



## Room Reservation Form

### Diplomat Hotel&Business center, Astana, Kazakhstan

*Please fill in the form and send to Reservations Department*

**Tel: +7 (7172) 55 00 44 E-mail: [reservation@diplomahotel.kz](mailto:reservation@diplomahotel.kz), [sales1@diplomahotel.kz](mailto:sales1@diplomahotel.kz)**

Date:.....

<i>Guest Name:</i>	
<i>Company Name:</i>	
<i>Phone/Fax:</i>	
<i>E-mail:</i>	
<i>Number of Guests:</i>	
<i>Payment Type:</i>	
<i>Arrival Date/Flight Details/Time:</i>	
<i>Departure Date/Flight Details/Time:</i>	
<i>Airport Pick-up/drop-off* (Yes/No):</i>	

Room Type	Single Accommodation per room per night	Please, select	Double Accommodation per room per night	Please, select
Standard Room with street view	32 000	<input type="checkbox"/>	42 000	<input type="checkbox"/>
Standard Twin	32 000	<input type="checkbox"/>	42 000	<input type="checkbox"/>
Standard Room with Bayterek view	39 000	<input type="checkbox"/>	49 000	<input type="checkbox"/>
Junior Suite	52 000	<input type="checkbox"/>	62 000	<input type="checkbox"/>
Senior Suite	72 000	<input type="checkbox"/>	82 000	<input type="checkbox"/>

*Additional requests:*

***All rates include:***

- 12 % VAT;
- Open Buffet breakfast at Terrazza Breakfast Hall – 3<sup>rd</sup> floor from 6:00 till 10:30 on weekdays and from 6:00 till 11:00 on weekends
- Wi-Fi Internet access
- Bali SPA (swimming pool, jacuzzi, gym and saunas)

***Additional hotel and restaurant services:***

- Business Lunch at Terrazza Hall -3rd floor from 12:30 till 14:30
- Business Dinner at restaurants of hotel:
- 15% discount in El Gaucho Restaurant (Argentina Cuisine)
- 10% discount in Lobby Bar
- 15% discount in DIP Lounge on the 21st floor with city panoramic view
- 15% discount for SPA procedures in Bali SPA wellness & fitness
- Mini Bar, Room Service, Laundry, Business center, transfer and taxi

**PAYMENT TERMS AND CONDITIONS**



**PLEASE NOTE THAT ALL PAYMENT SHOULD BE DONE IN NATIONAL CURRENCY - KAZAKHSTANI TENGE.**

<p><b><u>CANCELLATION POLICY</u></b></p> <ul style="list-style-type: none"> <li>- All reservations should be guaranteed;</li> <li>- Guaranteed reservation should be cancelled 72 hours prior to the Guest arrival date in written. In case of non-providing cancellation request, no-show or departure earlier than guaranteed without proper informing of any changes in written one day prior to guaranteed departure date, the Hotel has right to charge a penalty in amount of one night stay.</li> <li>-</li> </ul>	<p><b><u>ADDITIONAL INFORMATION</u></b></p> <p><b>Check-in time is 14.00</b></p> <ul style="list-style-type: none"> <li>- Early arrival can be guaranteed only in case of pre-booking one night prior to arrival date. In all other cases early arrival cannot be guaranteed and will be provided upon Hotel availability. In case of early arrival before 06:00 – full night stay room rate charge will be applied additionally. In case of early arrival between 06:00 and 14:00 – 50% of the daily room rate charge will be applied additionally.</li> </ul> <p><b>Check out time is 12:00 noon</b></p> <ul style="list-style-type: none"> <li>- Hotel official check-out time – 12:00. The guests are allowed to check-out later in case of Hotel availability. In case of late check-out between 12:00 and 18:00 – 50% of the daily room rate charge will be applied additionally. In case of late check-out after 18:00 – full night stay room rate charge will be applied additionally.</li> </ul>
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*Please provide valid credit card details in order to guarantee your reservation. **By providing credit card details, you agree with Hotel cancellation policy and the Hotel retains the right to charge penalty amount from the credit card provided.***

<i>Card Type:</i>	
<i>Card Number:</i>	
<i>Expiry Date:</i>	
<i>Card Holder Name:</i>	
<i>Card Holder Signature:</i>	