КОНАК ҮЙІ
ALMATY
HOTEL

APPROVED by
General Director
Almaty Hotel LLP
_____T.A. Kurun
September 10, 2026

GENERAL RULES AND REGULATIONS FOR GUESTS OF ALMATY HOTEL LLP

GENERAL PROVISIONS

1. These Rules have been developed on the basis of Law No. 211-II of the Republic of Kazakhstan dated June 13, 2001 "On Tourism Activities in the Republic of Kazakhstan", Order No. 01-08/200 of the Minister of Tourism and Sports of the Republic of Kazakhstan dated November 11, 2008 "On Approval of the Rules for Classifying Tourist Accommodation Locations", Law No. 274-IV of the Republic of Kazakhstan dated May 4, 2010 "On Consumer Rights Protection", the International Hotel Rules dated November 2, 1981. in accordance with the Civil Code of the Republic of Kazakhstan (General and Special Parts) and also other laws and regulations of the Republic of Kazakhstan.

1.1. The Hotel reserves the right to make amendments and additions to these Rules. Such amendments shall apply to relations arising after their entry into force and shall not apply to contracts already concluded, unless otherwise expressly permitted by the legislation of the Republic of Kazakhstan or by the contract.

Information about amendments shall be published on the official website www.hotelalmaty.kz and/or brought to the guest's attention before the conclusion of the contract.

1.2. Video surveillance is carried out on the territory of the Hotel for the purposes of ensuring the safety of Guests, Visitors and their vehicles, Hotel employees, preservation of property, prevention and investigation of offenses, as well as ensuring compliance with safety requirements. Processing of data contained in video recordings is carried out in accordance with the legislation of the Republic of Kazakhstan on personal data and their protection. Video recordings may be provided to government authorities and other persons only where there are legal grounds provided for by legislation. Dissemination of video recordings in publicly accessible sources is carried out exclusively where there is a legal basis provided for by legislation, including the relevant consent of the personal data subject, if such consent is required.

2. The following basic terms are used in these Rules:

Reservations shall mean a Hotel service for reserving a hotel room guaranteeing to provide it to the consumer on agreed terms;

Hotel shall mean Almaty Hotel LLP which provides hotel services;

Hotel Services shall mean services for providing Hotel rooms to individuals for temporary stay, as well as additional services (collectively referred as services);

Additional services shall mean catering, household and communication services, etc., provided by the Hotel on a paid or unpaid basis;

Check-in shall mean a procedure which includes issuing the keys to the guest, introducing the rules for staying in a hotel room, accommodation requirements and fire safety regulations and actual occupation in a hotel room.

Hotel Partner shall mean a Company/Agency - a legal or natural person that provides services to guests under agreement concluded with the Hotel;
Guest — an individual who has entered into a hotel accommodation agreement or is named in the reservation and accommodated in a room.
Consumer — an individual who intends to order, or who orders, purchases and/or uses a service exclusively for personal, family, household or other use not related to entrepreneurial activities.
Visitor — an individual temporarily present on the Hotel premises without staying in a room.
Authorization Form shall mean a letter authorizing to take out/assign money from the guest's card.
Fidelio: shall mean an automated hotel management system (Property Management System, PMS) used for booking, guests checking-in, billing, room management and any other activities at the Hotel. It integrates various front office, back office and booking service processes.
Reception shall mean a checking-in desk for receiving and accommodating guests.
3. Hotel services will be provided on the basis of an agreement. The Agreement shall be concluded between two parties through an agreement approved by the legal department. The Agreement shall be deemed to be concluded when one party accepts the terms and conditions proposed by the other party.
4. These rules, services list, price list for services, information on method and procedure for payment for services, on storage of things are located in the Reception information folders in the lobby of the 1st floor of the Hotel.
5. These Rules are posted on the official website of the Hotel: www.hotelalmaty.kz
6. Hotel rules, fire safety rules and information on the services offered to the consumers are located in each hotel room.
7. The Comment and Suggestions Book is located at Reception.

