

Hotel Policies at Piterland Hotel

1. Check-in time is 14.00. Checkout time - 12.00
 2. Guaranteed early check-in rate:
 - from 00:00 to 05:59 - 100% of the room rate per day.
 - from 06:00 to 13:59 - 50% of the room rate per day.
 3. If you plan to leave the hotel later than checkout time, we kindly ask you to inform the receptionist in advance.
 - Late checkout rate:
 - from 12:00 to 17:59 - 50% of the room rate per day.
 - from 18:00 to 23:59 - 100% of the room rate per day.
 4. 100% prepayment for accommodation required.
 5. Payment is made in cash in rubles or by credit cards: Visa, MasterCard, Maestro.
 6. In case of a partial or complete refusal of paid services after the date of commencement of services or in case of non-use of previously paid services, the funds shall be refunded:
 - The amount is refunded in full if the term for canceling services is more than 24 hours before the start date for the provision of services (when booking a room at the standard rate).
 - The payment amount is withheld in full in case of cancellation of services less than 24 hours before the start of the provision of services.
- In case of a refund, the money will be refunded to your current account at the details specified by you or to the bank card with which payment was made within 10 banking days.
- When booking a room at a non-refundable rate - money will not be refunded.
7. Breakfast is included in the price and is held in the restaurant Papasha Klaus on the 4th floor from 08.00 to 11.00. Please tell the restaurant administrator your room number and last name.
 8. Visiting guests without registration at the hotel is possible from 08.00 to 23.00. From 23.00 to 08.00, all guests must be registered in accordance with hotel policies.
 9. The hotel administration is not responsible for the safety of personal belongings left in the room. You can use the safe installed in your room or leave valuables in the safe at the reception desk.
 10. Forgotten things are stored in the hotel for one year, except of food and hygienic items. Regarding forgotten things you can contact the receptionist.
 11. In order to ensure a comfortable stay at the hotel for all guests, we ask you not to smoke in the rooms. 100% of the room rate fine is charged for smoking in the hotel.
 12. When booking a room at a non-refundable rate, the guest / client makes an advance payment of 100% of the daily price of the room of the selected room type, which is included in the price of further accommodation.
 13. "Hotel Piterland has the right to ask the Guest to show a credit card that was used for the reservation payment. In case if the Guest cannot show this card - Hotel Piterland has the right to refuse to accommodate.
 14. When booking a room with a refundable rate, prepayment is not required. According to the Rules for the provision of hotel services, N 1085 dated October 9, 2015, in case of non-guaranteed reservation, the Contractor (Hotel) waits the Consumer (Guest) by 18:00 on the day of arrival, after this time he has the right to cancel the reservation.