

**RULES OF  
RECEPTION, ACCOMMODATION AND INTERNAL REGULATIONS  
FOR CLIENTS AND GUESTS OF  
INSTITUTION “SANATORIUM “BELORUSIJA” IN JURMALA**

**1. GENERAL PROVISIONS.**

- 1.1.** The rules of reception, accommodation and internal regulations for the clients and guests of sanatorium (hereinafter referred to as the “Rules of stay, Rules”) have been developed in accordance with the current legislation of the Republic of Latvia and internal provisions of the Institution.
- 1.2.** These Rules define:  
rules of check-in, placement and check-out of clients;  
rules of stay on the territory of sanatorium for clients and guests of the Sanatorium, guidelines for use of public places and places for accommodation;  
procedure for parking vehicles on the territory of the sanatorium;  
fire safety requirements;  
rights and responsibility of administration, clients and guests.
- 1.3.** The following definitions are used for the purposes of this Rules:  
*Client* - is a person who lives in the sanatorium on any type of vouchers;  
*Guest* - is a person who is on the territory of the sanatorium, but does not live in it and is not its employee;  
*Travel voucher* — strict reporting form, certifying the right of clients to receive a set of services in sanatorium and resort and health organizations;  
*Public areas* — any premises, facilities and spaces where people may be located (except for personal use and accommodation rooms, as well as office premises to which access is permitted only to a certain number of staff members), including places intended for outdoor activities and for provision of appropriate paid and free services: swimming pool, saunas, restaurant, halls in the buildings of the hotel type and adjacent premises, billiards room, library, film concert hall, playroom for children and open type playgrounds, places of park recreation, car parking, etc. Public areas are equipped with fixed equipment according to their specialization and purpose;  
*Place of residence* — a room where the Client resides;  
*Rest* — stay on the territory of the sanatorium of guests and clients outside places for treatment and accommodation (rooms), not connected with the performance of any work;  
*Administration* — officials of the sanatorium, carrying out their official duties in accordance with the Statute of the sanatorium, its staffing table, functional and official duties.

**2. RULES OF CHECK-IN, PLACEMENT AND CHECK-OUT OF CLIENTS;**

- 2.1.** Working hours of Sanatorium Reception: from 8.00 to 21.00 daily.
- 2.2.** Sanatorium has a check-in hour from 14.00 on the day of arrival, check-out 12.00 on the day of departure. You can also find check-in / check-out hour for each type of travel voucher on the website of the sanatorium [www.belorusija.lv](http://www.belorusija.lv).
- 2.3.** In case a Client would like to arrive at the sanatorium before the start of reservation or depart after expiration of voucher, the Client may, subject to availability of rooms, use the services of “Early check-in” (from 08.00 till 14.00) / “Late check-out” (from 14.00 to 20.00) at the prices applicable in the Sanatorium.
- 2.4.** Persons who have arrived at the sanatorium shall be registered in accordance with these Rules. Registration of a voucher is made only after 100% prepayment. Types of payment for vouchers — cash and non-cash payments. Payment is made in accordance with the price list in force at the time of service delivery (unless other agreed payment terms apply).
- 2.5.** Persons who have arrived at the sanatorium shall be registered in accordance with these Rules. Payment of services provided by the Sanatorium shall be made by the Client to the checking account on the basis of an issued invoice or to the cash office of the Sanatorium before Client arrival or on the day of arrival in cash in the amount of 100% (unless other agreed payment terms apply).
- 2.6. Procedure of reception and placement of Clients.**
- 2.6.1.** All Customers arriving at the Sanatorium must present the Registrar (or a person replacing him/her):
- passport/ID card or birth certificate (for persons under 15 years of age);
  - document confirming the payment;
  - a letter of warranty/voucher (from a travel agency).
- 2.6.2.** After the Client presents to the Sanatorium Reception all documents necessary for placement in accordance with these Rules, the Client is assigned:
- receptionist shall assign a time for doctor's appointment;
  - a room according to the terms of the paid reservation;
- 2.6.3.** The Client is guaranteed to receive a room category selected by him and paid for by 100% advance payment (including - pre-booking through travel agencies).  
In case of payment upon arrival, administration of the sanatorium reserves the right to change category of the room, terms of arrival and stay in the sanatorium.
- 2.6.4.** In accordance with category of the room specified in the voucher, the Client is provided with a place of residence, complete with necessary household items and daily items. Items not included in the room are issued to Clients upon their application on rental basis, for a fee.
- 2.6.5.** Customer meals are organized according to the terms of the voucher. Meals of the day are served on the day of arrival and in case the Customer has not made an order. It is recommended to adhere to a prescribed by doctor diet.
- 2.6.6.** Administration establishes the list, procedure, rates and frequency of provision of mandatory and additional services provided to Clients and guests. Additional services may be introduced by the administration on a fee basis. Information about the list and rates is available at the administrators of Reception and on homepage of Sanatorium [www.belorusija.lv](http://www.belorusija.lv).
- 2.6.7.** Persons in a state of alcohol or drug intoxication are not admitted to the sanatorium, in case of disagreement on this issue, a medical examination may be carried out according to the procedure established by legislation.
- 2.6.8.** Children of any age are accepted to stay in the Sanatorium. Children are accepted for treatment in the sanatorium from 4 years. Children are admitted to the sanatorium only accompanied by parents, guardians or other legal representatives, or accompanied by other persons upon application from the legal representatives of the child, certified by a notary. Parents (persons replacing them) have

