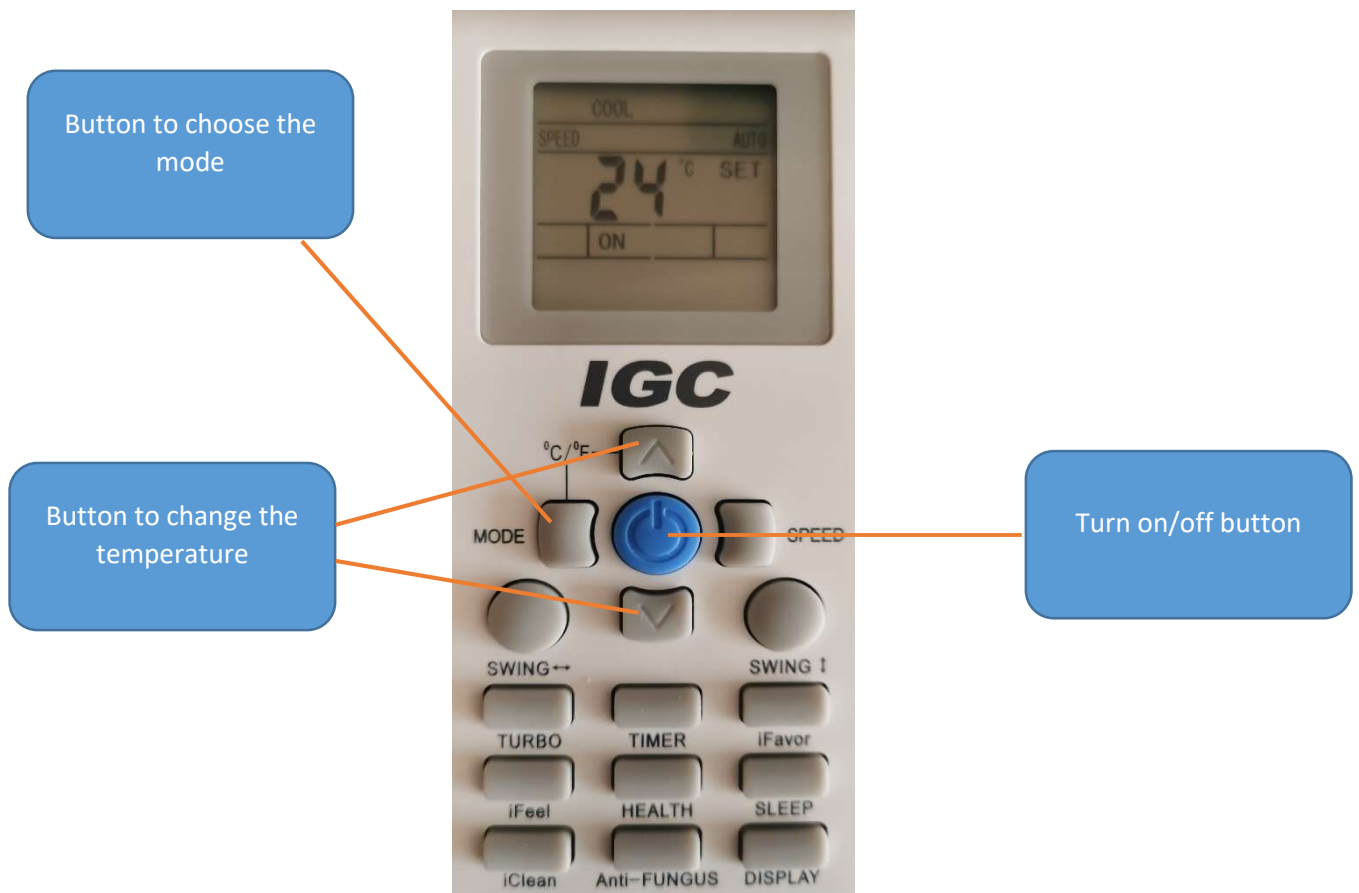
- **Turning off the air conditioner.**

To turn the air conditioner off, press the blue button on the remote control.

- **Tips for the rational use of the air conditioner.**

1. Choose to maintain an optimal room temperature between 20 and 24 degrees Celsius.
2. Close windows and doors when an air conditioner is on. The air conditioner is designed to operate in a closed space.


