

Confirmed by:
Director of "Grace Group" LLC
Gevorg Ashoti Ter-Hovhannisyan
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Rules for Booking Rooms at the Grace Forum Hotel

General Provisions

This document is the official offer (public offer) of LLC "Grace Group", hereinafter referred to as the CONTRACTOR, and contains all the essential terms for booking, payment, and provision of rooms to consumers at the Grace Forum Hotel.

In accordance with the Civil Code of the Republic of Armenia (RA Civil Code), in the event of acceptance of the terms set forth below and payment for services, a legal entity (including one that has entered into a separate contract to pay for the CONTRACTOR's services on behalf of third parties) or an individual (acting in their own interest or in the interest of minor children) that accepts this offer becomes the CUSTOMER (under the RA Civil Code, acceptance of the offer is equivalent to entering into a contract under the conditions set forth in the offer).

In view of the foregoing, we recommend carefully reading this public offer, and if you do not agree with any provision, the CONTRACTOR advises you to refrain from purchasing services.

Key Terms Used in This Policy:

"Booking" – a preliminary reservation of places and/or rooms in a hotel or other accommodation facility by the customer (consumer);

"Customer" – a natural or legal person who orders or purchases hotel services and/or temporary accommodation services on behalf of the consumer;

"Contractor" – a legal entity (a branch of a foreign legal entity included in the state register of accredited branches and representative offices of foreign legal entities) or an individual entrepreneur who provides hotel services and/or temporary accommodation services to the consumer;

"Consumer" – a natural person who orders or purchases and/or uses hotel services and/or temporary accommodation services for personal or other needs not related to entrepreneurial activity.

The terms "hotel", "accommodation facility", and "hotel services" are used in this Policy as defined by the Law of the Republic of Armenia "On Tourism and Tourist Activities".

1. Room reservation policy.

Room booking at the Grace Forum Hotel can be made via:

- a) the website;
- b) email;
- c) telephone: Booking Department +374 60 50 50 44; Toll-free hotline: 8 (800) 551-65-62;
- d) directly at the Grace Forum Hotel reception desk;
- e) booking platforms;
- f) agents.

2. Booking Confirmation deadline

- 2.1. The Booking Department confirms or denies the booking request within 20 hours of receipt.
- 2.2. If the booking is confirmed, an invoice for prepayment is sent to the Guest. Guests must pay for the first night of stay *
- *Except for the “Non-refundable” rate, which requires 100% prepayment.
- 2.3. From the moment the invoice is issued and sent to the Guest, the room is considered provisionally reserved.
- 2.4. The invoice is valid for five business days from the date of issue.
- 2.5. If payment is not received within five days, the hotel reserves the right to cancel the reservation.
- 2.6. If the Guest misses the payment deadline, the reservation is automatically canceled.
- 2.7. Cancellation requires the responsible manager to notify the Guest by an outgoing call or message (SMS and/or messengers and/or email) to encourage payment.
- 2.8. The room is considered **guaranteed** upon receipt of prepayment in the hotel’s bank account or at the cash desk.
- 2.9. The hotel sends a booking confirmation form to the Guest's email. This amount is later deducted from the room price.

3. Check-In and Check-Out Rules, Hotel Day

- 3.1. Check-in begins at 3:00 PM.
Check-out is by 12:00 PM on the departure date.
- 3.2. Early check-in/late check-out is provided based on actual availability. Advance booking of these services is not available:
 - Early check-in up to 6 hours before check-out time / late check-out up to 6 hours after – charged hourly.
 - Early check-in/late check-out between 6 and 12 hours – charged at 50% of the daily rate.
 - Early check-in/late check-out over 12 hours – charged as one full day.

Upon check-in, the Guest must present a passport and booking confirmation form.

Reservations are held until 7:00 AM the following day after the scheduled arrival date (for prepaid bookings or bookings from portals).

If the Guest does not arrive by 7:00 AM the next day, the reservation is canceled.

If the Guest arrives after 7:00 AM the next day, accommodation will be provided based on availability.

In case of no-show by 7:00 AM the following day, a no-show fee equivalent to one night's stay will be deducted from the prepayment.

4. Bookings with Discounts and Promotions

4.1. Discounts and promotions do not combine and only apply to main beds.

DISCOUNTS AND PROMOTIONS DO NOT APPLY TO EXTRA BEDS!

4.2. To apply a Loyalty Guest Discount, the Guest's visit history must be verified. If the guest booked under a different surname, they must provide the surname used previously. Canceled bookings are not counted.

5. Hotel Service Pricing

The price for services is indicated in the booking confirmation.

The final payment is based on the amount specified in the confirmation.

Children of any age are accepted.

Children under 4 stay free of charge.

For children over 4, an extra bed is required.

If there is more than one child under 4 in a room, an extra bed at standard rates must be booked.

If there is more than one child over 4, each requires a paid extra bed.

6. Payment Methods at the Hotel

Guests may pay using the following methods:

- Bank transfer to the hotel's account
- Cash at the hotel's cashier
- Bank card
- Online payment via a link provided by the Booking Department manager

The Guest's obligation to pay is considered fulfilled when the prepayment or full amount is credited to the hotel's bank account or cash register.

7. Changes to Reservation Dates

Guests may change their reservation dates without penalty:

- **High Season (April 20 to October 15):** no later than 14 days before arrival
- **Low Season (October 16 to April 19):** no later than 7 days before arrival
*Changes not allowed for the “Non-refundable” rate.

If a Guest booked a stay for a fixed period but must leave early, they must notify the Hotel 48 hours before departure. Otherwise, a penalty equal to one night’s stay applies.

If a Guest reduces their stay to one night upon arrival, the Hotel may deny accommodation.

7.4. If the Guest requests a change:

- a) If the change is within 3 days of arrival – no penalty
- b) If the change is more than 3 days before arrival – it is considered a cancellation

7.5. In case of cancellation and new booking, a penalty of one night’s stay is withheld and not transferred to the new booking. The new dates require a new prepayment.

8. Booking Cancellation

8.1. If the Guest cancels a confirmed booking, written notice must be sent by email:

- **High Season (April 20 to October 15):** at least 14 days before arrival
- **Low Season (October 16 to April 19):** at least 7 days before arrival

Failure to comply results in a penalty of one night’s stay.

9. Prepayment Refund Policy

If the Guest cancels within the timeframes listed in clause 8.1, the prepayment is refunded in full minus bank fees.

The hotel sends a refund request form to the Guest’s email.

The Guest must complete, sign (wet signature), scan, and send the form with full bank account details. Refunds are processed within 10 business days.

In all other cases, one night’s prepayment is non-refundable.

10. Force Majeure

In exceptional cases, the hotel reserves the right to:

- Replace a booked room with one of equal or higher class at no extra cost, or
- Fully refund the prepayment

In either case, the Guest is immediately notified.

11. Signatures

11.1. By paying the invoice, you automatically agree to the hotel's booking rules.