

## **Rules of booking (order) placement in FJC Loft hostel**

1.1. The Hostel administration is obliged to reserve beds/suites for further accommodation according to the guests' order in FJC Loft hostel located in St Petersburg, 27-37 Mayakovskogo street.

1.2. Booking of hostels' beds/suites and further accommodation of the guest is proceeded according to the "Rules of hotel services in the Russian Federation" settled by the Resolution of the Government of the Russian Federation dated 09.10.2015 №1085.

### **2. Order of the bed/suite booking placement in FJC Loft hostel**

2.1 For booking of the bed/suite in the hostel the guest should place an order for the accommodation via:

- email [fjcloftwelcome@gmail.com](mailto:fjcloftwelcome@gmail.com)

- message in the social network Vkontakte - [https://vk.com/fjcloft\\_ad](https://vk.com/fjcloft_ad);

- message in the social network Facebook - <https://www.facebook.com/FJCLoftHostel/>;

- booking module on the official website of the hostel [fjcloft-hostel.com](http://fjcloft-hostel.com); social networks [https://vk.com/fjcloft\\_ad](https://vk.com/fjcloft_ad), <https://www.facebook.com/FJCLoftHostel/>;

In the order the following information should be mentioned: full name of the guest, date and time of arrival, period of accommodation, amount of needed beds/suites and their categories.

2.2. Booking confirmation is sent to the guest to the mentioned guests' email by the hostel administrator within 24 hours after the booking order placement in a written form.

### **3 Rules of booking order cancellation and change**

2.1. Guest is obliged to send to the hostel administrator via email or official social networks mentioned in p.2.1 present rules, the note about the booking cancellation, change of the accommodation terms, amount of guests and other order information.

2.2. The notification of the guest is considered to be accepted if the guest receives the confirmation from the hostel administration of such note acceptance.

2.3. The cancellation notification should be done not later than 3 days before the arrival date. In this case the hostel administration returns to the guest the prepayment in full amount and in case of its absence doesn't take a cancellation fee.

### **4. Penalties**

4.1. In case the guest doesn't inform the hostel administration about the booking cancellation or arrival date/ beds&suites amount change in the term mentioned in the p.3.3. of the present rules, the guest should pay a fine in amount of the 1-day accommodation cost for each cancelled bed/suite.

## 5. Conditions of booking cancellation and payment return

Return of money in case of cancellation of online bookings paid by card is proceeded back to this card, except for "non-refundable" reservation services.

Term of money transition is 3-15 bank days depending on the bank-issuer.

The guest should send an electronic letter to email of the Hostel Administration [fjcloftwelcome@gmail.com](mailto:fjcloftwelcome@gmail.com) with the information about the booking cancellation, the necessity of the money return and booking details (name of the customer, booking date, period of accommodation, dorms/ suites quantity and category).

## 6. Security measures for payment card operations

Payment is proceeded via authorization server of the Paykeeper Processing Centre with applying of banking payment cards Visa, Mastercard.

Plastic payment card details should be reported for payment procedure. Transition of this data is done according to all necessary security conditions. Data will be reported only to authorization server Payture via protected channel.

At payment via plastic card the payment procedure is done exactly after the booking creation. During booking you should choose the payment form – via card, the system in this case will forward you to the page of authorization centre where the card details will be requested with the following card authorization. After this you will be automatically forwarded to the web-site of our hostel. The system will inform you about the authorization results. In case of authorization approval your booking will be done automatically. In case of authorization cancellation you can repeat the payment procedure.

3D secure technology can provide the increased security of payments, it is an additional safety level for online credit and debit card payments. If the card supports the 3D Secure technology additional single-use password will be requested during authorization, the method of this password delivery depends on the bank.

### **Legal entity data:**

Sole proprietorship Mischenko Larisa Valerievna

Mail address: 191014 Russia, Saint Petersburg,

Mayakovskogo street 27-37

VAT IN:27210845424

Payment account:№40802810936060000012

Bank: Branch No. 7806 of Bank VTB 24 (public joint-stock company)

BIC: 044030811

Correspondent account: 30101810300000000811

Administrator number: +79650543400

Email for bookings issues: [fjcloftwelcome@gmail.com](mailto:fjcloftwelcome@gmail.com)