full personal responsibility for accompanied children during the entire period of stay in the sanatorium. On the day of arrival at the sanatorium, parents (persons replacing them) are requested to sign for the rules of stay according to the established form. The cost of living for children is determined based on the current price list of the Sanatorium.

## **2.7. Visiting a doctor, appointment of treatments, medical control.**

- 2.7.1. At the first visit to the doctor, it is recommended to provide the doctor with an extract from medical documents about the state of health (spa card), while the doctor fills the medical history, prescribes treatment (included in the price of the voucher), recommends additional paid services.
- 2.7.2. Treatment procedures are conducted only on appointment of a doctor at fixed times and under supervision of medical staff.
- 2.7.3. Designated medical treatments are rescheduled well in advance, missed medical procedures are not refundable or reinstated.
- 2.7.4. In case of establishment of contraindications to spa treatment within 3 (three) days from the moment of reception of a Client, medical advisory commission (VCC) of the sanatorium decides: whether it is advisable for the Client to stay in the sanatorium, or there is a need to transfer him/her to a hospital or discharge to the place of residence.
- 2.7.5. At the end of the course of treatment, before leaving sanatorium, a Client receives an extract from medical documents (epicrysis) with recommendations for further treatment, advice for work and rest. For a fee (according to the price list of the Sanatorium), the Client has the right to request an additional reference about received medical services.

## **2.8. Procedure for check-out of Clients.**

- 2.8.1. When leaving the Client has to hand over the room to a chamber sanitary (maid), who in presence of the Client checks completeness of the room and serviceability of household appliances, about which a mark is done in the Guest Card.
- 2.8.2. Before check-out, the Client hands over the room key (Guest Card) to the receptionist and makes a payment for using minibar and laundry services.
- 2.8.3. If administration establishes that the room has damage or absence of equipment or items included in the room, the Client is obliged to reimburse their cost according to the current price list of the Sanatorium.
- 2.8.4. In case of early departure or temporary departure, the Client is obliged to notify sanatorium administrator immediately, indicating the reasons. In case of early departure on the initiative of the Client, the cost of days paid according to the voucher is not refundable, except in cases of departure from the sanatorium for good reason when submitting to the administration of sanatorium supporting documents within 10 (ten) working days from the moment of the occurrence of a good reason.

## **3. REGIME, RULES OF STAY ON THE TERRITORY OF SANATORIUM, RULES OF USE OF PUBLIC PLACES AND PLACES OF RESIDENCE.**

### **3.1. The following daily routine is set in the sanatorium:**

breakfast 08.30-10.30  
lunch 14.00-15.00  
dinner 19.00-20.00  
rest hour 15.00-16.00  
treatments 8.00-19.00  
visits to a doctor 08.00-21.00  
cultural and mass events 12.00-22.30

### **3.2. Rules of use of public places.**

- 3.2.1. Administration of the sanatorium ensures accessibility of public places (facilities) for Clients and guests in accordance with provisions of the sanatorium regulating activities in the facilities.
- 3.2.2. cultural and mass events on the territory of the sanatorium are organized only for Clients and guests invited by them or guests using the facilities (territory) based on rent (except in cases of holding public events arranged after consultation with the administration of sanatorium);
- 3.2.3. the territory of the sanatorium, including residential and non-residential premises, balconies of the rooms are a smoke-free zone, smoking is allowed only in designated for this purpose places, violation of the said ban leads to administrative liability in accordance with the applicable regulations of the Republic of Latvia.

