

Approved

CEO

Netizen Rinskaya Ltd.

Gritsunova Regina

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NETIZEN HOTEL | HOSTEL Accommodation rules

1. General Provisions

1.1. NETIZEN Rinskaya Ltd (HYBRID HOTEL «NETIZEN») (Hereinafter referred to as the Hotel) is intended for temporary residence of citizens (hereinafter referred to as Guests) and the provision of services related to their stay.

1.2. Hotel Rooms Division includes the following rooms: Single (shared bathroom), Double (shared bathroom), Double (bathroom in the room), 4-Person Family Room (bathroom in the room), 6-Person Family Room (shared bathroom); Common Rooms (shared bathroom): 6-bed (female/mixed), 8-bed (female with bathroom in the room/mixed), 10-bed (mixed), 12-bed (female with bathroom in the room/mixed) and 14-bed (female/mixed). The total number of places is 246.

The rooms are equipped with facilities, furniture, bedding and other equipment designed to ensure the living conditions provided for by the requirements of the Hotel.

2. Reservation

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

2.2. Unguaranteed booking – a bed / room booking, in which the first payment is made by the guest upon arrival at the Hotel and is reserved for the guest until 16: 00 local time on the specified day of arrival. If the guest doesn't arrive before 4 p.m. local time, the reservation can be canceled. In this case, the Hotel's accommodation obligations are terminated, and accommodation is subject to availability of beds / rooms on a general basis.

2.3. There are no financial obligations between the Hotel and the guest in case of non-guaranteed booking.

2.4. Guaranteed booking - booking of a bed / room in a Hotel, in which there are full legal obligations between the Hotel and the guest. Bed / room booking is guaranteed by prepayment for at least the first day of guest's stay, or by providing the credit card details to the Hotel and the guest's consent to the debiting of funds from the provided account. Payment is made after receiving the booking confirmation from the Hotel.

2.5. The Guaranteed booking is reserved for the guest during the first day of placement (until the check-out time (11:00) of the day following the day of arrival). In case of no-show or late cancellation of the reservation less than 1 (one) day, the Hotel 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 Hotel bank account. In case of non-payment within the specified time period, the reservation is considered canceled without prior notice.

3. Accommodation and services provision regulations

3.1. Hotel operating mode is around-the-clock (24/7).

3.2. Accommodation registration in the Hotel is made upon presentation of the passport of a citizen of the Russian Federation, driver license 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), temporary registration (in cases when foreign citizen crossed the Russian border more than 7 working days ago).

3.3. Minors under the age of 18 are placed only accompanied by their legal representatives — parents, adoptive parents or a trustee, or accompanied by representatives who have the written consent of minors' legal representatives.

3.3.1. Minors between the ages of 14 and 18 can be placed unaccompanied by their legal representatives with the written consent of one of their legal representatives.

3.3.2. The presence of minors in mixed rooms (rooms where male and female persons are allowed to live) without an escort from their legal representatives is prohibited. In cases where the minor does not have the same gender as the parent/guardian/accompanying person, the presence of both of them in the mixed room is prohibited. In cases where a minor has the same gender as a 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 – before 11:00 a.m. Moscow time. Check-in time – after 2:00 p.m. arrival date, guests need to leave 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 may be provided with an additional payment of 50% of the room/bed price. Early check-in from 12:00 a.m. to 2:00 p.m., and may be provided in two options: free check-in or an additional payment of 50% of the room/bed, depending on the Hotel's load.

3.4.1. If the Guest moves from one room to another, he must do it from 11 a.m. to 2 p.m. on the day of moving. If the guest knows that he will not be able to be present at the Hotel at this time, he must vacate the bed in advance, collect his personal belongings and leave them in a specially designated place (luggage room).

3.5. If the guest departure is delayed (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. and later a payment of 100% of the room/place at the rate of accommodation will be charged.

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

3.7. In the guest's absence at the place of residence after the check-out time without payment or bed / room prolongation and the discovery of things forgotten by the guest, the Hotel administration tries to contact the guest using the available contacts in the Hotel database. If taken measures are unsuccessful, the administrator together with the maid makes an inventory of the property located in the room/in the individual locker/on the bed. The property of the guest is handed over to the luggage room. The administration of the Hotel is not responsible for the safety of these things.