Please, do not dismantle the remote control of the air conditioner. In case of any technical flaws in the room, you can call the reception desk by dialling 100 on the phone.



6.3 TV

We kindly ask you to follow the TV usage rules.

Every room has one remote control.

The green indicator on the attachment should be green. When the indicator is red, press the button  on the remote control (the green indicator lights up).

Then press the button TV to turn the TV set on.

To choose the right channel, press the button OK or MENU. To choose from the list, press OK again.

The TV is already tuned to receive programs.

The TV is equipped with a Russian menu.

Do not use the TV if the cord or plug is damaged, or there are other damages. Do not try to disassemble and repair it yourself.

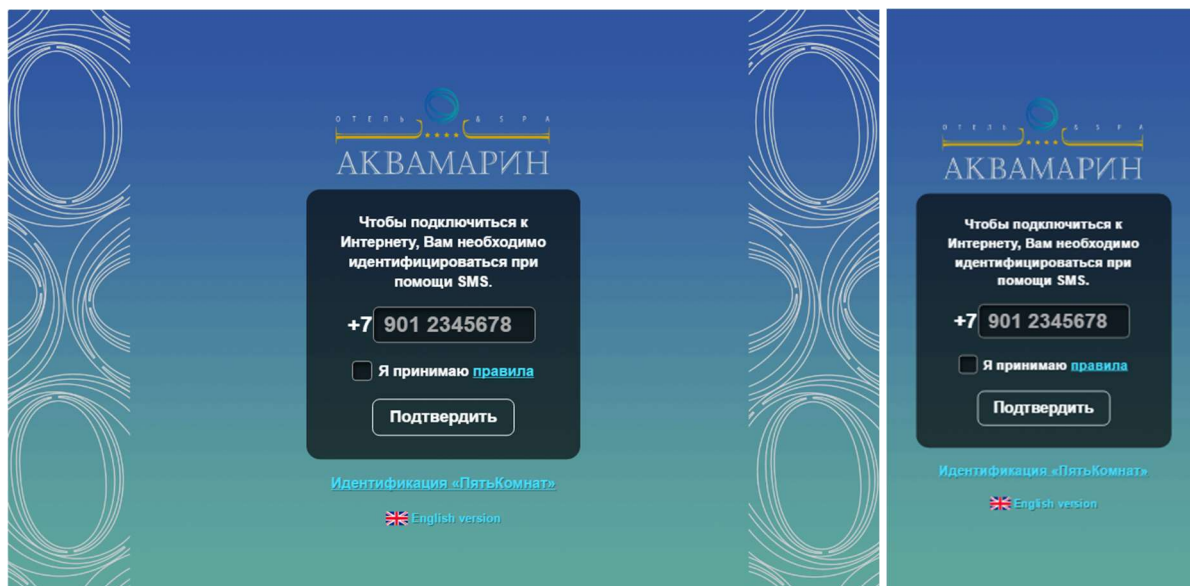


Enjoy watching!

