

# Hotel rules

In order to make your stay in the hotel "WHITE HOTEL & HOSTEL" as comfortable as possible, we have prepared accurate and comprehensive information about the services provided by the hotel and the order.

If you are missing any important information for You, please contact us by email [whitehotelandhostel@gmail.com](mailto:whitehotelandhostel@gmail.com) or by phone +996500605065

<b>Operating mode</b>	The mode of operation of the hotel "WHITE HOTEL & HOSTEL" — around the clock..
<b>Check-in /check-out time</b>	
<b>Registration</b>	From 14:00 <ul style="list-style-type: none"><li>• Minimum age for registration is 18 years.</li><li>• Children and young people under 18 years old can stay in the hotel only with their parents or other authorized representatives.</li><li>• When registering, you must specify an identity document (passport or ID-card).</li></ul>
<b>Check-out time</b>	Until 12:00.
<b>Late departure</b>	Late check-out is possible depending on the hotel occupancy. The cost of accommodation until 15:00 – an additional half of the room rate per night, after 15:00 – the full price for an additional night.
<b>Parking</b>	<ul style="list-style-type: none"><li>• Free Parking is available on the streets adjacent to the hotel facade. The number of Parking spaces is limited. In order to guarantee a seat, please make a reservation.</li></ul>
<b>Security regulations</b>	<ul style="list-style-type: none"><li>• Do not give the electronic key to Your room to third parties.</li><li>• For security reasons, persons staying in the hotel, guests who are in the room after 23:00, please present an identity document.</li></ul>
<b>Photography and video</b>	We will be glad if you want to capture the memory of moments of accommodation in the hotel "White Hotel & HOSTEL". Please note that photographing and video shooting in the area of office space and kitchen without the consent of the hotel is prohibited.
<b>Pets</b>	<ul style="list-style-type: none"><li>• Pets are not allowed in the main building of the hotel and hostels.</li></ul>
<b>Payment procedure</b>	<ul style="list-style-type: none"><li>• You can pay for hotel services in cash (KGS, USD), transfer or payment card.</li><li>• Payment must be made at the time of check-in at the hotel.</li></ul>
<b>Reservation</b>	
<b>Guaranteed reservation</b>	<ul style="list-style-type: none"><li>• The reservation is considered to be guaranteed if its payment card details are valid or if the prepayment is made by transfer or in cash.</li><li>• Non-guaranteed reservation is held until 15:00 on the day of arrival.</li></ul>
<b>" First night – No refund"</b>	<ul style="list-style-type: none"><li>• In selected periods: 01.06 – 31.08, 25.12 – 08.01, 01. – 09.05, one night Deposit will be charged from the payment card at the time of booking.</li></ul>
<b>Cancel reservation</b>	<ul style="list-style-type: none"><li>• Guaranteed reservations can be cancelled up to 72 hours prior to arrival without penalty. Cancelling the reservation later, the prepayment for the first night is not refundable. If the reservation has been guaranteed by a payment card, if the cancellation is not informed in time, it will be charged a penalty of one night's fare. During the periods when the "First night – No refund" rate is applied, it is possible to change the dates of stay, but the prepayment for the first night is not refundable.</li></ul>
<b>Smoking</b>	<ul style="list-style-type: none"><li>• Smoking is prohibited in the rooms and public areas. Penalty for violation of the rule – \$ 200 (14 000 soms).</li><li>• There are special Smoking areas in the courtyard of the hotel. Our employees will kindly show them to You.</li></ul>
<b>Housekeeping</b>	<ul style="list-style-type: none"><li>• Rooms are cleaned between 10:00 and 16:00. If cleaning is not possible due to the guest's fault during this period, it will be done the next day, but on the current day at the request of the guest, towels can be changed.</li></ul>