

## **FREQUENTLY ASKED QUESTIONS**

### **Check-in and check-out**

Check-in — 15:00, Check-out — 12:00. In case if you need an early arrival or late check-out please contact our reservations department by phone +7 495 221 5580 or email [reservations.moscow@radissoncollection.com](mailto:reservations.moscow@radissoncollection.com). Service is provided upon availability.

### **Additional bed / child's crib.**

Additional bed for an adult is provided for 2400 RUB per day.

Child's crib (for children under the age of 3) is provided complimentary.

### **Breakfast: timing, location and price.**

Breakfast (buffet service) is served at the Veranda Restaurant (2nd floor) from 6:30 till 11:00. If breakfast is not included in your room rate the additional cost is 3650 RUB per pax per day.

For children under 5 breakfast is served complimentary (if breakfast is included in parents room rate). For children from 6 till 12 years old breakfast is available for 1825 RUB.

For the Club floor guests breakfast is served at the Executive Lounge (11th floor) from 6:30 till 11:00

### **Complimentary access to internet (Wi-Fi)**

For hotel guests: to connect please enter your surname and your room number.

For event guests: please ask your event coordinator for a Wi-Fi password.

For visitors: please choose option "Limited access to internet"

### **Royal Wellness Club: included services, children access and working hours.**

The cost of accommodation includes access to the swimming pool, hammam, sauna and gym. These services are available only for hotel registered guests over 14 years. Kids under 14 can get access to the wellness club facilities only in case parents purchase personal training.

Opening hours: swimming pool — from 7:00 till 00:00 (weekdays), from 8:00 till 00:00 (weekends); SPA services — daily from 10:00 till 22:00.

### **Coffee maker, water, snacks, mini-bar etc.**

Nespresso coffee maker with a set of capsules, tea station (tea, cocoa, cream and sugar), as well as 6 bottles of water are refilled daily and provided free of charge. Water from the tap is filtered and can be used to make tea/coffee

All items from the automatic mini-bar, as well as nuts, snack and sugar delights (located at the separate shelf) are provided at additional cost.

### **Refrigerator**

The mini-bar located at the room can't be used as a refrigerator: if you relocate items from it they will be charged on your room bill within 8 seconds.

Upon request we can provide you: cooler bag for medicine (Room Service team), mini-refrigerator (Housekeeping team, upon availability) or refrigerator rent service (Front office team).

### **Staying with Pets**

Unfortunately, staying with pets is not allowed.

### **Smoking**

Smoking is strictly forbidden in all rooms and public areas. In case of breaking these rules a fine of 15 000 RUB will be issued for cleaning the room from tobacco smoke and smell. A separate smoking zone is organized outside the building of the hotel.

### **Ground and underground parking**

Free ground parking is located in front of the hotel, parking lots are not guaranteed.

Paid public ground parking: at the back of the building and at the riverbank, city rates may apply.

Paid underground parking: 2300 RUB per day or by hour; no reservation needed.

### **Visa support**

Hotel provides free visa support service for hotel guests (visa voucher).

In case of no-show or cancellation 3000 RUB fee is charged.

### **Photo shooting at the hotel**

Hotel guests and event participants can take photos or videos with their own devices at the following public areas: 1st and 2nd floor — main hall, sidewalks and sculptures areas, main staircase and at the zone next to the Diorama. It is strictly forbidden to take photos or videos next to the reception desk, as well as take images of hotel guests and staff.

If you are not staying at our hotel or taking part in an event, you are welcome to take pictures if you have been given permission by the administration and paid the fee of 5000 RUB at the business center reception desk on the 2nd floor.

### **Connecting rooms (with connecting door)**

Connecting rooms are available at the following categories:

Collection Superior + Collection Superior

Collection Superior City View + Collection Superior City View

Suite + Collection Superior City View

Executive Suite + Executive Room

Please check the availability with our reservations department

### **Transfer**

Hotel provides 24/7 service for taxi and transfer reservations.

**Changing your reservation**

Reservations department / official website: please contact our reservations department if you have booked via our official website or reservations department.

Agency / 3rd party website: if you have booked your stay via a 3rd party website or agency please contact them directly for any changes in your reservation.

**How to book a specific room**

We will do our best to provide you a room upon your needs and requirements, however it is possible only if a certain room is available on the day of your arrival.

**Prepaid reservations**

All prepaid reservations must be paid no further than 24 hours from the moment of reservation. In case a reservation is not paid in this period, it will be canceled automatically.

**Booking a room without guarantee**

According to the hotel rules a credit or debit card details (name, surname, number and expiration date) are needed to guarantee the reservation.

**Paying your accommodation via bank transfer**

You are welcome to pay for your room via bank transfer, if your reservation has been booked via our reservation department or official website (<https://www.radissonhotels.com/ru-ru/hotels/radisson-collection-moscow>) without any discounts or promo codes. For further information please contact our reservations department by phone +7 495 221 5580 or email [reservations.moscow@radissoncollection.com](mailto:reservations.moscow@radissoncollection.com)

**Did not find an answer to your question?**

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