

## **Resolution of the Council of Ministers of the Republic of Belarus of 07.04.2006 N 471**

In accordance with Article 38 of the Law of the Republic of Belarus of January 9, 2002 "On Protection of Consumer Rights", the Council of Ministers of the Republic of Belarus DECIDES:

1. To approve the enclosed Rules for hotel services in the Republic of Belarus.
2. To the republican government bodies, regional executive committees and the Minsk City Executive Committee to bring their regulatory legal acts in accordance with this resolution and take the necessary measures for its implementation.
3. This resolution becomes effective from the date of its official publication.

### **RULES OF HOTEL SERVICE IN THE REPUBLIC OF BELARUS**

#### **Chapter 1 GENERAL PROVISIONS**

1. These rules establish the minimum requirements for hotel services in the territory of the Republic of Belarus, and regulate the relationship between the performer and the consumer.

2. For the purposes of these Rules, the following basic terms are used: hotel - a property complex (a complex of buildings and structures, a building or part of a building with equipment and other property) that meets the established requirements of technical regulatory legal acts in which hotel services are provided; hotel services - services rendered by the contractor for the provision of rooms (beds in rooms) for temporary residence of individuals, as well as additional services (hereinafter referred to as services); additional services - catering services, communications, domestic, sports, tourism and other services provided by the contractor on a fee-based and (or) gratuitous basis in accordance with the law; Contractor - a legal entity, its branch located outside the location of the legal entity, as well as an individual entrepreneur providing hotel services; Consumer - a legal or natural person who orders and (or) uses services.

3. In the room intended for registration of residence of consumers, in a convenient place for viewing should be placed: information about the name (company name), location and telephone number of the contractor, if the hotel service is provided by an individual entrepreneur - last name, first name, patronymic, information about state registration ; information on the confirmation of the conformity of services to the requirements of technical regulatory legal acts: a copy of the certificate of conformity, certificate of assignment to the hotel of the relevant category (if any); these Rules; hotel accommodation rules; extraction from a technical regulatory legal act that establishes requirements for material and technical equipment, the provision of services, the level of service in a hotel according to the category assigned to it; service list; price list of services; information on the form and procedure of payment for services; information about the storage of consumer goods; information on the work of the catering, trade, communications, consumer services and other facilities located in the hotel, providing relevant services to consumers; information about the tourist potential of

the Republic of Belarus (booklets, brochures, brochures); the book of comments and suggestions.

4. Each room should contain the rules for staying at the hotel, fire safety rules, information about the services provided. These rules and information must be communicated to the consumer in Russian or Belarusian, and at the discretion of the contractor in addition in other languages.

5. The rules of hotel accommodation are established by the executor taking into account the Rules of accommodation in hotels of the Republic of Belarus approved by the Ministry of Housing and Utilities. The consumer is obliged to comply with the rules of hotel accommodation and fire safety rules.

## **Chapter 2 PROVISION AND PAYMENT OF SERVICES**

6. The provision of services to the consumer is carried out on the basis of a public contract or a contract concluded in writing.

7. Reservation of a room (place in a room) can be made by accepting a reservation application from a consumer by post, telephone, electronic and facsimile communication, as well as on the basis of an agreement concluded in writing.

8. Reservation of a room (place in a room) is made not later than two hours before the moment of the consumer's settlement.

9. In cases when the timeframe for accommodation at a hotel or the number of places reserved by a customer is changed, the customer is obliged to inform about this no later than three days before settlement - when accommodating more than 20 people and one day - when placing up to 20 people.

10. The validity of the reservation ends at 19 o'clock on the day of arrival, unless a different time is specified in the contract or the booking request.

11. For booking rooms (places in the room) is not charged.

12. In case of violation of the terms of commencement of services under the contract or application for booking a room (space in the room), the consumer has the right to: terminate the contract; set a new reservation date.