### **3.3. Rules for the use of residential area.**

- 3.3.1. Places of residence of Clients must be used by them strictly for their intended purpose. Clients must comply with the procedures and requirements that ensure safety of the building, inventory, plumbing equipment, lighting items and other equipment.
- 3.3.2. Clients have the right to invite guests for temporary stay in accordance with the requirements of the established access control. At the same time, guests are fully subject to the provisions established by these Rules.

### **3.4. In public areas and residential premises, the Clients and guests are prohibited from:**

- organization of mass entertainment events that disturb peace and rest of those around them;
- listening to musical works using sound amplification equipment or otherwise creating noise that interferes with the rest of others;
- using noise and lighting effects, including pyrotechnics (fireworks, firecrackers, flares, etc.);
- making fire, picnics and entertainment activities outside the territory and premises designated by the administration, violating requirements of fire safety;
- carrying and storing of any type of firearms, trauma, air weapons and firing from them, as well as ammunition and active defense items (tear spray packs and irritants, tasers, etc.), cold weapons;
- using sports equipment, which may pose threat to the health and life of others (bows, crossbows, throwing weapons and similar items);
- storing explosive, flammable and poisonous substances and agents;
- being in a state of alcohol intoxication, as well as to drink alcoholic, low-alcohol beverages, including beer, in public places;
- consuming narcotic and intoxicating substances, to be in a state of narcotic intoxication or under the influence of intoxication agents;
- being on the territory of the sanatorium with animals (except the cottage of the 4th building of the Sanatorium according to prior arrangement with the administration of Sanatorium);

- independent rearrangement of furniture in residential and non-residential premises, independently making replacement of locks, installation of any filters, pumps, etc., without agreement with the administration;
- activation of fire alarm systems (except for alarm in case of fire)
- smoking (consuming) tobacco products outside places specifically intended for this purpose.

#### **4. PARKING OF VEHICLES ON THE TERRITORY OF THE SANATORIUM.**

- 4.1.** Access to the territory of the sanatorium is allowed only to Clients having all types of travel vouchers and outpatient services, guests of the Sanatorium, as well as other categories of persons, in the manner determined by these and other Rules of the Sanatorium.
- 4.2.** In case of arrival of guests to the Client at the sanatorium, the latter is obliged to inform them about the rules of residence and behavior in the sanatorium. The Client is personally responsible for compliance of his guests with these rules of stay. It is strictly prohibited for guests to stay in the rooms after 23.00. Permission for stay in the room after 23.00 is provided in consultation with the administration of the sanatorium and subject to payment for the room (if there is a free main or additional bed) according to the current price list.
- 4.3.** Rules of entry and parking of vehicles on the territory of the sanatorium shall be established by the administration of Sanatorium.
- 4.4.** Entrance to the territory for Clients' vehicles is subject to a fee. Amount of payment is determined by the existing price list of the Sanatorium, location of the parking place for a vehicle is indicated by the concierge.
- 4.5.** The entry of vehicles into the territory of the sanatorium without payment is allowed to disabled persons and persons with limited abilities for health reasons.
- 4.6.** While moving around the territory of the sanatorium, the vehicle speed shall not exceed 10 km/h.
- 4.7.** Clients - owners of vehicles are prohibited from:
  - Parking of vehicles on lawns, as well as in places designated for vehicles of disabled persons (in absence of special permits);
  - Placement of vehicles in parking lots with the engine on;
  - Placement of vehicles on sewerage hatches;
  - Placement of vehicles in presence of flammable substances, lubricants or technical liquids;
  - To repair vehicles, its lubrication, painting, refueling or draining of fuel, technical liquids, heating the engine in open fire;
  - To install frames and other temporary facilities for shelter of vehicles;
  - Make traffic interference with other vehicles.