HOTEL SERVICES

1. PROVIDING HOTEL ROOMS FOR TEMPORARY ACCOMMODATION

1.1. The Hotel is intended for temporary or long staying of guests for a period specified in the request or reservation. The reservation department will process received applications/requests for the accommodation of guests and subsequently enter into the Fidelio hotel management system. A booking confirmation will be presented to the partner/guest.
1.2. Registration of guests arriving at and leaving the Hotel will be carried out around the clock.
1.3. You may make reservations subject to the required number of free (unreserved) hotel rooms of the requested category are available at the Hotel during the relevant period.
1.4. Hotel rooms will be reserved on the basis of a telephone call, at the Reception, by providing a written request via postal, e-mail. The application for room reservation will indicate Guests' full name, date and time of check-in/expected check-out; number of guests, number and category of rooms, accommodation payment guarantees.
1.5. Any changes, additions or cancellations to a previous reservation must be presented in writing to the Sales Department via e-mail no later than 24 hours before arrival. When checking-in the groups, payment terms and cancellation conditions will be established on case-by-case basis.
1.6. The Hotel usually accepts requests on a guaranteed basis. A guaranteed booking means a reservation when the hotel specifically confirms and guarantees that the Guest will receive their booked room at the specified time. The guest, in turn, guarantees that in case their failure to arrive, he/she will pay for the room in the amount of the daily room rate. Payment for an unused room shall be charged to the Guest if he/she fails to cancel the booking for accommodation at the Hotel in time.
1.7. To guarantee your booking, the following options are available:
- **making a deposit** means a booking with pre-payment for the first day at the Reception at any time suite for you, before the guest's arrival. If the reservation is cancelled before the period after

which penalties begin, the prepayment will be refunded. If the arrival date changes (must be notified in advance), the prepayment will be transferred. If the guest arrives, the prepayment will be used to pay for accommodation and other hotel services. In case of failure to check-in or cancellation of the reservation after the specified period, the prepayment will not be refunded.
- **authorization form** – booking guaranteed by a credit card. Bank card details should be provided (in order to preliminary taking out/assigning money in the amount of the cost of one day). You need to fill out and send a scanned authorization form, a copy of your passport and credit card. This policy consist in that as long as the reservation is not cancelled (before the stated deadline), the Hotel has the right to impose penalties on the Guest using credit card details.
- **bank /electronic payment** - payment and/or prepayment by transferring money from the current account of the company staying in the Hotel to the current account of the Hotel. Prepaid booking requires full payment for the entire period of stay at the Hotel. The prepayment confirmation period will be determined by the Hotel, but not less than one day before the guest's arrival.
- **guarantee letter** – booking under the guarantee of the company that is the Hotel's partners which has concluded an agreement with the Hotel, which establishes that they shall bear all financial responsibility for the non-arrival of their employees or Guests.

1.8. Prepayment for a guaranteed reservation must be received no later than one day before arrival of Guests, otherwise the reservation will be cancelled.
1.9. The manager of the reservation department will confirm the reservation using the contact information specified in the reservation from no later than 24 hours after receiving the application and providing the reservation registration number. Applications presented on day-offs and official holidays will be processed on the first working day following the weekend.
1.10. Payment of the invoice will confirm the conclusion of an agreement for the provision of services under the conditions stipulated herein.

2. HOTEL ACCOMMODATION

2.1. To register the stay, the Guest will present a identification document. The Guest shall fill out and sign the checking-in card confirming the Guest agrees to the hotel services dealing between the Hotel and the Guest. Such check-in card may be filled out by the Hotel receptionist based on the data provided by the guest, with the Guest's signing subsequently;
2.2. When checking-in, the Hotel administrator shall give an electronic room key to the Guest, introduce the accommodation rules and fire safety in the Hotel.
2.3. Additional accommodation may be provided in the hotel room at the Guest's request for fee in accordance with the price list and registration rules in the manner as prescribed herein.
2.4. The Administration ensures that the Guest can stay at the Hotel only during the paid period of time. Upon expiration of the agreed period of stay, the Guest must vacate the hotel room. Guests who wish to extend their stay at the Hotel should inform the Reception **no later than 24 hours before the end of their stay.**
2.5. The Guest may early cancel the Hotel's services. In case of early check-out, the Guest must provide the Reception with the original receipt of payment documents (fiscal check, electronic check, etc.) and return the electronic room key. The money will be refunded after the hotel room is checked by a room staff member. In return, a new invoice for actual stay will be issued.