13. An agreement for the provision of services is concluded when the consumer, an individual, presents an identity document, and if it is not available, one of the following documents: military ID, certificate confirming the identity of a citizen issued in case of loss of an identity document, a certificate of application on granting refugee status or subsidiary protection in the Republic of Belarus, certificate of registration of an application for granting refugee status or subsidiary protection in the Republic of Belarus, the certificate for additional protection in the Republic of Belarus. In this case, the contractor issues a pass, receipt (coupon), invoice or other document confirming the conclusion of a contract for the provision of services, which must contain: the name of the contractor (for individual entrepreneurs - last name, first name, patronymic, information on state registration); surname, name, patronymic of the consumer; information about the provided room (place in the room); the period of stay in the hotel; the price of a room (place in the room); other data at the discretion of the performer.

14. Registration of consumers arriving at the hotel and leaving it should be carried out around the clock.

15. The contractor is entitled to set a maximum period of residence, the same for all consumers.

16. Payment for services is made by the consumer when arranging accommodation by the day or in full on the terms of advance payment. The consumer is obliged to make the final payment for the services rendered to him during eviction. In this case, the consumer is issued a receipt (check).

17. The fee for accommodation is charged in accordance with a single checkout time from 12:00 of the current day. When placing up to checkout time (from 0 to 12 hours), the fee is charged for half a day. For stays of no more than one day, the fee is charged per day. In the case of a consumer's departure after checkout time, the accommodation fee is charged in the following order: within 12 hours - for half a day; from 12 to 24 hours - for a full day.

18. The price of the room (place in the room) is formed by the performer in accordance with the law.

19. If there are vacancies in the hotel, the consumer has the right to occupy a room of any capacity with full payment of all seats (in case the prices are determined for the seat).

20. There is no fee for staying at the hotel for children under the age of 8, provided they are accommodated with their parents (guardians) in the same room without a separate seat in the room.

21. The contractor should be provided with benefits in the provision of services to those categories of citizens in respect of whom such benefits are provided for by law.

22. The quality of the services provided must comply with the requirements of technical regulations for these services.

23. The logistics of the hotel, the list and quality of the services provided, the level of service should correspond to the category assigned to the hotel.

24. Additional services rendered on a reimbursable basis are provided by the contractor only with the consent of the consumer. It is prohibited to condition the performance of some services by the obligatory rendering of others.

25. Upon detection of deficiencies of services, the consumer has the right to demand at his choice: free of charge elimination of deficiencies; equivalent replacement services; a corresponding reduction in service fees.

26. The contractor must eliminate the shortcomings of the services upon presentation by the consumer of the relevant requirement. If the contractor has not eliminated the shortcomings, the consumer has the right to terminate the contract by paying for the services actually rendered to him.

27. The contractor has the right to early terminate the contract with the consumer in case of repeated violation by the consumer of the hotel accommodation rules. Upon eviction, the consumer must pay for the services actually rendered to him.

28. The consumer can early terminate the contract with the payment of the services actually rendered to him.

29. In the event of early termination of the contract and the advance payment of services, the contractor is obliged to return the money to the consumer in the amount of the value of the unclaimed services.

### **Chapter 3 RESPONSIBILITY OF THE EXECUTOR AND CONSUMER**

30. The contractor is liable for harm caused to the life or health of the consumer due to deficiencies in the provision of services. When detecting forgotten things, the performer is obliged to notify their owner. The procedure for dealing with forgotten things in the event that their owner or his place of residence is unknown is determined by the performer.

31. In case of violation by the performer of these Rules, consumer protection is carried out in the manner established by the Law of the Republic of Belarus "On Protection of Consumer Rights" (National Register of Legal Acts of the Republic of Belarus, 2002, N 10, 2/839).

32. The consumer compensates the damage to the performer in case of loss or damage to the property of the hotel.

33. Control over the implementation of these Rules is carried out by local executive and regulatory bodies, other authorized state bodies in the prescribed manner within their competence.