6.4 Wi-Fi

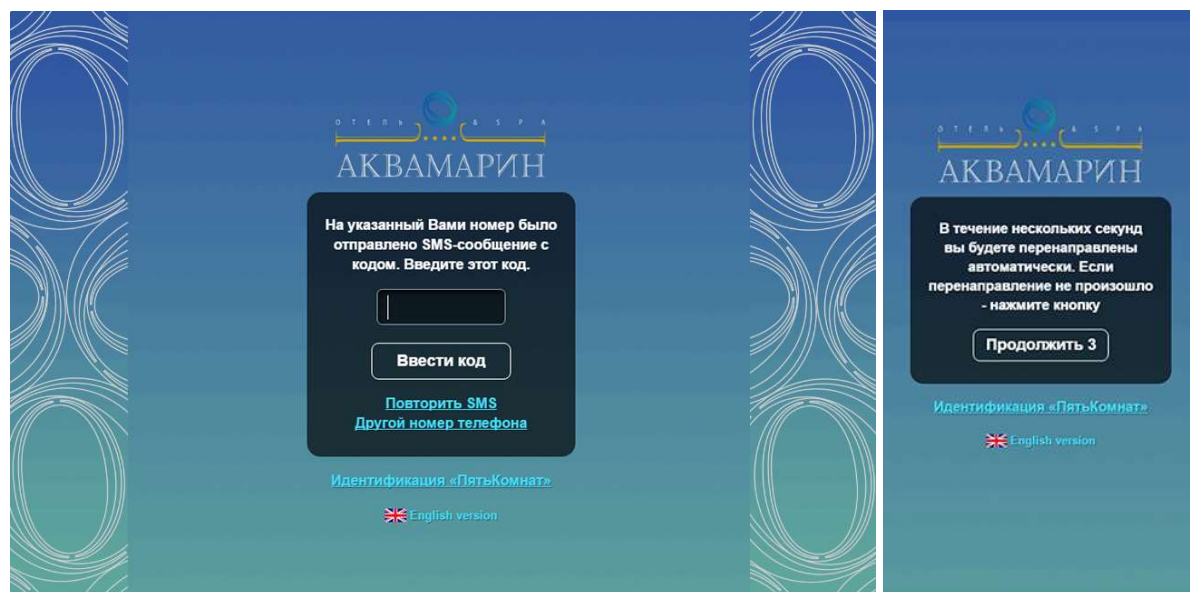
In accordance with the requirements of the information and telecommunication network legislation, authorization of WI-FI users is carried out on the territory of the hotel by mobile phone numbers.

When authorizing the WI-FI network **Aquamarine_Hotel_and_SPA** with identification, a window will pop up on the user's device (Picture 1):



Picture 1

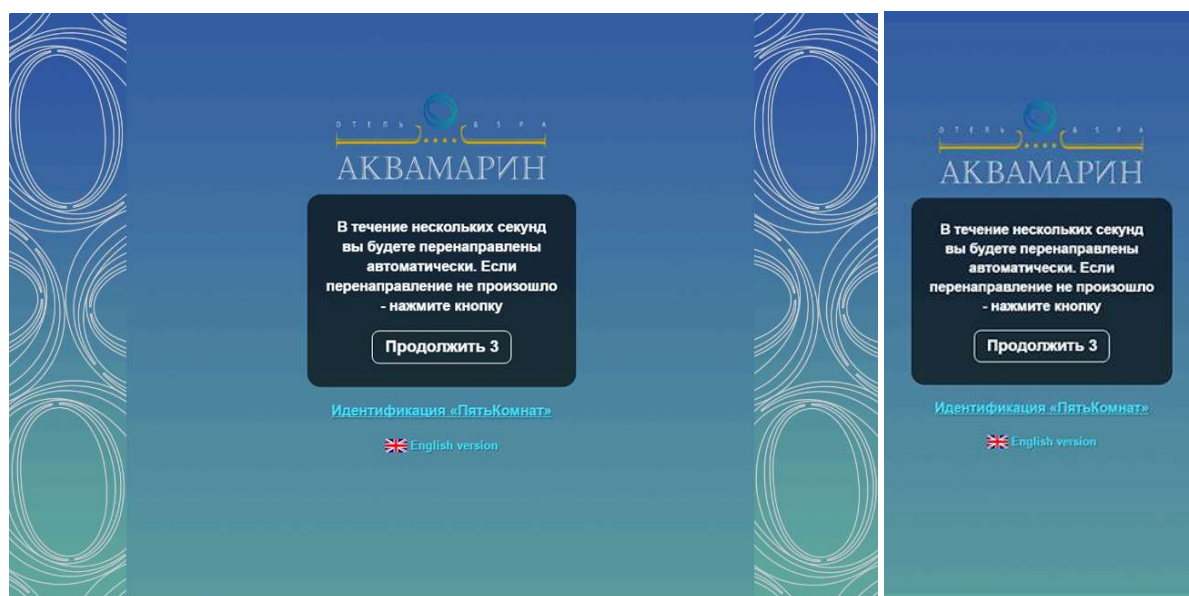
The user will be asked to enter their mobile phone number, having previously read and agreed with the identification rules.



Picture 2

A SMS message with a 4-digit digital code will be delivered to the mobile phone number specified by the user, it is to be entered to confirm the authorization. (Picture 2)

After successful verification of the digital code, the user will be given access to the Internet.
(Picture 3)



Picture 3

Attention! The authorization window may not pop up on older phones and computer operating systems. In this case, you should open a browser and go to **auth.5rm.ru**. The action will call a (form for identification&) in the browser.

