



MENU





Dear Ladies and Gentlemen!!

Welcome to Ekaterina Hotel.

We are pleased to welcome you as our Guests. Thank you for choosing Ekaterina Hotel during your stay in Kostroma.

Our Hotel is situated in the heart of the historical area of the city. The Hotel is designed with Catherine the Great panache and close attention to detail. It offers 35 modern elegant rooms of different types. Each room has its own individual interior with unique atmosphere of Catherine the Great beautiful age. Every little detail has been carefully taken into consideration and created in perfection for you to enjoy the aesthetic of Ekaterina Hotel.

We are glad to invite the Hotel Guests to our restaurant to have some rest tasting dishes of Russian and European cuisine. Empress Catherine imported many European culinary traditions and made a major contribution to the diversity of Russian cuisine. Modern interpretation of the Golden Age dishes is sure to impress you. Ekaterina Restaurant is a neat balance between contemporary tendencies and history.

The identity of Ekaterina Hotel is most evident in its noble décor and high-level service which includes Room service, free Wi-Fi, restaurant, VIP hall with a fireplace, secure parking, laundry etc.

We wish you a pleasant and comfortable stay!

Best regards,
Ekaterina Hotel administration

Hotel Services

Free services

24-HOUR RECEPTION

HOUSEKEEPING SERVICE

Rooms are cleaned daily with sheets and towels changed every three days. If you need any kind of housekeeping service, please, do not hesitate to contact the Reception. The internal phone number is 101.

Wi-Fi

Wireless high-speed internet connection is provided in rooms and public areas of the Hotel. The service is complimentary.

SAFETY DEPOSIT BOXES

You can use safety deposit boxes in your room free of charge.

BATH AMENITIES

Our Guests are offered complimentary bath amenities, bathrobes and slippers.

SHOE-SHINE MACHINE

If you need your shoes shined, the shoe-polishing machine is located on the first floor of the Hotel.

WAKE-UP CALL

If you request our "wake-up" service, our employees from the Reception will wake you up with a phone call at the time you specified. The internal phone number is 101.

BREAKFAST

Breakfast buffet is served from 7:30 a.m. to 11.00 a.m. in the restaurant of the Hotel.

PARKING FACILITIES

The secure parking is available free for the Hotel Guests.

TAXI

Service is available 24 hours a day. Please, call the reception when you need a taxi and we will order it for you. The internal phone number is 101.

LUGGAGE ROOM

During your staying in our Hotel you can use the luggage room.

CITY MAP

If you need a city map, please, address the Reception. The internal phone number is 101.

Hotel Services

Chargeable services

EXTENSION OF STAY

The checkout time – 12 a.m. If you need to leave our Hotel later, please, inform the Reception. Staying until 11 p.m. will cost you 50% of day's rate, after 11 p. m. – 100% rate. The internal phone number is 101.

LAUNDRY AND IRONING SERVICE

If you want to use our ironing or laundry service, please put your items in a special laundry bag which you can find on one of the shelves in the wardrobe; then fill in the order form, choosing the service you need and name of the item, sign the order form and put it into the laundry bag with your laundry. Leave the bag and the filled form in the room in view and hang a special tag on the door knob. The service is provided from 9.00 a.m. till 7.00 p.m.

Conference room

Take advantage of our new functional conference room with a capacity of 50 people, equipped with modern presentation technology and Wi-Fi Internet access.

- Our conference room is the right choice for business events:
- conferenced
- educational trainings
- business meetings
- press-conferences
- presentations
- round tables
- educational programs
- banquets

The Hotel administration is glad to offer you our services!

Please, check the working hours and telephone numbers of our services

Telephone	Service	Working hours
101	Reception	24 hours
124	Restaurant	From 7.30 a.m. till 11 p.m.
125	Security	24 hours
101	Laundry	From 9 a.m. till 7 p.m.
101	Taxi	24 hours
101	Information	24 hours



You can make a phone call to any direction you need by using the telephone in your room. To make a local call, please, dial "9" + the number of the subscriber. If you need to make a phone call from room to room, please, dial the room number.

