



Policies of "Skandinavia Country Club & SPA"

1. LLC "Pension Sestroreck" (Skandinavia Country Club & Spa) - an organization providing hotel services, located at: Sestroreck str. Park d. 16, registered in the territory of the Russian Federation and subject to the laws of the Russian Federation. Hours of Operation hotels, all hotel services, as well as check-in time specified in accordance with the local - Moscow - time.
2. Hotel provides temporary accommodation in the rooms, food and other related services in accordance with the list of services included in the room rate, the list of services provided at an additional cost and price lists.
3. Services included in the room price:
Buffet Breakfast Mon - Fri from 8:00 to 11:00, Sat, Sun from 08:00 to 12:00
use of the pool and hot tub from 9:00 to 24:00
use of the bath complex from 10:00 to 18:00
non-alcoholic mini bar in the room
Wi-fi internet on the hotel territory
call ambulance, other special services;
use of a medical kit;
delivery to the number of correspondence addressed to the consumer, upon receipt thereof;
wake up to a specific time;
the provision of boiling water, needles, threads, one set of dishes and cutlery.
4. Subject to the prepayment or guarantee of payment by credit card, your reservation is considered to be guaranteed and the room is reserved for the guest. Cancellation of a guaranteed reservation the guest should be directed to the hotel no later than 72 hours prior to the estimated date of arrival, an hour, during the high season from 1 June to 31 August and from 15 December to 15 January, and no later than 24 hours prior to the estimated hours of the day of arrival in the mid-season period from April 1 to May 31 and from September 1 to October 31, as well as in the low season from 16 January to 31 March and from November 1 to December 14. In case of no-show and / or non-receipt of notice of cancellation of hotel reservation, the hotel is entitled to withhold payment of 100% of the cost of one night stay. Cancellation of the bath complex, not later than 3 hours prior to its intended use in the high season and 2 hours in the low and mid seasons. Otherwise you will be charged at the rate of one hour of time reserved by the number of people and with the additional services.
5. Accommodation in the hotel without a reservation can only be granted subject to availability of the requested category on day of arrival and accommodation. Unwarranted, but a confirmed reservation is valid until 18.00 the day of arrival, after this time, the booking may be canceled.
6. During the general use of the bath complex (from 10:00 to 18:00), any food and drinks in the bath, as well as the use of brooms, are prohibited. During the individual use of the bath complex (from 19:00 to 24:00), guests can make orders on the menu of the Scandinavia restaurant. Food and drinks brought with you during an individual reservation are not welcome. Use of the pool and hot tub is available from 09:00 to 24:00.
7. Upon arrival at the hotel, each guest makes identification documents to fill a guest registration card: for Russian citizens - Ordinary passport for foreign nationals - A passport, visa and migration card for submitting documents to the authorities for migration registration of migration registration of foreign citizens.
8. Children are populated to the hotel accompanied by an adult in the provision of a birth certificate or a regular passport.
9. Hotel performs registration of Russian citizens and foreign nationals.
10. Single-out time at the hotel - 12.00. Accommodation is available from 14.00. Late or early check-in is subject to availability at the hotel. Late check out until 15:00 - 25% of the room price, until 18:00 - 50% of the room price.

11. After leaving the room at 12:00, it is not possible to use the bath complex and the swimming pool at no extra charge.
12. Payment is due in advance. At the time of settlement of the guest, the hotel has the right to require a prepayment for additional services in the event of intent guest to use additional paid services. The final calculation is carried out with the guest at the time of departure from the hotel.
13. In the situation required the refund procedure, guests have to write a formal statement to the general director. Refunds are made in the prescribed manner on weekdays from 10:00 to 18:00.
14. All prices in the hotel are shown in Russian rubles. Payment for services is made in cash or by credit card in rubles. Accepted credit cards American Express, Mastercard, VISA, Maestro.
15. Breakfast is served in the hall "Rotunda" from 08.00 to 11.00 Monday to Saturday and from 08.00 to 12.00 on Sunday. Upon request, breakfast can be delivered to your room, with breakfast fare paid on the menu, which is in the room. It is not allowed to take food from the Buffet.
16. Drinking alcoholic beverages in public areas of the hotel, including in the jacuzzi and pool, is prohibited. A fine of 8,000 rubles.
17. It is forbidden to stay in the pool with glassware and glass bottles for the safety of guests. You can contact the waiter to replace the glass with a plastic glass. Fine 8000 rub.
18. Guest may invite visitors into the room and carries full responsibility for them, hotel registers of visitors in a special journal. Hotel registers visitors who are in the room after 23.00 as guests and accommodation must be paid in accordance with the open price.
19. In order to ensure peace and order during the period from 22.00 to 07.00 are prohibited include audio and video equipment at full volume, to speak loudly, to create a noise nuisance to other guests of the hotel. The amount of the fine for violation of this rule is set by the Hotel Administration depending on the damage caused.
20. Guest is obliged to comply with fire safety, sanitary norms and rules, read and follow the rules of the swimming pool and sauna complex.
21. Hotel Administration is not responsible for valuables left in the room or in other areas of the hotel (not safe). Deposit box, be sure to take advantage of in-room safe or safety deposit box at the reception desk.
22. To protect the things in the room, it is recommended to keep the closed door of the room, not to leave the visitors alone in the room, not to invite unfamiliar people in the room, not to transfer electronic room key third parties.
23. to conduct interviews, meetings, negotiations, the hotel offers use rental meeting rooms, and conference rooms.
24. Forgotten or lost items are kept in a hotel in the department of forgotten things as long as they are required by the owner, the shelf life of 3 to 6 months, depending on their value. The cost of sending and delivery lost or forgotten things borne by the owner.
25. Rooms are cleaned once a day. If you need additional cleaning, guest can use the sign "Take, please, the room" by posting it on the door handle from the outside. Cleaning can not be made if the room door sign posted "Please do not bother."
26. It is forbidden to interfere with the rest of other guests staying at the hotel, including make noise, turn on music through sound amplifying devices, etc.
27. The list of services, price lists for paid services, book reviews, and suggestions, information about the form and manner of payment of hotel services, as well as other information, guests can get to the reception desk.
28. On February 1, 2014, the hotel introduced a ban on smoking cigarettes, cigars, electronic cigarettes, vapes and any kind of electronic vaporizer in rooms of all categories (including balconies), as well as in any premises, including restaurants and bars, in the jacuzzi, pool and other public areas. Smoking is allowed in designated areas. The penalty for smoking in the wrong place is 8000 rub. Smoking hookah brought with you is prohibited on site.
29. These rules also include the rules of fire safety rules to the swimming pool and sauna complex, rules of living with pets. Contained in the attached documents.
30. Accommodation of guests with pets of small decorative breeds weighing up to 5 kg is possible in specially designated rooms of the main building. A fee is charged for a dry cleaning room 3000 rubles/per pet, but not more than 2 in one room. Pets are not allowed in the Dachas of Shelepin and Likhachev.
31. All disputes between the guest and the hotel resolved through negotiations, and in case of failure to reach an agreement - in accordance with the legislation of the Russian Federation.