WI-FI users are identified by mobile phone numbers with the prefix +7.

Foreign phone number identification

In accordance with Government Decree No. 801 of August 12, 2014, for identification purposes, the subscriber number assigned to the user must be reliably established in accordance with the contract for the provision of mobile radiotelephone communication services concluded with the telecom operator. Identification by numbers with a prefix other than +7 does not provide a guaranteed link to the passport data of WI-FI users, since such SIM cards of foreign citizens are not registered in the Russian Federation. Any foreign citizen or stateless person has the right to sign an agreement with a Telecom operator and purchase a SIM card in the Russian Federation after presenting an identity card.

It is required to pass identification only once, after which the system will recognize the user's device. In order to increase security, 7 days after passing the identification, the User will be asked to enter the last 4 digits of the identified phone number or to pass identification using a new phone number.

6.5 SAFE DEPOSIT

To program the safe:

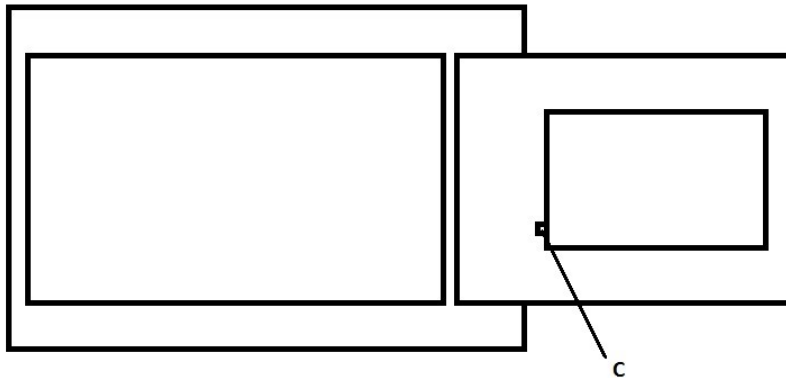
To open the safe, press the button «C» (acc. to the picture below). You will hear two sound signals. Simultaneously, a yellow indicator will light on the number panel of the safe.

Choose your code combination (from 3 to 8 digits) and then press «A» or «B» on the keyboard. If you have done everything correctly, you will hear a double beep, and the yellow indicator will turn off. The code is installed.

To close the safe, turn the handle with the safe door closed.

To open the safe, enter the previously programmed code and press the previously selected «A» or «B», the green indicator will light up. Then turn the knob.

We kindly ask you to leave the safe open before checking out!



6.6 DO NOT DISTURB!

If you would like not to be disturbed, please, hang the sign on the door knob. If you do not want to be disturbed by phone, please, notify the reception desk.

7. RESTAURANTS AND BARS

To reach the restaurant/bar, dial the following number: **202**

IN THE RESTAURANTS, BARS AND RECREATIONAL ZONES OF THE HOTEL, IT IS PROHIBITED TO:

- bring and consume food and alcoholic beverages purchased outside its territory;
- enter with any animals;
- take-out food and drinks;
- take out any dishes, cutlery, textiles.

There is a dress code in the restaurants and bars (it is forbidden to come in bathing suits).

7.1 RESTAURANT «Adagio»

The restaurant “Adagio” is located on the second floor of the hotel. It is a great place for a romantic dinner or a huge celebration, the restaurant is the best place to rest in at the end of the day.

A well-balanced menu of Russian and European cuisines will let both adults and children find their favourite dishes.

Working hours:
11 am – midnight

7.2 RESTAURANT «Briz»

The restaurant “Briz” is located on the -1st floor and works as a buffet. It is the perfect place to have breakfast, lunch, and dinner.

The buffet is served if the hotel has 20 guests or more. In case of accommodation for less than 20 people, our guests are provided with complex meals. For the youngest guests of our Hotel, a children's menu is available upon prior request.

Working hours:
8-11 am – breakfast
1-3 pm – lunch
6-8 pm – dinner

If checking out before 7 am, the restaurant workers will provide you with a lunch box.

7.3 LOBBY-BAR

A spacious sea-themed lobby bar is a perfect place for relaxed chatting or business meetings. You can enjoy your favourite drink, take a break from the scorching southern sun, or taste one of the deserts in the relaxing comfortable atmosphere.