3. PAYMENT FOR HOTEL SERVICIES

3.1. Payment for hotel service is made: All rates for Hotel services are indicated in tenge and include 16% VAT.
3.2. Payment for hotel service is made by:
3.2.1. Cash
3.2.2. Bank cards. Visa, MasterCard, American Express, Union Pay are accepted for payment.

3.2.3. Bank transfer: in Kazakh tenge and foreign currency.
3.2.4. The Hotel reserves the right to pre-authorise money on a credit card prior to the Guest's arrival by providing the authorization letter.
3.3. Traveler's checks will not be accepted for payment.
3.4. Prices for Hotel services are reflected in the price list. If the cost of accommodation changes, guests' pre-payments are not subject to recalculation. Changes to published rates do not apply to already confirmed reservations unless otherwise expressly provided for in the terms and conditions of the applicable rate and agreed upon at the time of booking.
3.5. Prepayment for accommodation will be made by the Guest per a day or in full for the entire period of the planned stay in accordance with the single check-in/out time established from 14:00 pm on the current day (Astana time).
3.6. The Guest will be registered before and after the check-in/out time only if there are available hotel rooms. Accommodation fees will be charged as follows:
3.6.1. In case of early arrival of the Guest (registering within 6 hours before the check-in/out time), the accommodation fee will be charged in the amount of 50% of the room rate.
3.6.2. In case of late check-out (within 6 hours after the check-out time), the accommodation fee will be charged in the amount of 50% of the room rate.
3.6.3. When registering in a hotel room earlier than 6 hours before the check-in time or checking-out later than 6 hours after check-out time, the accommodation fee will be charged as for a full day unless otherwise provided for by the selected rate/booking terms.
3.6.4. If an invited person/additional guest stays in the room, such must be recorded in accordance with the current Price List and in the manner prescribed by these Rules.
3.7. Payment for accommodation by bank transfer must be made to the Hotel's bank account no later than two days before check-in, unless otherwise stipulated by the agreement.
3.8. In case of prepayment for accommodation and termination of the agreement due to early check-out in the manner provided for in Clause 1.5, the Hotel will return the money to the Guest in the amount of the cost of unclaimed services. Besides:
3.8.1. Guests who have paid for their stay in cash, money will be refunded upon check-out;
3.8.2. Guests who have paid for their stay by a bank card, money will be refunded to the bank card upon check-out. The term for transferring money depends on the issuing bank, usually within 5-10 business days from the date of return of money by the Hotel;
3.8.3. Guests who have paid for their stay by bank transfer, money will be refunded to their bank account on the basis of the original letter of return, within five (5) banking days from the date of receipt of the letter.
3.8.4. When the reservation request changes or cancelled, money will be refunded to the Guest in the amount of the cost of unwanted services, within five (5) days from the date of receipt of relevant message (application) to the Hotel.
3.8.5. In the event that a request to amend a reservation or cancel a reservation is received after the deadlines specified in Clause 1.8, or in the event of the Guest's failure to check in at the Hotel, the Guest shall pay the Hotel a penalty in the amount of one day's accommodation fee. In such cases, any refund of amounts paid for unused services shall be made less the applicable penalty, provided that this condition was communicated to the Guest prior to the conclusion of the agreement and agreed to by the Guest at the time of booking.
3.8.6. No payment shall be charged for accommodation (including breakfast) of children under 7 years provided that they stay with their parents (guardians) in the same hotel room without being provided with a separate bed in the room; children under 2 years old will be provided with a baby cot free of charge (upon request).

3.8.7. The cost for additional Guest in a hotel room with an extra bed (including breakfast) shall be charged according to the Price List.

3.9. Accommodation of Guests with pets at the Hotel is prohibited, except for persons using guide dogs in cases established by the legislation of the Republic of Kazakhstan, provided that supporting documents are available and the arrangement has been agreed in advance with the Hotel Administration. In the absence of prior approval and/or the supporting documents required by law, the Hotel has the right to refuse accommodation with an animal, unless otherwise provided by the legislation of the Republic of Kazakhstan.