TV Channels

(the order of channels on the TV in the room)

1. 1 Channel
2. Russia – 1
3. Match TV
4. NTV
5. 5 Channel
6. Russia – C
7. Russia – 24
8. Karusel
9. OTR
10. TV Center
11. Ren TV
12. Spas
13. STS
14. Domashny
15. TV 3
16. Pyatnitsa
17. Zvezda
18. Mir
19. TNT
20. MUZ TV
21. Fitness channel
22. Hotel channel

Dear Guests!

Together we can help improve our environment by avoiding unnecessary consumption of water and chemical products.

If you would like a change of towels, please leave them on the floor. If you feel you can reuse them, please leave them hanging on the towel rail.

We care about the environment.



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Smoking in the Hotel



Dear Guests

In accordance with Russian federal law, smoking in all Hotels, public eateries and within 15 meters of the entrances to them is forbidden. In this regard, since June 1, 2014 smoking in the Hotel is only allowed in specially designated area. Thank you for understanding.

Hotel Fire Safety Procedure

Dear Guests!

THE FIRE SAFETY RULES:

1. When leaving the room do not forget to switch off the television set, radio, air-conditioner, light lamps and electric heating appliances.
2. Please, be reminded that it is prohibited to cover switched on floor lamps and desk lamps by articles made of flammable materials.
3. Smoking in the Hotel building is allowed only in the dedicated areas, smoking in bed is strongly prohibited.
4. Storage of explosive and fire-hazardous substances and materials in the room is prohibited.
5. Do not leave your little children alone and do not allow them to play with lighters or matches.
6. If you visit the Hotel for the first time, try to remember the location of exits and stairs, take a look at the evacuation plan and the location of the fire-fighting equipment.

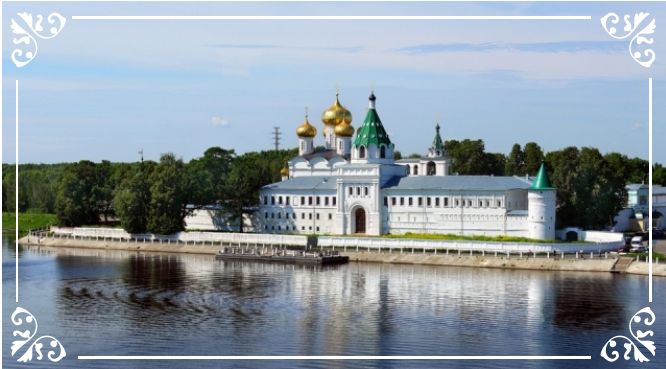
IN CASE OF FIRE IN YOUR ROOM:

1. Call the fire department immediately (landline – 01, cell phone – 112). Inform the Reception (tel. +7 (4942) 22-99-99 or “101”).
2. If it is not possible to extinguish the fire by your own efforts, go out the room, close the door, but do not lock it and proceed to the fire exit.
3. Inform the Hotel on-site staff about the fire.
4. While leaving the dangerous area, follow the evacuation plan and the instructions of the Hotel management representative or fire-fighting team.

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Sights of Kostroma



THE IPATIEV MONASTERY

The ancient cloister which history is closely connected with the destinies of the most powerful Russian boyar families. The monastery had been under the patronage of the Godunovs for a long time. But then by an unbelievable irony of history the Ipatiev Monastery gave shelter to young Mikhail Romanov whose family were the Godunovs' main competitors in the struggle for the throne. And very soon within the walls of the Ipatiev cloister Mikhail was proclaimed the Russian tsar. Today the monastery attracts tourists from all over the world by the beauty of its white walls, rich history and the collections of rare and unique exhibits of the XVI century.

📍 Kostroma, Prosvescheniye Street, 1
☎ 8 (4942) 31-25-89



MONASTERY OF THE EPIPHANY (BOGOYAVLENSKO-ANASTASIIN MONASTERY)

The founder of the monastery was an old man Nikita - the follower of Sergey Radonezhsky. The monastery keeps an enormous number of myrrh-pouring icons and the great relic of Kostroma – the icon of Fedorovskaya Theotokos. This miracle-working icon

has been respected in Kostroma for ages. It is considered to be the protector of the Romanov dynasty because the first of the Romanov tsars Mikhail was blessed with this icon for the throne.