Working hours:
00 am – midnight

7.4 POOL-BAR

The bar is located by an outdoor swimming pool and lets the guests, who got used to the atmosphere of the best European and Asian resorts, relax in the usual relaxed way: soft drinks, popular summer cocktails, fresh juices, light snacks and ice cream can be ordered without leaving the lounge by the water.

Working hours:
June-September: 10 am – 11 pm

7.5 ROOM-SERVICE

The hotel provides the service «Room-service» (Attachment 2). To order dishes and drinks to your room, you only need to dial 202 from your room.

Working hours:
00 am – midnight

8. WELNESS & SPA

To reach the wellness/spa, dial the following number: **250**

«Aquamarine» Hotel & SPA offers all the conditions for effective care for appearance, and relaxation. SPA-centre is situated on the second floor of the hotel.

Working hours:
9 am – 8 pm

Dear guests!

From 9 am to 8 pm you can visit the SPA complex (indoor pool, gym, sauna) for free.
From 8 pm the visit to the SPA-complex is carried out according to the price.

8.1 INDOOR SWIMMING POOL

A large freshwater swimming pool is a great place to rest and relax in case of (extremely rare) rainy weather, (as well as a constant companion to the sauna). The pool dimensions are 10 m by 5 m, the depth is 160 cm.

We kindly ask you to read the rules and recommendations for visiting the pool carefully:

- use the showers before visiting the pool or sauna;
- move around the pool in rubber shoes;
- accompany 3-12 y.o. children to the pool;
- do not jump from the sides, be careful on the wet floor;
- when using any equipment in the water, be careful not to harm others;
- do not eat or drink in the pool.
- do not smoke in the pool area.

It is forbidden to carry and use drinks in glass on the territory of the SPA centre!

Please, leave the pool area 15 minutes before closing.

8.2 GYM

The gym is equipped with strength and cardio machines, and table tennis facilities. Be sure to accompany children under 12 when visiting the gym. Exercise classes are recommended in sports, but not outdoor footwear.

Working hours:
9 am – 8 pm

8.3 SAUNA

Traditional Finnish sauna with dry steam is a great way to relax, train for the immune system, cleanse the skin! The sauna can accommodate up to 10 people.

To avoid a short circuit, do not pour liquid on the stove!

Working hours:
9 am – 8 pm

8.4 BEAUTY SUIT

Experienced specialists will provide you with high-quality services for nail service and design (manicure, pedicure), and hairdressing.

Prior appointment needed.

8.5 SERVICES OF MASSAGISTS AND COSMETOLOGISTS

The purpose of SPA is to relieve stress, increase stamina and life energy, improve the appearance and physical shape, strengthen immunity.

The services of the SPA-centre include a whole set of programs aimed at detoxifying the body, fighting cellulite, nourishing and moisturizing the skin, relaxation, and recovery of vital forces, stress relief, chronic fatigue syndrome. Procedures can be both one-time and designed for a specific cycle of visits, which allows you to effectively use the SPA-centre for guests who come on vacation, and those who are in the hotel on weekends or business.

At the reception of the SPA-centre, our specialists will acquaint you with the full range of services and help you choose the most suitable procedure.

Specialists' working hours:
9 am – 8 pm

**We recommend that you make an appointment in advance by calling at 250.
In this case, our specialists will be able to offer you the most convenient time.**

9. CONFERENCE CENTRE

Although the main task of the resort hotel is to provide a comfortable stay, we will be happy to help those who come to Aquamarine Hotel and SPA to work.

To make it more convenient for you to organize your event, we have developed special service packages that include the hall rent, options for renting the necessary equipment, various menus of coffee breaks, corporate banquets, and buffets. If you find no match for your purposes, we will be happy to develop an option that will meet your requirements.

To get more information, contact the Sales Department by calling 101.

10. OUTDOOR SWIMMING POOLS

The largest outdoor pool in the Krasnodar Territory is located on the territory of the complex. There is no more need in walking even a short distance from the hotel and the sea! The pool with an area of 1800 m² can easily accommodate all hotel guests at once. Fans of more than just splashing but also swimming will be pleasantly surprised by the fact that its depth varies from 1 m 20 cm to 1 m 60 cm. For those who do not want to leave the pool area all day, there are sunbeds and Pool Bar services. For aqua massage lovers, there is an outdoor jacuzzi. For younger guests, there is a separate children's pool. In case of rain, there is an indoor pool.

