



The Plaza
HOTEL BISHKEK

GENERAL HOTEL POLICIES

Dear guests! We are pleased to welcome you in our hotel!
Please read these polices carefully.

GENERAL TERMS

The policy complies with the current legislation of the Kyrgyz Republic, decrees of the Kyrgyz State Committee on Housing and Utilities, the Kyrgyz State Committee on Tourism, the Government of the Kyrgyz Republic, and with the requirements of the International Hotel Association Board.

- 1) The Plaza Hotel Bishkek guarantees to guests' observance of all rules of confidentiality.
- 2) The hotel administration reserves the right to impose a penalty for the guests' violating the fire safety regulations, smoking in unauthorized places, and failure to comply with lawful requirements of the administration.
- 3) Any comments and suggestions regarding the hotel operation can be left at the hotel reception.

CHECK-IN AND CHECK-OUT TIME

The hotel is open for you 24 hours a day, 7 days a week.

Check-in time is from 12:00pm and check-out time is by 12:00pm.

BREAKFAST TIMES

Breakfast is served in Plaza Restaurant. Monday to Friday from 7:00am to 10:00am. Weekends and holidays from 7:00am to 11:00am.

LUGGAGE STORAGE

If necessary, store your luggage, you can use a luggage room, located at the reception desk at the reception.

Please, leave your valuables, documents and spare cash in the in-room safe. The hotel management is not responsible for guests' valuables left in the room. Please use the safe located in the room for the safety of your valuables.

FREE SERVICES

- 1) call to an ambulance, taxi
- 2) Service alarm clock
- 3) use of the electric kettle, iron and hairdryer.

We ask you to take care of the hotel property, to comply with fire safety regulations. Leaving the room, please close the window, cranes hygiene room, turn off the lights and other electrical appliances. In the case of property damage to the property, the client agrees to compensate it in full.

The hotel guests shall take into account and do not object to the use of video surveillance system in the hotel territory, except for toilets and personal guest suites.

FROM THE HOTEL TO ENSURE ORDER AND SAFETY SHALL BE PROHIBITED

- 1) Smoking in rooms, halls and rooms.
- 2) Use electrical appliances in the room, except as permitted for use.
- 3) Transfer to strangers the keys to the rooms.
- 4) Keep flammable materials in the room.
- 5) To carry by on the territory of hotel and to store materials and objects which are life-threatening also health of people around in number.
- 6) To rearrange and take out furniture from number.
- 7) To bring into the territory of the hotel and keep in the room materials and objects which are dangerous to life and health of others.
- 8) Show aggression or actions that threaten the safety, health or property of others.
- 9) Causes damage to the hotel.
- 10) Guests in a room after 23:00 without payment and registration of their stay.
- 11) In a room pets, without the consent of the hotel's administration.

For more information about hotel services, please contact the administrator by phones +996 (312) 53 77 77, 65 11 11, +996 (770) 05 04 30 (cellular).

In case of violation of residence rules laid down in the hotel, the administration has the right to refuse guests in future stays.