📍 Kostroma, Simanovskogo (Bogoyavlenskaya) Street, 26
☎ 8 (4942) 31-34-86



CHURCH OF RESURRECTION ON THE DEBRA

The unique architectural monument of the XVII century which attracts attention by the curious story of its foundation. This church was founded by Kostroma merchant Kirillsakov. According to the legend he had trade relations with England changing barrels of gold for barrels of paint. Once he received a barrel of gold together with the due barrel of paint. Being an honest man the merchant didn't take it for his own but he wrote a letter to England promising to send the barrel back. The English were surprised by the honesty of the Russian merchant and they gave this barrel to him as a present. The merchant decided to build a church with the gold from England. Today the gate of the church is still decorated with the Lion and the Unicorn which are the symbols of the English royal house.

📍 Kostroma, Nizhnaya Debra, 37
☎ 8(4942) 32 05 71 temple office

Sights of Kostroma



THE ALLEY OF RECOGNITION

It is located in the central part of the city. Memorial tablets with the names of famous Kostroma citizens and people who devoted their lives to the city are set into this alley. The most beautiful buildings are situated on the Alley of Recognition: the Romanov museum built before the 300th anniversary of the Romanov dynasty; the Hall of Nobility which used to be the place of nobles' meetings and balls; Ostrovsky Drama Theatre built in the memory of the great Russian dramatist.



THE VOLGA RIVER EMBANKMENT

This place is the best for walks in any season. There is a picturesque view on the great Russian river. You can also see the splendid panorama of the right bank of the Volga which combines the contemporaneity of modern buildings and the ancient beauty of temples.



THE MONUMENT TO A DOG IN THE CENTRAL SQUARE

It is a small but very cute monument of Kostroma hero pet. The monument is devoted to the dog which worked together with firemen in the nineteenth century. The dog saved many children but unfortunately it died during one of the rescue operations. There is a belief that this dog brings fortune. Everyone who wants to be happy should rub the dog's nose.



THE CENTRAL SQUARE

The administrative and trading ensemble is the adornment of the city. The square is the heart in which the city life boils, appointments are made, fairs and events take place.

Sights of Kostroma



SUMAROKOVO MOOSE FARM

A unique natural reserve located 20 km from Kostroma. Tourists can visit the farm from summer to winter. You will have a chance not only to take pictures with moose but also to feed them with carrot, to buy souvenirs, to try moose's milk (from May till September) and to admire little moose calves.

📍 Kostromskaya Oblast, Krasnoselsky region, Sumarokovo

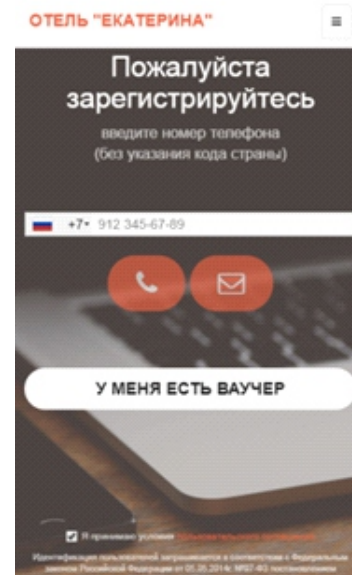
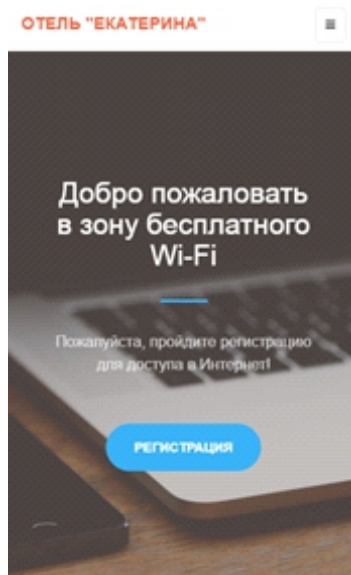
57° 40.50' N