3.10. To obtain closing documents (the service completion certificate and invoice), a Guest acting as a representative of a legal entity must notify the Reception staff in advance, before paying for the services in cash. The documents shall be prepared based on the details of the organization provided by the Guest, as well as the documents and information required under the tax and accounting legislation of the Republic of Kazakhstan.

3.11. The Hotel will use the concept of seasonality in pricing and provision of services (high occupancy dates for rooms, exhibition days, event periods). The price is formed based on demand and supply ratio at a particular time. This tariff may change up to several times a day depending on fluctuations in demand.

3.12. The Hotel applies a system of discounts according to the terms of promotions, special price offers or service packages introduced by the Hotel. Information on promotions and their procedure and conditions shall be posted on the website www.hotelalmaty.kz and also through electronic messages.

3.13. Discounts cannot be combined.

3.14. The restaurant, bar, and laundry services are available to both hotel guests and visitors.

4. GUESTS RIGHTS AND OBLIGATIONS

4.1. The Guest can use all facilities of the Hotel according to the established regulations, working hours and order of stay.

4.2. When checking-out the Hotel, the Guest is obliged to hand over the hotel room and the electronic room key to the Reception staff and finally pay for basic and additional services provided, if any.

4.3. The Guest is responsible for the timely leaving of the invited persons. In order to ensure the safety of hotel guests, invited persons may stay in the Hotel only after they are registered by presenting their identity documents where necessary, shall be subject to identification and registration of their stay in accordance with the legislation of the Republic of Kazakhstan and these Rules.

4.3.1. In case of no documents, the Guest (host) residing the Hotel shall provide a guarantee (surety) for all actions of invited persons visiting his/her hotel room. If neither documents are provided nor a surety is presented by the Guest residing the Hotel, unauthorized persons shall not stay in the Hotel. Persons shall be permitted access to the Hotel premises in accordance with the procedure established by the Hotel, taking into account the requirements of applicable legislation and safety regulations. The Hotel has the right to refuse access to a person if their identity cannot be established or if there are grounds provided for by law or these Rules for restricting access.

4.3.2. For staying of the invited person in the hotel room, his/her stay in the Hotel must be registered in accordance with the Rules.

4.3.3. The Hotel is entitled to refuse the invited people to entry who are alcohol or narcotic intoxicated.

4.4. Guests and invited persons must take care of the property of the Hotel, maintain cleanliness and order, the rules of staying in the Hotel, the fire safety and the use of electrical appliances in the hotel room, as well as the rules of public order.

4.5. Guests during staying in the Hotel must comply with moral and ethical standards, avoid excessive usage of alcohol and taboo words in public spaces. Guests must follow the rules of behavior at the Hotel, not to subject visitors and other Hotel guests to verbal or physical abuse.

4.6. From 23:00 p.m. till 9:00 am keep quiet and not to cause inconvenience to other Hotel guests.

4.7. The Guest should keep money, currency valuables, securities, credit and phone cards, valuables, jewelry and other precious items in the room safe.

In case of any loss for items from the hotel room, immediately inform the Hotel administration to take appropriate measures.

4.8. The Guest is obliged to follow the established procedure for accommodation, cleanliness, close water taps after use, windows, turn off lighting devices, TV, lock the hotel room with the key when leaving.

4.9. The Hotel maintains a non-smoking policy to ensure the comfort for all guests. Smoking is permitted only in special designated areas. Smoking is strictly prohibited in the hotel rooms. For smoking in areas where smoking is prohibited by law and/or these Rules, the Hotel has the right to demand reimbursement of the costs incurred to remedy the consequences of the violation and/or payment of the agreed penalty in the amount specified in the Hotel's Price List.

4.10. The Guest acknowledges that video surveillance is conducted on the Hotel premises for the purposes of ensuring safety, protecting property, and preventing and investigating offenses. Information on the purposes, procedures for processing, and retention periods of video recordings shall be posted in a place accessible to Visitors. Personal data shall be processed in accordance with the legislation of the Republic of Kazakhstan.