You can learn more about the detailed rules of visiting the outdoor pool in the central hall at the Consumer's Corner.

11. BEACH FACILITIES

Aquamarine Hotel and SPA is proud to provide you with an opportunity to relax on a sand beach. Transfer to the beach is included in the apartment price and is carried out according to a fixed timetable. For those in love with active beach holiday, there are traditional beach attractions.

If you are interested in walking and have decided to walk to the beach yourself (without transfer), you will be asked for a pass at the entrance.

**Your Guest Card is your pass to the beach.
We are sorry to inform you that you will not be able to enter the beach without it.**

12. ENTERTAINMENT

Professional and highly experienced animators will not let adults or children get bored!

An easy-going, joyful, diverse entertainment program is there for anyone who wants to have fun and cheer up whatever the area: the pool, the children's room, or evening events.

Sports, dancing, competitions – all programs are designed specifically and exclusively for Aquamarine Hotel and SPA.

13. TRIPS

We will be happy to organize excursions to the most beautiful places of the Krasnodar Territory, as well as help you visit the most popular places of interest for recreation and entertainment. Guests of the hotel can visit the excursion to the mountain aul Psebe and look at the ancient religious buildings (dolmens). In the village of Tenginka, you can admire the Tengin waterfalls, and the Eagle rock. In the village of Dzhubga, you will have an unforgettable trip to the Aquapark or Polkovnichye canyon with amazing nature and local legends.

The overall information about possible trips, days, terms, prices and booking is available at the Sales Department at 101.

14. KID'S CLUB «NeUnyvay-ka»

Kid's Club «NeUnyvay-ka» works for our youngest guests aged 3-14, ready to invite you to a wonderful world of art, development, and activities!

The club is located on the second floor. Fun games and exciting lessons await children here. Teachers engage children in drawing, modelling, applique, and mini-performances. While parents are enjoying the peace, little fidgets can play under the supervision of a teacher, read, participate in developmental programs or thrilling master classes.

Children under 5 are allowed under adult supervision only.

Leaving your child in the club, please, learn more about the rules for the stay of guests and visitors on the territory of the children's play club «NeUnyvay-ka». The rules are in the playroom.

Working hours:

October-May: 8 am – 5 pm

June-September: 8 am – 8 pm

14.1 Rules for guests and visitors of the hotel on the territory of the children's room

1.GENERAL PROVISIONS

- The rules regulate the stay of guests and visitors of the hotel on the territory of the children's room in Aquamarine Hotel and SPA

- The children's room is open daily from 8 am to 5 pm (October-May); 8 am – 8 pm (June-September).

- The children's room provides guests and visitors of the hotel with basic and optional services according to the Rules.

- The services of the children's room are provided to children under 14 years old with a few age restrictions due to the function distribution:

- - play zone: kids up to 5 are allowed only if supervised by one/both parents/other relative older than 18 (hereafter, an adult); the presence of kids older than 5 is allowed without parent's presence and supervision;

- Children's entertainment events hold on the territory of the children's room are to be announced at the information stand in the reception area.

2. REGISTRATION PROCEDURE AND SERVICES PROVISION

- An adult walks a child in the children's room:
 - for children under 5 years old, parents or one of them independently supervise the child throughout the child's stay in the nursery.
 - for children older than 5 years old, supervision is carried out by the tutor/person in charge of the children's room.
- Information about each child from 5 years old who is in the children's room (namely, the play area) is put down into a special journal on the basis of the presented Guest Card or according to the words of an adult confirmed by their signature.

- The tutor/person in charge of the children's room is not responsible for the time the child is in the children's room and the accuracy of the information received from the child's words if the child came to the nursery on their own (without an adult).

3. RECOMMENDATIONS FOR ONE/BOTH PARENT(S) OR ACCOMPANYING PERSON OVER 18 YEARS OLD

- Visit your child in the children's room to help adapt to the new environment.
- If you are not sure that the child can be left alone for a long time, periodically visit them in the children's room or reduce the time of the child's visit to 30 minutes.
- Leaving the child in the children's room, tell the tutor/person in charge your location and phone number.
- Dress children in comfortable sportswear.
- Bring the children to the children's room and entertainment activities according to the age limit.
- The recommended time for a child to stay in the children's room is no more than 3 hours.
- In the event that the children's room has finished work, and the adults have not come for the child, the tutor/person in charge informs the reception about the situation.