3.8. To ensure the security of your stay, the Hotel administration has established a pass-through mode – the entrance to the living area of the Hotel is carried out using an electronic key.

3.9. Upon check-in at the Hotel, the guest is issued an electronic key for the paid period of stay.

3.10. If any personal belongings are found missing from the room or if the electronic key is lost*, the guest must immediately inform the Front Office (reception desk) or the Security Service of the Hotel in order to clarify the circumstances of the loss / block the lost electronic key**.

3.11. When extending the period of stay, the guest may be offered a different room / bed in the room, in case the room / bed in the room where the guest lived before is already booked. In case of an unscheduled relocation of the guest to another room/place, the Hotel administration will coordinate this relocation with the guest.

3.12. Guests who violate public order or commit hooliganism will be denied the service of accommodation on the territory of the Hotel. In the future, Hotel 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 Hotel:

- High-quality bed linen and large towels
- Luggage room
- Safe deposit boxes in the lobby
- Wi-Fi in the rooms and public areas
- Multifunctional sports area, etc.

3.14. Please note that top beds require self-made sheeting. Guests receive a set of bed linen upon arrival if a booking in a dormitory room was made on the same day after 21:00.

4. Pay for accommodation and services

4.1. Payment for accommodation and services provided by the Hotel can be made exclusively in the currency "Russian ruble" for cash or non-cash payment, as well as by credit cards.

* For loss/damage of the electronic key a penalty is charged. The actual cost of penalty is indicated in the Price List for Damage of Hotel's property of NETIZEN Rinskaya LLC.

** The administration of the Hotel is not obliged to search for lost items left in the rooms and common areas; as well as not financially responsible for the lost items left on the territory of the Hotel.

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

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 must be paid before 11 a.m. of the current day.

4.5. Accommodation prices for the bed / room per day at the Hotel are established by the Order of the General Director of «Netizen Rimskaya» Ltd.

4.6. If the Hotel is unable to provide a bed / room according to the conditions of the confirmed reservation, the Hotel provides the guest with a bed / room in a higher category with no additional charge.

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 a hotel room without providing a separate place.

4.8. At the guests' request, the Hotel offers additional services for a fee according to the list of paid services. The cost of additional services is approved by the Order of the General Director.

4.8.1. There is an unguarded* parking on the territory of the business center. The guest can use the option of booking a parking space, which is provided by the Hotel upon prior request, if there is a free parking space available. The Hotel does not book a parking space for more than 3 days per month for one guest/one car.

5. Accommodation Rules

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

5.1.1. Using non-standard electric heating devices in the rooms (not provided for in the room equipment), as well as extension cords, adapters, etc.

5.1.2. It is forbidden to store and bring to the Hotel flammable materials, highly toxic substances, bulky things. Large items (if the sum of the dimensions of the length, width and height exceeds 150 cm) are handed over to the Hotel's luggage room. Please note that luggage room is only available for guests staying at the Hotel.

5.1.2.1. For the period of living in the Hotel, the guest is allowed free storage of 1 piece of baggage**. Storage of more than 1 piece of baggage, storage of bulky baggage as well as storage of baggage after midnight of the day of departure, is agreed with the Hotel administration additionally and is paid according to the approved price lists for additional services. Items that are forgotten or left without approval and payment are stored on the Hotel's premises for 3 months, after it will be disposed of. The storage periods are set by the local act of the Hotel, taking into account the provisions of Articles 227-228 of the Civil Code of the Russian Federation.

* Neither the Administration of the Hotel, nor the Administration of the Business Center are financially responsible for the safety of your car for the period of using the parking space.

** The size of one piece of luggage should not exceed 150 cm in the sum of three dimensions (length, width and height).

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

5.1.4. Smoking throughout the Hotel.

In the case of a major fire safety rules violation on the part of the Guest, the hotel administration has the right to refuse the Guest to continue staying on the territory of the Hotel with the mandatory preparation of a report on this violation and the invitation, if necessary, of the competent authorities.

Violation of the requirement to ban smoking of tobacco/tobacco products/electronic smoking devices in the premises and rooms of the Hotel entails the recovery of damages caused by additional costs associated with cleaning the premises, rooms (detergents, cleaning products, laundry, dry cleaning, etc.). Payment of damages in the amount of 5,000 (five thousand) rubles is made by a person who violates the ban on smoking in the premises and rooms of the Hotel, on the basis of an act drawn up when the smell of tobacco smoke, ash, cigarette butts, etc. is detected.