4.11. In case of an emergency (fire, flood, earthquake, etc.) and/or when the appropriate sound/voice/light alarm is activated, Guests and their visitors must follow the instructions of the Hotel staff and immediately leave the Hotel building in accordance with the evacuation plans, pointers and move to a safe location. In case of emergency evacuation from the Hotel building, visitors can use the fire safety signs "ШЫҒУ/ВЫХОД/EXIT" (illuminated electronic signs). **In case of emergency evacuation, elevators shall not be used.**

4.12. In order to ensure order and security in the Hotel, do not

4.12.1. Give the electronic key to unauthorized persons.

4.12.2. Store bulky items, flammable, explosive, toxic, narcotic materials and substances in the room;

4.12.3. Rearrange, remove furniture and bedding from the room;

4.12.4. Take dishes, cutlery, food and drinks out of the Restaurant and bar without prior agreement with the Restaurant staff;

4.12.5. Use bring your own alcoholic beverages and food products in restaurants/bars/cafes of the Hotel;

4.12.6. Do not allow loud music or other noise;

4.12.7. Throw garbage and personal hygiene items into the sewer; do not pollute the territory of the Hotel. Trash bins are intended for garbage collection.

4.12.8. Use hotel rooms during stay as an office space with a corresponding change in structure and assignment of the hotel room;

4.12.9. Conduct events not related to accommodation in the hotel room (buffets, receptions of numerous guests, presentations, birthdays, castings, contests, etc.);

4.12.10. Photo and video filming using professional equipment and holding a press conference on the territory of the Hotel without coordination with the administration of the Hotel;
4.12.11. Be in restaurant halls in bathrobes and pajamas;
4.12.12. Engage in vagrancy and (or) begging;
4.12.13. Use radio-controlled equipment (machines, helicopters, quadcopters, drones, etc.).
4.12.14. Do not bring to the Hotel:
* any explosives, explosive devices, as well as any other items (materials) that may be dangerous for human health or the environment including flammable and explosive mixtures, chemical substances prohibited by the laws of the Republic of Kazakhstan);
* Alcoholic beverages, narcotic drugs, psychotropic substances, their analogues and precursors which circulation is limited by the current laws of the Republic of Kazakhstan. The bringing in and/or consumption of alcoholic beverages is prohibited in areas where this is prohibited by law, by the operating rules of the respective premises, or by these Rules. Such restrictions shall not apply where the consumption and/or storage of alcoholic beverages is permitted by law and by the terms and conditions of the Hotel's services.
* Any weapon and (or) cartridges thereto, ammunition, but not to limited to;
personal defense equipment, electric shock devices, mechanical and automatic aerosol sprayers of all types;
toxic substances;
sharp objects;
Pyrotechnic the circulation or carrying of which is prohibited or restricted by law, as well as items that objectively pose a threat to safety.
4.12.15. Weapons and its ammunition is required to be stored by citizens (hunters, sportsmen, etc.) within temporary stay locations (when staying in hotels) in compliance with conditions that exclude access to weapons by unauthorized persons. During staying in the hotel, weapons and its ammunition shall be handed over to a storage room and stored in lockable safes and boxes made of high-strength materials. The safe shall be sealed by security staff in the presence of the guest. The key to the safe shall be given to the guest, while the spare key is stored by the Head of Security's safe in a sealed envelope. The storage, carrying, and transportation of weapons and ammunition shall be carried out exclusively in accordance with the procedure established by the legislation of the Republic of Kazakhstan. The Hotel has the right to refuse accommodation/admission to the Hotel with weapons if the possession or presence of weapons on the Hotel premises is not permitted by law or is prohibited under the Hotel's internal security regulations.
4.13. IT IS NOT ALLOWED without the consent of the Hotel Administration to
* Engage in commercial activities;
*Conduct any kind of marketing, advertising, propaganda, charity events (including musical and theatrical performances), distribute advertising and other information;
* Install any machines for the sale or distribution of any goods, pay machines.

5. GUEST/VISITOR RESPONSIBILITY:

5.1. The Hotel has the right to terminate the further provision of services/accommodation in the event of a material breach by the Guest of these Rules, the legislation of the Republic of Kazakhstan, safety requirements, or the terms of the agreement, with the preparation of a corresponding act and, in cases provided for by law, with the involvement of the competent authorities. Settlements and refunds shall be made taking into account the services actually provided under the agreement/reservation and the requirements of the legislation of the Republic of Kazakhstan.

