



## General Rules of Stay Park Hotel "Zarechye"

1. By booking hotel rooms/cottages by phone or on the website [www.zarechye.kz](http://www.zarechye.kz), the guest accepts the terms under which Park Hotel "Zarechye" offers to conclude a Public Hotel Service Agreement according to the price list published on the website [www.zarechye.kz](http://www.zarechye.kz) and on social networks. The agreement is concluded between the Park Hotel and capable individuals over the age of 18 who purchase goods and services exclusively for personal needs not related to entrepreneurial activity. Prices may be changed unilaterally by the Park Hotel. By placing an order, the guest notifies the Park Hotel of full and unconditional agreement with the contents of the order and expresses consent to the conclusion of the service agreement.
2. Check-in at Park Hotel "Zarechye" (hereinafter referred to as the Park Hotel) is carried out upon presentation of original identity documents by each guest. By providing the data necessary for processing the booking, the guest consents to the processing of their personal data (collection, storage, transfer, etc.) for the entire period of its relevance in accordance with the Law of the Republic of Kazakhstan "On Personal Data."
3. Payment for the Park Hotel's services is made according to the price list approved by the Director. A one-time payment of 100% prepayment for accommodation is charged for booking. Additional hotel services can be paid on site to the administrator. In case of cancellation at least 7 days prior to the expected check-in date, the Park Hotel will refund the paid amount. In case of cancellation after this period or no-show, a 100% charge of the booked accommodation cost applies.
4. Special accommodation conditions may apply during holidays.
5. The Park Hotel has a single checkout time – departure at 15:00 local time on the current day, check-in – at 18:00. If the guest departs after the checkout time or checks in early, an additional fee for extra time is charged. Extra time in the room or cottage is charged as follows:
  - Over 1 hour to 6 hours – 30% of the accommodation cost;
  - Over 6 hours to 12 hours – 50% of the accommodation cost;
  - Over 12 hours – 100% of the accommodation cost.
6. Extension of stay is possible if cottages/rooms are available.
7. Only the number of persons specified in the price list (including main and extra beds) may stay in a cottage or room. Arrival and accommodation of additional guests beyond the cottage or room capacity is prohibited. Violation of this rule results in a fine of 25,000 KZT per extra guest.
8. Children under 6 years stay free of charge without an extra bed (and without breakfast). Extra beds are provided upon request at full cost – 10,000 KZT per person per night. Children over 6 years are charged the full price for an extra bed.
9. Before leaving the hotel premises, any outstanding debt to the Park Hotel must be paid.
10. Any event held on the territory of the Park Hotel or in a cottage/room, involving: invitation of entertainers, hosts, active games, or any events with sound accompaniment, must be coordinated with the Park Hotel Booking Department no later than 7 days before check-in. Holding such an event without prior coordination is subject to a fine of 50,000 KZT. An event is considered agreed upon only with written confirmation from the Park Hotel "Zarechye" Administration.
11. Unauthorized commerce (business activity, trade, provision of services) is prohibited on the territory of the Park Hotel. Such activity is considered authorized only with written confirmation from the Park Hotel "Zarechye" Administration. Fine – 50,000 KZT.
12. At the end of the stay, the room/cottage must be handed over to the administrator or senior housekeeper. Payment for Park Hotel services is made at the reception desk.
13. Guests must follow the "Fire Safety Rules" of the Park Hotel.
14. Guests with minors are responsible for their children if left unattended.
15. Guests must treat the property and equipment of the Park Hotel with care. Please ensure the cottage is left clean and tidy upon departure. Additional cleaning may be charged according to the rates in the

price list.

16. After use, water taps, lighting, and household appliances must be turned off.
17. If any malfunctions are discovered in the heating, lighting, appliances, kitchen or bathroom taps, TV, or any other equipment in the room/cottage, immediately contact the Administrator.
18. Doors and windows must be closed when leaving the room/cottage. The administration is not responsible for items left behind.
19. Food delivery to the cottage or room is charged an additional 20% of the menu order cost.
20. Guests staying in rooms and wishing to bring their own alcohol are subject to a corkage fee of 2,500 KZT per room per day.
21. To maintain order and ensure guest safety, the following are prohibited on the Park Hotel premises:
  - Giving the room/cottage key to outsiders. Fine – 5,000 KZT;
  - Storing flammable, explosive, toxic, or narcotic materials in the room/cottage. Fine – 30,000 KZT;
  - Firing any type of weapon. Fine – 50,000 KZT;
  - Using pyrotechnics. Fine – 50,000 KZT;
  - Smoking (tobacco products, hookahs, electronic cigarettes, and vaporizers) inside any premises of the Park Hotel. Smoking fine – 100,000 KZT;
  - Rearranging, removing furniture, bedding, or any other items from the room/cottage. Fine – 20,000 KZT;
  - Wearing outdoor shoes inside the rooms/cottages. Fine – 10,000 KZT;
  - Staying with pets. Fine – 50,000 KZT;
  - Lighting the fireplace without supervision or leaving it burning unattended. Fine – 10,000 KZT;
  - Lighting bonfires. Fine – 10,000 KZT;
  - Making noise after 23:00. Fine – 50,000 KZT;
  - Accommodating more guests than agreed upon in the contract. Fine – 25,000 KZT per extra guest.
22. Guests are required to compensate for any damage or loss of hotel property according to the current Damage Compensation Rates.
23. Guests are prohibited from entering construction areas or utility blocks to ensure safety.
24. Physical contact with animals (petting, feeding by hand) is prohibited without a responsible staff member present.
25. In case of violation of these rules, the Park Hotel Administration reserves the right to evict the guest without refund and without explanation.

We wish you a pleasant stay at Park Hotel "Zarechye"!