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

5.2.1. The presence of unauthorized persons (unregistered guests) in the Hotel from 23:00 pm to 06:00 am.

5.2.2. To access to the residential floors without a guest card.

5.2.3. To transfer the room key card to unauthorized persons.

5.2.4. To walk strangers into guests rooms.

5.2.5. To disturb the guests' rest after 22: 00, including talking loudly in multi-bed residential rooms, listening to music without headphones, turning on the general light.

5.2.6. To violate the sanitary standards and requirements in the room, as well as in the rest of the public spaces of the Hotel. Store and consume food and drinks in multi-bed dormitories.

5.2.7. To bring any animals, as well as bring any indoor plants into the rooms.

5.2.8. To leave garbage, bottles and other items in places that are not intended for this.

5.2.9. To take linen, towels and equipment from the rooms outside the Hotel.

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

5.2.11. To carry, store and use any kinds of drugs.

5.2.12. To carry, store and drink alcoholic beverages in multi-bed dormitories.

5.2.13. To drink alcoholic beverages with a strength of more than 15%, as well as being in the Hotel in a state of alcoholic intoxication. Unregistered guests are also prohibited from bringing or consuming alcoholic beverages purchased outside the Hotel.

5.2.14. On the territory of the Netizen all Guests are also prohibited from drinking alcoholic beverages, purchased outside of the Hotel.

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

5.4. The Hotel has the right to unilaterally refuse to provide accommodation services to the Guest in case of repeated or major violation of these Rules.

6. Guests Rights and Duties

6.1. The guest staying in the Hotel 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 will be refunded the payment for the future paid days. If the guest notified the administration less than 24 hours before the planned eviction from the Hotel, the administration has the right to withhold the amount for the next 24 hours in full. If the guest has changed their plans within 30 minutes after the check-in at the check-in, and they want to check out of the Hotel, the administration will refund the full amount of the payment for the stay. If more than 30 minutes have passed since the receipt was broken, then a refund for the first day is not possible.

6.2. In case of loss or damage to the property of the Hotel, the guest is obliged, in accordance with the legislation of the Russian Federation, to compensate for the damage caused*.

6.3. The fact of payment and arrival automatically means that the Guest agrees to following Rules.

7. Duties and responsibilities of the Hotel Administration

7.1. Rooms and common areas are cleaned daily. Bed linen and towels are changed in dormitories once every 5 days, in hotel-type rooms – once every 3 days.

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

7.2.1. The Hotel is not responsible for the safety of money, other currency values and valuable items that are not deposited. It is recommended to keep money and valuables in special safe deposit boxes at the reception desk.

7.3. If forgotten items are found, the Hotel administration is obliged to notify the owner of the items, if possible. Forgotten items are registered in a special journal and handed over to the Hotel's luggage room. If it is impossible to contact the guest, the Hotel administration is not responsible for forgotten personal belongings.

7.4. The book for feedback and suggestions is located at the Front Office and is given to guests staying at the Hotel, upon their request.

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

* The actual cost of damage is indicated in the Price List for Damage of Hotel's property of NETIZEN Rimskaya LLC.

8. Other terms and conditions

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

- in the absence of their identity documents (according to paragraph 3.2),
- upon presentation of expired documents,
- to foreign citizens, if they do not have: a valid national passport, visa (or other document confirming the right to stay in the territory of the Russian Federation), migration card, temporary registration (in cases when foreign citizen crossed the Russian border more than 7 working days ago).
- those who are in a drunken / inadequate state.
- those who disturbing public order and peace of other guests,
- those who creating conflict situations;
- those who committing hooligan acts;
- those who insulting the identity of the guests and the Hotel administration.

8.2. The Administration is not responsible for the operation of municipal utility networks (water, electricity, heating) and the Internet service provider.

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

8.4. The current document with the Rules of Accommodation is freely available at the reception desk of the Hotel and is duplicated on the official website of the Hotel: <https://netizenhostels.com>. The Hotel reserves the right to make changes in this document unilaterally and at any time. In case of disagreement, the paper certified version of the rules located at the Hotel reception has an advantage over the electronic version on the website.

8.5. All issues not regulated by these Rules of Accommodation should be resolved in accordance with the current legislation of the Russian Federation.