5.2. In case of refusal to provide services to a Guest against whom the measure to terminate the stay was applied, money for paid but not implemented services will be refunded in accordance with the current laws of the Republic of Kazakhstan;
5.3. In accordance with the laws of the Republic of Kazakhstan, the Guest shall compensate for damage in case of loss or damage caused to the property of the Hotel, and is also responsible for violations caused by persons invited. The Guest shall be liable for any damage caused to the Hotel's property in the cases and to the extent provided for by the legislation of the Republic of Kazakhstan. Liability for the actions of invited persons shall be determined taking into account the actual circumstances, the presence of fault, and the requirements of the applicable legislation.
5.4. In case of invited persons/additional guests staying in the room, the Guest shall pay for the accommodation of the invited person/additional guest in accordance with the current Price List.
5.5. Visitors/Consumers are obliged to
5.5.1. Comply with the fire, anti-terrorist, public, sanitary safety and other requirements stipulated by the safety laws of the Republic of Kazakhstan;
5.5.2. Follow the requirements of these Rules (including annexes, amendments and additions thereto), as well as rules for guests, visitors of the Hotel and any other third parties during their activities on the territory of the Hotel;
5.5.3. Leave the territory of the Hotel in case of such a request from the Administration and/or security service staff;
5.5.4. Before visiting the Hotel, study these Rules and other information materials posted on the information stands (signboards) of the Hotel or on the official website: www.hotelalmaty.kz;
5.5.5. Immediately notify any employee of the Hotel about the detection of smoke or fire, as well as cases of detection of suspicious objects, things;
5.5.6. Notify the security staff about any items you have that are prohibited to bring to the Hotel;
5.5.7. Immediately notify any employee of the Hotel about any violation of these Rules and the current laws of the Republic of Kazakhstan by a guest or a group of visitors.

6. RIGHTS AND OBLIGATIONS OF THE HOTEL ADMINISTRATION

6.1. The Hotel is obliged to inform the Guests when registering their stay about the basic and additional services provided, the payment method and procedure.
6.2. The Hotel is obliged to ensure that the rules for the provision of hotel services, the price list for hotel rooms and other services are posted in a convenient location for viewing and provided upon the first request of Guests.
6.3. The Hotel is obliged to ensure fire safety requirements and rules for using electrical appliance are available.
6.4. The Hotel has the right to refuse accommodation to persons who
6.4.1. did not provide identification documents;
6.4.2. did not provide payment/security for payment;
6.4.3. disagree with the terms and conditions of accommodation/stay in the Hotel;
6.4.4. violating public order;
6.4.5. Persons who are under the influence of alcohol or drugs, or who are in an impaired state, if the person's condition poses a threat to the safety of themselves or others, to property, or is accompanied by a disturbance of public order.
6.5. The Hotel ensures full compliance with the Sanitary & Epidemiological standards, other laws and regulations for the quality of services offered.
6.6. The Hotel ensures the confidentiality of information about guests and visitors to the Hotel. The disclosure of information is permitted to the personal data subject, authorized persons, and government authorities in the cases and in accordance with the procedure provided for by law.

6.7. The Hotel undertakes to promptly respond to the Guest's request to eliminate any inconvenience and breakdowns in the room stock.
6.8. If it becomes necessary to carry out emergency repair, sanitary & epidemiological and other measures in the room occupied by the Guest in order to eliminate the causes that pose a threat or impede their normal (high-quality and safe) use, the Hotel may replace the hotel room and required the Guest promptly vacate the room previously occupied.
6.9. The Hotel's liability for the Guest's belongings shall be determined in accordance with the legislation of the Republic of Kazakhstan. The Guest is required to comply with the established rules for the safekeeping of valuables kept in the room and the conditions specified in Clause 4.7 of these Rules. The presence of a safe in the room does not exempt the Hotel from liability in cases where such liability is provided for by law.