41° 12.40' E

☎ 8 (4942) 35-94-33

Working hours: from 8 a.m. till 5 p.m., Monday-Friday

Connect to a Wi-Fi network



- Go to Wi-Fi Settings and make sure Wi-Fi is turned on. In the list of available wireless networks find "Free Wi-Fi Ekaterina Hotel"
- Join the network
- Open the browser and you will be directed to the network welcome page
- Enter your telephone number, press the phone icon and call the indicated phone number 8-800 (free call)
- Wait for the redirection to www.google.com or, if you are not redirected in 10 seconds, press «enter the Internet»
- If you use a laptop or a tablet, call the indicated phone number 8-800 from the phone you provided on sign up. The authorization system will identify your phone with the device and allow the access to Wi-Fi.

Accommodation rules

Accommodation rules

Rules of providing Hotel services in LTD “Otel “Ekaterina” (then and there Hotel) were developed in accordance with the Rules of providing Hotel services in the Russian Federation, approved by the Decree of the Government of the Russian Federation from 09.10.2015 № 1085 (then and there Decree).

Rules of Accommodation

- The Hotel is operated 24 hours a day.
- Check in and accommodation in the Hotel are possible on payment of the entire stay and on presentation by Guests of the following documents:
- Passport of the citizen of the Russian Federation. It is issued to a person of the Russian Federation 14 years of age. Internal passports have to be renewed at 20 and 45 years of age.
- Passport of the citizen of the USSR, the identity of a citizen of the Russian Federation, to replace it by the due date on the passport of the Russian Federation.
- Passport of the citizen of the Russian Federation which is document certifying the identity of the citizen of Russian Federation outside the Russian Federation (foreign passport of the citizen of Russian Federation, only for the citizens of the Russian Federation constantly living abroad).
- Birth certificate for persons under 14 years of age with a note of residence.
- Passport of foreign citizen or other document established by the Federal Law or recognized in conformity with the international agreement of the Russian Federation as the document identifying a foreign citizen's personality.
- Military ID, for persons performing military status (officers, ensigns, warrant officers)
- Certificate of release – for persons released from places of deprivation of liberty.
- Other documents, issued by the internal affairs agencies.
- Minors staying at the Hotel require the consent of a parent or legal guardian.
- Before check in Guests guarantee their payment for additional Hotel facilities by a deposit equivalent to the price of these facilities.

Accommodation rules

Booking rules

- The Guest or any other person on behalf of the Guest shall send a reservation request by phone: +7 (4942) 22-99-99, by e-mail: sale@hotel-ekaterina.ru or by any other way that reliably establishes that the request comes from the consumer.

The room reservation is guaranteed by an advance payment at a minimum for the first day of stay. The prepayment will not be returned in case of no-show at the Hotel or reservation cancellation less than 24 hours before check-in. In such a case the reservation becomes non-guaranteed and is cancelled if the Guest doesn't confirm it.

- In case of guaranteed reservation and advance payment made for the entire stay the Guest doesn't arrive or cancels the reservation less than 24 hours before check-in, the Guest shall pay a cancellation fee equivalent to the cost of one-night stay. The reservation is cancelled the day following the stated day of arrival after 12 p.m.
- Non-guaranteed reservations are secured for a Guest till 18.00 p.m. on the stated day of arrival unless the precise time of arrival is specified.

Payment

- When pre-booking a room, the check-out time is always 12 p.m., 100% payment for the accommodation is required.
- Check-in time – 2 p.m.
- In case of guaranteed early arrival (with prior early check-in note reservation) additional payment is charged in the following order: from 6 a.m. till 2 p.m. – 50% of one-night stay (according to the current day room rate), from 12 a.m. till 6 a.m. – 100% of one-night stay (according to the previous day rate).
- In case of guaranteed late check-out (with prior late check-out note reservation) 100% advance payment for the first day of stay should be guaranteed by: providing a deposit (cash/cashless) or credit card pre-authorization.
- When arriving without pre-booking:
- Early check-in and late check-out are subject to availability.