4. RESPONSIBILITY OF ONE/BOTH PARENT(S) OR ACCOMPANYING PERSON OVER 18 YEARS OLD

The adult is responsible for:

- Reporting false information about the chronic diseases of the child (diseases of the nervous system, respiratory system, cardiovascular and allergic diseases);
 - Messages of inaccurate information about the individual characteristics of the child, their character traits and preferences;
 - Taking the necessary measures to calm down or reasonably isolate the child from other children in case of inappropriate behaviour of the latter;
 - Providing detailed and accurate contact information, room number, and the whereabouts while the child is in the children's room;
 - Restricting the child's visit to the nursery in order to prevent infection of children in the following cases:
 - if the child has a runny nose, cough, sore throat or other infectious diseases;
 - if the child has an upset stomach, nausea, or other intestinal distress;
 - if the child has a fever;
 - if the child has a rash, unhealed wounds.

5. RESPONSIBILITY OF TUTOR

The tutor is responsible for:

- Behaviour and safety in the children's room for children over 5 years old, registered in a special journal signed by an adult. The journal is kept by the tutor. (It is recommended to bring children to classes in accordance with the age limits specified in the program).
- Organization of the child's rest.
- The presence of a registered child on the territory of the children's room before the arrival of the parents.
- Prevention of conflict situations among children.

6. IN CHILDREN'S ROOM, IT IS PROHIBITED TO

- Bring food, water and juices in glass containers, and eat (or feed a child, you can use the services of our bars and restaurants).
- Wear shoes and outerwear.
- Bring your own toys as all equipment in the room is sanitized daily.
- Take props out of the children's room.
- Smoke and be in the children's room in a state of alcohol and drug intoxication which applies to one/both parent(s) or an accompanying person over 18 years old.

15. RULES OF GUESTS ACCOMMODATION IN AQUAMARIN HOTEL & SPA

The Guest has a right to:

1. To use all hotel services in the established working hours.
2. Receive information about working hours, cost, list of services provided by the hotel, make preliminary order of services, receive information about the status of the account from the staff of the Reception and Accommodation Service, and make an intermediate or full payment.
3. Contact the employees of the Reception and Accommodation Service regarding the quality of the services provided and, if necessary, timely claim on the quality of the services provided.
4. Refuse to participate in entertainment contests and programs conducted by artists of various genres.

The Guest is obliged to:

1. Wear a brand bracelet of the hotel, the colour scheme depends on the rate of stay.
2. During the stay period, follow moral and ethical standards, refrain from excessive consumption of alcohol, and obscene expressions in places of mass recreation of guests. Respect the right of other guests to rest, do not offend service personnel with any actions and words.
3. Follow the rules for the use of the hotel facilities specified in the agreement and on information boards. Protect the hotel property transferred to the guest for temporary use. In case of damage, compensate the losses caused to the property of the hotel.
4. Read and comply with the fire safety rules at all the facilities of the hotel, and comply with these Rules.
5. In the period from 11 pm to 8 am, keep quiet and do not disturb other guests.

6. Timely pay any bills for the services rendered when the credit limit is exceeded and when leaving the hotel, as well as pay for all the services if temporarily leaving the hotel and on the day of departure.
7. Check out the room no later than the checkout time (12 o'clock). When the checkout time comes, the electronic keys to the room are blocked; a new key is issued only on the condition of payment for the extension of the stay. If you need to leave the hotel before the specified check-out date, we recommend that you notify the reception staff about this in advance. Upon departure, electronic keys must be returned.
8. Visitors to the hotel must pay for the services provided at the reception each time they leave the hotel.