7. FORGOTTEN THINGS

If forgotten items are found, the Hotel will take all measures to return them to their owner according to the established procedure:
7.1. Items left by a guest in a room are kept by the housekeeping manager. The hotel administration is responsible for storing these items in accordance with the "Lost and Found" procedure.
7.2. The hotel will hold an item left behind by a guest for up to 3 months. Valuables, as well as large sums of money (50,000 tenge or more), are stored at the hotel for up to 12 months from the date the Lost and Found Report is drawn up. Lost items are stored and returned to the owner or retained in accordance with the procedures and timeframes established by the legislation of the Republic of Kazakhstan and the hotel's internal procedures.
7.3. The Hotel is not liable for vehicles left on the Hotel premises for more than one day after the Guest's departure. If it is impossible to contact or identify the owner, the Hotel reserves the right to have the vehicle towed off the Hotel premises in accordance with the laws of the Republic of Kazakhstan.

8. COMPLAINTS AND DISPUTE RESOLUTION PROCEDURE

8.1. In case of any controversial issues regarding the quality of service, the Hotel seeks to resolve them with the Guest through negotiations.
8.2. If the problem cannot be resolved locally, the Guest must state their wishes in writing and register at the Reception. Failure to comply with this condition may serve as grounds for a full or partial refusal to satisfy the claims.
8.3. If it is impossible to eliminate the identified deficiencies, a report will be drawn up in 2 copies indicating the comments, signed by the Hotel Guest and an authorized person from the Hotel.
8.4. If the Hotel Administration is unable to remedy the identified deficiencies on site, the Guest has the right to submit a claim, provided that there is an act documenting the identified violations, within the time limits and in accordance with the procedure established by the legislation of the Republic of Kazakhstan.
The Hotel is required to provide the Guest with a reasoned response within 10 (ten) calendar days.
8.5. If relevant Report mentioned in clause 8.4 is not available, the complaint cannot be accepted for consideration, and service consumer claims are considered to be unfounded.

9. FINAL PROVISION

9.1. The Hotel guarantees that it has a legitimate legal status and legal capacity that allows it to provide Hotel services including conference services as well as to attract third parties to provide additional services (food, transfer, etc.).
9.2. Regarding issues not regulated by these Rules, the Hotel is guided by the current laws of the Republic of Kazakhstan.

Appendix No. 1 to the General Rules and Regulations for Almaty Hotel Guests

Rules for Photography and Videography on Hotel Premises

1. No permission from the Administration is required to take amateur photos or videos (using a smartphone, DSLR, or action camera), provided that the Guest complies with the restrictions established by the current legislation of the Republic of Kazakhstan.

2. A permit is required for professional and commercial photography in order to avoid:

a) video which includes inappropriate advertising;

b) risks of threat to the safety of Guests, Visitors, Tenants, Hotel staff;

c) unfair filming interfering with the activities of the Hotel;

d) conflict of interests of Tenants, Hotel Owner;

e) risk of producing content that negatively affects the image of the Almaty Hotel brand;

f) risk of producing low-quality or unwanted content on the territory of the Hotel.

3. Organizers of photo and video shoots are strictly prohibited from:

a) to photograph or record third parties without obtaining their consent, in accordance with the requirements of the applicable legislation of the Republic of Kazakhstan. The filming and dissemination of images of third parties in violation of the requirements of the legislation of the Republic of Kazakhstan are not permitted, including violations of the right to one's image and personal data legislation.

b) persistently ask Guests and Hotel Visitors to take part in filming;

c) film scenes containing violence, pornography, religious or political appeals, as well as other content (materials) prohibited for production, publication, distribution in the Republic of Kazakhstan; use weapons, explosives and narcotic substances or their dummies, tobacco and nicotine-containing products, alcoholic beverages in filming;

d) disrupt the activities of the Hotel, including by blocking passages, obstructing shop windows, leaving unused props and equipment in the corridors, lobbies, floors and atriums of the Hotel, involving staff and Guests, Visitors of the Hotel in the filming process;

e) prepare for filming (changing clothes and makeup of actors/models) outside the dressing room;

f) use animals in the filming process;

g) conduct sociological or other surveys of Guests and Visitors;

h) transport large equipment and props through passenger elevators;

To obtain permission to photo and video filming, a written request should be presented to the General Director of the Hotel.

4. These Rules for the use of photo and video filming on the territory of the Hotel shall form an integral part of the General Rules and Regulations for Guests and Visitors of the Almaty Hotel.