Accommodation rules

- In case of an early arrival from 12 a.m. till 12 p.m. additional payment equivalent to 50% of one-night stay is required.
- When arriving from 12 a.m. till 12 p.m. late check-out is possible (if confirmed beforehand) till 11 p.m. In this case 100% payment of one-night stay is required. If the Guest stays till the check-out time of the next day 50% payment of one-night stay is charged.
- When arriving from 14 p.m. till 11:59 p.m. the check-out time is 12 p.m. and the payment of one-night stay is charged.
- Extension of stay till 2 p.m. does not require additional charge. Extension of stay from 2 p.m. till 11 p.m. is charged at 50% of one-night stay. Extension of stay after 23 p.m. is considered to be one-night extension and is charged according to current rack rate.
- To extend the stay the Guest should contact the reception 2 hours before the check-out time. The extended period of stay is charged according to the current rates and is to be fully paid.
- Extra services provided by the Hotel require additional payment. Information about the services and their price is provided by the reception.

Child policy

- Children aged 0-6: The accommodation is free of charge if the kid stays with its parents in a room with no additional bed, i.e. when it sleeps in the same bed as its parents. Breakfast, HB or FB is free of charge for the kid if the adults with whom it stays in the Hotel room use the option. Child crib is free of charge.
- Children aged 6-12: The accommodation is free of charge if the kid stays with its parents in a room with no additional bed, i.e. when it sleeps in the same bed as its parents. When the child sleeps in the same bed as its parents, it gets a 50% discount on breakfast, HB or FB if the adults with whom it stays in the Hotel room use the option.
- In terms of prices of accommodation and meals in our Guest house, persons who are over the age of 12 are considered adults.
- If an extra bed is required, regardless of age, an extra bed charge will be incurred.

The following services provided by the Hotel are free of charge:

- Calling ambulance
- First-aid kit
- Mail delivery to room
- Wake-up call
- Taxi call
- Information on the timetable of departures of trains and planes

The list can be adjusted to the needs of Guests on a case-by-case basis.

- Rooms are cleaned daily with sheets and towels changed every three days. Early change of sheets and towels is available on request; the service is free of charge.

Accommodation rules

- By the end of stay (on checkout) the Guest makes the final payment for the services including additional services such as local, long-distance and international phone calls (except for internal phone calls) and returns the room key to the Reception. In case the Guest has not used any additional services or has used them partially, the Guest gets full or partial refund of the deposit.

Accommodation out of turn (subject to availability)

The right for the accommodation out of turn have: Heroes of the Soviet Union, Heroes of the Russian Federation, holders of the Order of Glory, members of the prosecution, police officers, members of the judiciary, employees of tax authorities, employees of federal bodies of government communications and information (in the performance of their official duties), people with disabilities of high level and persons accompanying them (no more than one person), other categories of citizens in accordance with current legislation of the Russian Federation.

Obligations of the Guests

- The Guest is liable for all damages he/she causes on the Hotel's property and is obliged to report them to the Reception immediately. In case any damage caused by the Guest is discovered, the Hotel reserves the right to demand compensation. The amount of compensation is determined by the pricelist approved by the General Manager of the Hotel.
- The Guests are required to:
 - Keep order;
 - Observe silence;
 - Keep the regulations of fire safety;
 - Leaving the room, the Guest should shut the hydrant, the windows, switch the light and other appliance off;
 - Upon the expiry of the paid period of living the Guest should checkout.

It is prohibited to

- Leave unauthorized people in the room in one's absence;
- Give unauthorized people the room's keys or Guest card;
- Live in the room with domestic animals or poultry without securing approval of the Hotel administration; Keep explosives, toxic materials, weapon in the room. Weapon as other valuables should be stored in a safe;
- Use heating appliances (electric kettle, multicooker, fluting iron, drier etc.), with the exception of service set in the room;
- Move or shift the furniture without securing approval of Hotel's administration;
- Smoke in all buildings of the Hotel and the restaurant.
- Shatter the other Guests' calm making noise;
- Carry any variety of civil, service, military weapon publicly, which includes during duty performances;
- According to the requirements of federal law № 15 from 23.02. 2013 «On health protection from impact of environmental tobacco fume and the aftermaths of tobacco consuming» since June 1st 2014 smoking is prohibited throughout the Hotel. Please only use the designated outdoor area for smoking.