#### **5. FIRE SAFETY REQUIREMENTS.**

- 5.1. In order to avoid fires, it is prohibited:**
  - to make camp fire on the territory of the sanatorium, smoke in unspecified places for this purpose, throw cigarette butts on the territory of the sanatorium and surrounding territory;
  - to use firecrackers, fireworks, flares and other pyrotechnics on the territory of the sanatorium without coordination with administration and security;
  - to store flammable liquids, flammable gases, explosives, ammunition, etc. in places of rest and residence;
  - to use faulty electrical devices;
  - to cover and wrap lamps with paper, cloth or cover otherwise;
  - to make changes to the electrical circuit in places of residence and recreation, install additional sockets, use foreign electrical heating devices.
- 5.2.** In case of technical problems, it is necessary to contact a chamber sanitary (maid) or call a specialist via concierge on 4112 or +371 66014112.
- 5.3.** Before leaving the places of rest and residence or leaving the sanatorium, it is necessary to inspect all rooms for fire safety, disconnect all electrical appliances from the net, close windows, and front door.
- 5.4.** In case of fire or signs of burning (smoke, scent of fire, increase in temperature, etc.) the client (s) has to:
  - 1) inform about the fire all persons in the place of rest and residence, public place;
  - 2) to urgently report the fire, use manual warning system buttons located in the buildings or immediately inform the concierge by phone number 4112 or +371 66014112, when calling it is necessary to mention your location, place of fire, as well as your name;
  - 3) to take part in evacuation activities.
- 5.5.** In case of a fire in a place of rest, accommodation, public place due to the fault of Clients and guests, as well as in cases of false alarm, the perpetrators shall be fully liable in accordance with the current legislation of the Republic of Latvia

#### **6. RIGHTS AND RESPONSIBILITY OF ADMINISTRATION, CLIENTS AND GUESTS.**

##### **6.1. Administration has the right to:**

- in case of violation of these Rules of stay by Clients and guests, consider the issue of early termination of the term of validity of the Client's voucher and discharge (remove the guest) from the sanatorium;
- in case of material damage to the sanatorium, to demand from the Client or guest compensation in full, in accordance with the applicable legislation, regulations and price list of the Sanatorium;
- to ensure access control and safety regime on the territory of the sanatorium, to require all persons on the territory of the sanatorium to comply with the established regimes, including these Rules.

##### **6.2. Administration is obliged to:**

- to provide services to Clients in accordance with the terms of travel vouchers (agreements) in appropriate quality and assortment, in compliance with all rules and regulations stipulated by applicable legislation and normative legal acts;
- to provide conditions for compliance by Clients on the one hand and administration on the other hand, with these Rules of Stay, current legislation, regulatory legal acts regulating provision of services for treatment, recreation and living in medical and health institutions;

- to maintain places of treatment, rest and residence, public places in proper condition, technically serviceable, staffed according to applicable norms and regulations;
- to monitor safety and fire safety;
- to inform Clients about all issues of service provision, carefully and professionally treat clients requests and suggestions, explain actions of Administration aimed at compliance with these Rules of stay;
- to bring these Rules of Stay to attention of each Client. These Rules shall be communicated to the guests in the part applying to them.

### **6.3. Responsibility of administration.**

6.3.1. Administration shall be liable in cases and according to procedures provided by legislation of the Republic of Latvia.

6.3.2. Administration is not responsible for the loss of money, securities, bank payment funds, jewelry and other valuables, personal belongings and property of the Clients and their guests.

6.3.3. Administration is not responsible for the consequences of wrongful or unlawful actions (including - related to the infliction of material, moral or other harm) of Clients and guests, if otherwise is not established by the current legislation.

### **6.4. Clients and guests of the sanatorium have the right to:**

- receive services in scope, assortment and with proper quality in accordance with the terms of the voucher (agreement, price list, standard, etc.);
- receive additional services provided by the sanatorium on a paid and free basis, in accordance with the terms of the travel voucher (agreement, price list, standard, etc.);
- to require the administration to properly implement these Rules of Stay;
- to receive clarifications from the Administration regarding validity of provisions of these Rules of Stay.

### **6.5. Responsibilities of guests and Clients:**

- to strictly comply with these Rules of Stay;
- to treat with care property and equipment located in places of treatment, recreation and residence, public places, to prevent their damage, loss, misuse;
- to care of the surrounding environment;
- to observe the rules of public order;
- to compensate in accordance with the established procedure for the material damage caused, to bear compensatory costs caused by their own wrongful actions;
- to keep regular hours and daily routine established by the administration;
- to observe safety rules on the territory of the sanatorium;
- to observe personal security measures;
- to respect human dignity, personal and property integrity of employees of the Sanatorium and other persons.

## **7. FINAL PROVISIONS.**

7.1. In cases not provided for by these Rules, issues related to the rights and legitimate interests of the Clients, guests and administration of the sanatorium shall be resolved in accordance with the procedures in force provided for in legislation of the Republic of Latvia.

**Have a great holiday in “Sanatorium “Belorusija” in Jurmala!**