Appendix No. 2 to the General Rules and Regulations for Almaty Hotel Guests and Visitors

Rules for using Elevator on the territory of the Hotel

1. Visitors with children in baby strollers and disabled people have priority right to use the elevator.

2. To call the cabin, press the elevator call button, the call button indicator will light up.

3. After opening the doors, make sure that the cabin is illuminated and the cabin floor level coincides with the level of the storey landing.

4. When entering the cabin, let persons leaving the elevator pass.

5. When entering the cabin, you must have an electronic room key which is given to guests upon check-in, then bring it to the electronic key reading sensor, the desired floor will be selected. If the call is received by the elevator control system, the set floor number cannot be changed by pressing other buttons.

6. When transporting a child in a stroller, it is recommended to take the child in your arms, enter the elevator cabin, and then bring the stroller in. When exiting, first take the stroller out, and then exit with the child in your arms.

7. When adults are travelling with children, it is recommended that adults enter the elevator cabin first, followed by the children, and that the children exit first.

8. If, when entering a group of people to the elevator, after pressing the button for the desired floor, the cabin remains motionless and the overload indicator is on, it is necessary to reduce the cabin load.

9. The elevator doors are automatic. If you need to open the doors when closing, press the door open button.

10. If the cabin remains motionless and the lift cannot be restarted, press the call button and wait for an answer. Press the call button once and speak through the intercom without pressing the call button.

11. If the elevator suddenly stops, press a button to call and communicate. Neither be panic, nor press all the buttons in a row, nor try to open the doors, nor swing the elevator cabin.

12. If the elevator suddenly stops between floors, or if the automatic doors do not open when the cabin is on the floor, do not try to get out of it yourself - THIS IS DANGEROUS. Press the call button of the intercom in the cabin, inform the hotel staff about the incident and follow his/her instructions.

13. Do not carry large-sized cargo.

14. When using an elevator, do not jump, run, or lean on the door. Visitors should use the elevator carefully avoiding damage to the elevator, its parts, and equipment.

15. Children of preschool age shall not use the elevator without being accompanied by an adult.

16. Do not use the elevator when there is smoke, a burning smell, or during a fire or earthquake

17. These Rules for using the Elevator on the territory of the Hotel shall form an integral part of the General Rules and Regulations for Guests of the Almaty Hotel.

Appendix No. 3 to the General Rules and Regulations for Almaty Hotel Guests and Visitors

Accidents and Emergencies Responses

1. All premises of the Hotel are equipped with a fire alarm system, an automatic fire extinguishing system, a unified intrusion system for the perimeter of the Hotel building and audio systems (hereinafter referred to as the "Systems"), which broadcast audio messages, i.e. messages informing how Guests, Visitors, Hotel Tenants and/or other third parties should behave if an accident occurs or another emergency situation arises at the Hotel.

2. Do not disable, obstruct or limit the operation of these Systems. In case of any signs of non-operation of these systems, the Visitor must immediately inform the Hotel staff.

3. In case of an emergency in the Hotel, a fire or explosion on the premises of the Hotel, natural disasters or catastrophic events (strong winds), sabotage or an act of terrorism, Guests, Visitors, Tenants of the Hotel are obliged to comply with the instructions of security personnel, police, fire and rescue services and others services or Administration.

4. In case of any signs of fire or smoke, the Guest, Visitor, or Tenant must immediately notify the Hotel staff and the fire and rescue service by calling 101.

5. In case of detection of suspicious, unattended objects, explosives, chemical or radioactive substances, the Guest, Visitor, Tenant must immediately inform the Hotel staff. Do not take any action to localize or neutralize the area prior to the arrival of Hotel and/or other staff.

6. The Hotel Administration has the right to immediately, without prior notice, close the Hotel (or any part thereof) if there is a threat to the safety, health, or life of Guests, Visitors, Tenants, or Hotel employees, including fire, explosion, gas leakage, or any other danger, in order to prevent possible damage and harm.

The Hotel has the right to temporarily restrict access, suspend the provision of certain services, or evacuate people where there is a threat to life, health, or safety, in compliance with the requirements of applicable legislation and instructions of the competent government authorities.

7. These Accidents and Emergencies Responses shall form an integral part of the General Rules and Regulations for Guests and Visitors of the Almaty Hotel.