Accommodation rules

Hotel responsibilities

- Assure the Guest in a high quality of all available services.
- Provide the Guest with all information concerning Hotel services, including the process and form of payment, placing the information in a Guest book and at the Reception.
- Make the book of comments and suggestions available when the Guest requires. The book is always at the Reception.
- Immediately consider all Guests' complaints and claims.

Additional information about staying conditions

- For reasons of safety it is essential for the Guest to register all his visitors at the Front Desk. If there is no personal identifying documents, Guest signs the agreement in order to free the Hotel from the responsibility for letting Guest to stay unregistered in his/her room without identifying documents.
- The Hotel has a right to refuse in further staying in case the Guest is breaking these rules, not in-time paying for the Hotel facilities, damaging the Hotel's property.
- In case the Guest rejects accommodating on a current day he can get a full refund only if he came up to the Reception and informed the Guest Service staff member.
- If the Guest's accommodation time is due, and the Guest is absent in the Hotel and there are no personal effects in the room the Reception make a calculation in the absence of Guest. Copies of invoices are stored at the Reception for further transmission at the request of Guest.
- If the Guest's accommodation time is due, and the Guest is absent in the Hotel (if there is no payment for STAYING accommodation and no prolonging), but his room is occupied, the Hotel's administration using submitted data must connect with Guest or his representatives with the clarification of further Guest's plans, dealing with prolonging or non-prolonging of his staying. If connecting with Guest is impossible the Hotel's administration has a right to form a commission, which members can enter the room and make a property inventory and clear the room of the Guest's property. All the valuables, like money, precious stones, security papers are placed for free keeping in the Hotel safe of the Guest Service Office. The other things that are left in the Hotel go to "Lost and found" room of the Maintenance Premises Service.
- The order and procedure of getting property from "Lost and found" is confirmed by General Director and can be asked about at the Front Desk.
- The Hotel, according to the article 925 of Civil codex of the Russian Federation is responsible for security of Guest's property, that enters the Hotel, except money, security papers and any other currency valuables.
- Hotel administration is not responsible for Guest's valuables which were not left in the safe deposit box at the Guest Service Office.
- In case a Guest found out the loss, under-delivery or damage of his/her properties, he immediately must inform the Hotel administration at the Guest Service Office.
- In case of revealing the left things, the Hotel immediately informs a Guest if he is identified. The Hotel keeps left thing for 3 months. Valuables and big sum of money are kept for 6 months according to the "Lost and found room Statement".
- The Guest is aware of and is not against the fact of the observation system being used (excluding the rooms and toilets).
- In case of conflict resolution the Guest and the Hotel are guided by the Russian Federation Law "Consumer right protection" and the government Statement from October 9th 2015, #1085 "Concerning Approval of the Rules of Providing Hotel Services in the Russian Federation".

City security service phone numbers

Electricity Service	05
Telephone numbers help desk	09
Emergency service 911	555-911
Central duty service of the city	310-505
Volga River Guard Station	371-218
Utilities “Kostromagorvodokanal”	314-756
Emergency service of Kostroma thermal power company	457-541
Water and sanitation emergency service	314-756
Electricity emergency service	554-881
Heating networks emergency service	224-063
Emergency service “Gorenergoservice”	342-102
Elevators emergency service	315-311
Railway station duty service	425-783
River port duty station	312-000
Central duty service of public transport	220-233
Public telephone network repair service	310-022
Gas service	556-982
Ambulance	03; 316-167
Kostroma administration of the Russian Ministry of Internal Affairs (Central district)	397-002
Police department #3 (Zavolzhsky district)	530-202
Police department #2 (Davydovsky district)	325-052
Police department #1 (Fabrichny district)	317-772
Traffic police duty service	314-471; 316-741;313-900
The Ministry of Emergency Situations duty service	493-711
Federal security service	311-901
Commandment	316-976