

Payment by bank cards is made via
VISA and MasterCard cards are accepted for payment



The online payment service is provided in accordance with the Rules of the international payment systems Visa and MasterCard, adhering to the principles of confidentiality and security of the payment process, for which the most advanced methods of verification, encryption, and data transmission via secure communication channels are used. Bank card details are entered on the secure payment page of FreedomPay.

On the page for entering bank card details, you will need to enter the card number, the cardholder's name, the card's expiration date, and the three-digit security code (CVV2 for VISA or CVC2 for MasterCard). All required information is printed on the card itself.

The three-digit security code is the three numbers located on the back of the card. You will then be redirected to your bank's page to enter the 3DSecure code, which will be sent to you via SMS. If you do not receive the 3DSecure code, you should contact the bank that issued your card.

Cases of payment refusal: ○ The bank card is not intended for online payments, which can be clarified by contacting your bank;

○ There are insufficient funds on the bank card for payment. You can find out more about the available balance on your bank card by contacting the bank that issued it;

○ The bank card details were entered incorrectly;

○ The bank card has expired. The expiration date is usually indicated on the front of the card (this is the month and year until which the card

is valid). You can find out more about the card's validity by contacting the bank that issued it.

For questions regarding payment by bank card and other questions related to the operation of the website, you can contact the following phone number: 8 (771) 358 05 96.

The personal information you provide (name, address, phone number, e-mail, bank card number) is confidential and is not subject to disclosure. Your credit card data is transmitted only in encrypted form and is not stored on our web server.

Accommodation Conditions: The room will be ready for your arrival on the day of check-in starting from 14:00. Check-out time: 12:00 on the day of departure. Payment is charged for a full day's stay according to the check-out time. The room rate includes breakfast at the hotel restaurant. For stays of less than a day, payment is made for the full day in accordance with the established check-in and check-out time. In case of early departure due to a reduction in the length of stay in the hotel compared to the reserved period, the Guest undertakes to notify the hotel of such a reduction in stay 24 hours in advance and to pay a penalty equal to one day's stay and pay for the services actually provided. The hotel room is provided to the guest upon presentation of a passport or other identity document, as well as filling in and signing the guest registration card. The guest has the right to invite visitors to their room from 07:00 to 23:00. If the visitor remains in the room after 23:00, the guest must pay the difference between single and double occupancy if only one guest was staying in the room, or the amount according to the hotel's price list if two guests were already registered. The guest must reimburse the hotel for any damage or loss of hotel property and is also liable for any violations caused by persons invited by them. The amount of damage is determined by the administration.

Early Check-in / Late Check-out: Early check-in from 00:00 to 06:00 is charged additionally at 100% of the daily room rate (breakfast included). Early check-in from 06:00 to 14:00 is charged at 50% of the daily room rate (breakfast included). Late check-out after 13:00 and until 23:00 is charged additionally at 50% of the daily rate.

Prohibited Activities in the Hotel:

- Removing dishes, tableware, food, and drinks from the restaurant without prior agreement with the restaurant administration.
- Bringing and storing substances, materials, or objects in the hotel (room) that are dangerous to human life.
- Leaving strangers (persons who have not filled out and signed the guest registration card) in the room, as well as handing over room keys to them.
- Using electrical heating appliances that are not part of the room equipment.
- Using hotel equipment and room facilities for purposes other than intended.
- Disturbing the peace of other guests between 22:00 and 08:00.
- Bringing and storing firearms, gas weapons, pneumatic, and other types of weapons, special devices, ammunition, and cartridges on the hotel premises. If the guest possesses such items, the hotel reserves the right to refuse accommodation.

Product Return Policy: When paying with cards, a cash refund is not allowed. The return procedure is governed by the rules of international payment systems. Accommodation payment is made upon arrival or before arrival. Payment can be made in cash, by credit card, etc. Private bookings made on the website initially have non-guaranteed status. Non-guaranteed bookings are valid for two weeks from the date of booking. The hotel reserves the right to cancel non-guaranteed bookings in case of non-payment. You can guarantee your booking by paying 50% of the accommodation cost with a credit card. If you do not check into the hotel or cancel the booking less than 30 (thirty) days before arrival, the prepayment is non-refundable. By confirming the booking at the hotel, the guest accepts and agrees to the above-mentioned conditions, including the cancellation policy and rules in the event of no-show. If services are paid for by an individual in cash or by credit card, the billing documents will be issued to the individual. To receive documents in the name of a legal entity, it is necessary to notify the reception or booking department and provide company details before payment. Cancellation of the booking earlier

than 30 (thirty) days before arrival (check-in date) is free of charge. You can cancel the booking via email at too.berloga@mail.ru . In case of cancellation less than 30 (thirty) days before arrival (check-in date) or in the event of no-show, the prepayment is non-refundable and is considered a penalty. In case of cancellation of the booking, the seller must refund the amount paid by the consumer under the contract no later than ten days from the date of the consumer's request. For a refund to a bank card, it is necessary to fill out a "Refund Application" which is sent upon request by the company to the email address and return it together with a copy of the passport to too.berloga@mail.ru . The refund will be made to the bank card within 21 (twenty-one) business days from the date of receipt of the "Refund Application" by the company. To return funds for erroneous transactions, a written application must be submitted along with a copy of the passport and receipts/invoices confirming the erroneous charge. This application must be sent to too.berloga@mail.ru . The refund amount will be equal to the purchase amount. The term for processing the application and refund begins from the moment the company receives the application and is calculated in business days excluding holidays and weekends.