

## 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 5000 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 5000 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 2500 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"

### ***Radisson Collection Fitness&SPA: 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 guests. If you are attending the wellness center with children certain rules apply:

- Children aged 0-5 are not allowed in the Fitness & SPA club.
- Children aged 5-14 can be in the aqua zone from 12:00 PM to 10:00 only when accompanied by a fitness center trainer\* and parents (guardians).
- Children aged 14-16 can be in the aqua zone from 12:00 PM to 17:00 only when accompanied by parents or guardians.
- Children aged 16-18 can be in the aqua zone of the fitness center with parental or guardian consent and under their responsibility.
- When minors and children visit the Fitness & SPA club, the accompanying parent, guardian, or trainer is responsible for their safety and well-being.

\*This service is available for an additional fee, subject to prior arrangement with the Club.

**Operating hours:** The pool is open from 7:00 AM to 12:00 AM (weekdays), and from 8:00 AM to 12:00 AM (weekends); the SPA is open daily from 10:00 AM to 10:00 PM.

### ***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).

### ***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: 3100 RUB per day or by hour; no reservation needed.

**Access to the Club Lounge on the 11th Floor**

Exclusive Service Program for Guests Not Staying on Club Floors.

Regardless of your selected room category, you have the option to choose Club Lounge Access instead of the traditional breakfast. For just 12,000 RUB, enjoy the private and tranquil atmosphere of the Club Floor restaurant, breakfast and an all-day buffet with beverages, including wine, and appetizers from the Chef, as well as a choice of either lunch or dinner. Club Restaurant Hours: 06:30 – 23:00, breakfast from 06:30 to 11:00, lunch from 13:00 to 16:00, dinner from 18:00 to 21:00. You can book the Club Lounge Access service at the reception desks on the 1st and 11th floors, in the Club Lounge, or through the Reservations Department at +7 (495) 221-55-80 or via email at [reservations.moscow@radissoncollection.com](mailto:reservations.moscow@radissoncollection.com).

**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 and Lobby Bar, 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 Service**

Transfer and taxi bookings are available from 9:00 AM to 10:00 PM at the Concierge Desk (1st floor, to the left of the entrance).

**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 Rate Booking**

A prepaid rate means that the booking must be paid in advance. The payment is charged to the specified card when booking on the website.

**Booking Without a Credit Card Guarantee**

According to the policy, either a prepayment or the guest's credit card details (number, expiration date) are required to guarantee the booking.

**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?***

Please contact our reservation department by phone +7 495 221 5580 or email  
[reservations.moscow@radissoncollection.com](mailto:reservations.moscow@radissoncollection.com)