The hotel is entitled to:

1. The hotel administration has the right to refuse the guest to provide any services indicated in the price list for medical reasons and/or in the event of aggression or actions threatening the safety of the health or property of others on the part of the guest against the staff and other guests.
2. In the event of a gross violation of these Rules by the guest, the administration has the right to refuse the guest to stay on the territory of the hotel with the obligatory drawing up of an act on this violation and the involvement, if necessary, of employees of the competent authorities.
3. In case of early termination of the guest's vacation under Clauses 1 and 2, the Guest, in respect of whom the measure for the early termination of the vacation was applied, will receive a refund for paid but unrealized accommodation services in accordance with the legislation of the Russian Federation.
4. The hotel is not responsible for the state of health of the Guest in case of drinks (including alcohol) and food purchased outside the hotel.

The Hotel is obliged to:

1. Provide paid services to the Guest on time and in full.
2. Carry out the placement of vehicles (parking) in specially designated places.
3. Ensure full compliance with the Russian Federation standards, other normative acts of the quality of the services offered at all hotel facilities.
4. Ensure the confidentiality of information about hotel guests.
5. Do not hold noisy events on the territory of the hotel after 11 pm, except for previously agreed holidays and entertainment programs.
6. Timely respond to guest requests to eliminate inconveniences, breakdowns in the room stock, the hotel's infrastructure.
7. In the event of an accident or failure of any equipment in the room due to the fault of the guest and the impossibility of eliminating this problem, offer the guest a room not lower than the category pre-paid. If the latter is not possible, issue a certificate of termination of residence, for further compensation for damage.

In the area of the hotel, it is strictly prohibited to:

1. Make fires on the area of the club village Residence of the Sun.
2. Conduct your visitors to the hotel.

3. Carry and store weapons, explosive and flammable, caustic, poisonous, and narcotic substances. Guests who, by the nature of their activities, have the right to carry and store weapons, are required to provide documents certifying this right at the request of the hotel administration. The weapon should be understood as the means specified in the law On Weapons in the Russian Federation.

4. Store and unauthorizedly use pyrotechnic products on the territory of the hotel.

5. Accommodate with pets (except for animals weighing up to 5 kg).

You can learn more about the Rules for the Provision of Hotel Services on the territory of the Russian Federation and the full Regulations on Procedure for Payment for Accommodation in the Aquamarine Hotel and SPA in the central hall at the Consumer's Corner.

16. FIRE SAFETY REGULATIONS

During your stay at the hotel, your safety is our concern.

The hotel is equipped with modern technology to ensure the reliable safety of both our guests and staff. Please, read the following information carefully.

Fire safety regulations:

- Please, do not use electric heaters in the room.
- We remind you that it is extremely dangerous to cover the switched-on floor lamps and table lamps.
- Smoking is prohibited in rooms and other guest areas.
- The evacuation plan is in the hallway, familiarize yourself with the escape routes from your room.
- Tell the Reception and Accommodation staff if you need any special assistance due to a serious illness or other.

In case of a fire in your room:

* If there are any signs of burning (smoke, burning smell, high temperature, etc.), immediately report it by phone **100** or **8 (86167) 90 916** to the Reception and Accommodation Service, and the fire department by phone **8 (86167) 94 001**.

* Don't panic, stay calm.

* Close windows and doors and leave the room. If possible, notify neighbours of the fire.

* Avoid smoke by bending down and covering your mouth with your hands.

* Leave the hotel using the nearest safe staircase. Do not use elevators.

In case of a fire outside your room:

* Immediately report the incident to the administrator at the Reception and Accommodation Service by phone **100** or **8 (86167) 90 916**.

Close the windows, leave your room and exit the building through the nearest staircase.

* Do not use the elevator.

* If the corridors and stairwells are smoggy and you cannot leave the room, stay in your room with the windows wide open. A closed and well-sealed door protects you from dangerous temperatures for a long time.

* To avoid smoke poisoning, cover slots and vents with water-dampened towels and bedding.

* Try to call **100** or **8 (86167) 90 916** and notify the Reception and Accommodation Service about your location.

- * When firefighters arrive at the scene of the incident, go to the window and give a sign to help you.
- * Keep calm.

Violation by the Guest (Visitor) of the Hotel of the ban on smoking in the room or cooking in the rooms and public areas entails the recovery of damages caused by additional costs associated with downtime and cleaning the room. Accrual of losses is carried out based of an act, which is drawn up when a smell of food or tobacco smoke is detected in the room. The amount of losses is 5,000 rubbles (five thousand rubbles) for each identified case and will be included in your bill.