



# GUEST INFORMATION



**DEAR GUESTS!**

Welcome to PITER INN Hotel!

Thank you for choosing us for your stay in Petrozavodsk. We highly appreciate your trust and value your comfort. We will do our best to provide you with the best service. A team of professional works all-day to make your stay with us more enjoyable.

Whether you travel for business, alone or with family, you may be certain that PITER INN Hotel upholds to the highest standards of hospitality.

We are proud of our unique service and personal approach to each guest. We take into consideration all your special needs and try to make your trip as pleasant as possible.

We are always happy to receive your feedback, which can be sent to the following e-mail address:  
[reserv@piterinn.ru](mailto:reserv@piterinn.ru)

Hope you will enjoy your stay with us!

With best regards,  
Elena Askerova  
General Director of PITER INN Hotel

“ We are proud of our location, high-quality service, modern facilities and safety standards.



**PITER INN** is a modern 4\* hotel in the heart of Petrozavodsk. Our guests choose PITER INN Hotel for business and vacation thanks to our convenient location, access to various facilities and high standards of service.

We offer **180 comfortable rooms** that uphold to European standards of quality. The rooms are presented in four categories: 129 standards, 32 superior, 12 junior suites and 4 suites. We also provide 3 accessible rooms for guests with special needs. All rooms are equipped with a phone, TV, safe and air-conditioner.

Guests are free to use the following services: **free-of-charge Wi-Fi**, all-day gym, secure parking, laundry and dry-cleaning, room service and sauna. PITER INN Hotel is a perfect place for **conferences of different scale**. Guests are always welcome in the **café Coffee Shop** and brewery restaurant of Bavarian cuisine **Paulaner Petrozavodsk**.

Excellent service provided by attentive and caring staff makes your time in PITER INN Hotel as pleasant as possible. We hope that you will enjoy your stay with us and spend marvellous time in Petrozavodsk. We will be thrilled to see you again!



**180 comfortable rooms** that uphold to European standards of quality.



**PHONE**

To make a call to another room, please press "8" and then dial the 3-figure room number. To call the Reception, please press "0" or the "Operator" button.



**PARKING**

Guests may leave their personal transport at the secure parking next to the hotel building. The service is provided if there are parking spots available.



**WI-FI**

To use Wi-Fi, choose Piterinn\_Guest and log in via text message.



**SAFE**

Safes are available in every room. Please keep in mind that the hotel is not responsible for safety of the belongings stored in your room, including the safe.



**WAKE-UP CALL**

If you want us to wake you up at the time of your choice, please contact the Reception.



**ROOM CLEANING**

Rooms are cleaned every day from 10 a.m. till 7 pm. We kindly ask you to put the "Do Not Disturb" sign on your door if you do not require room cleaning.



**LAUNDRY AND DRY-CLEANING**

If you wish to use laundry and dry-cleaning services, please contact the Reception. If you order laundry before 9 am, it will be ready at the same day.



**LUGGAGE STORAGE**

You may leave your luggage at the hotel before check-in and after check-out free-of-charge. Please contact the Reception if you wish to use this service.

### **ROOM SERVICE**

To order room service, please press "Room Service" button on your phone. The service is available 24h. You may order breakfast from 6 till 12.00. Room service à la carte is available 24h.

### **GUEST COMPUTER WITH INTERNET ACCESS**

Guest Computer with Internet access is located on the 1st floor of the hotel in a dedicated working space.

### **SAUNA\***

Sauna is located on the 2nd floor of the hotel. Opening hours: 09.00-23.00. Please book sauna in advance through the Reception. The service is available only for the guests of the hotel.

### **GYM**

Gym is located on the 2nd floor of the hotel. Opening hours: 24h. You may access the gym with your room key.

### **CAFÉ COFFEE SHOP**

Café Coffee Shop is located on the 1st floor of the hotel. Opening hours: 09.00-01.00. Last time to order: kitchen 00.00, bar 00.45.

### **RESTAURANT PAULANER PETROZAVODSK**

Restaurant Paulaner Petrozavodsk is located on the first two floors of the hotel. The 1st floor serves dishes à la carte from 12 till 01.00. Last time to order: kitchen 00.00, bar 00.30.

### **BREAKFAST BUFFET**

Breakfast is served from 7 till 11 on the 1st floor of the hotel in Paulaner Petrozavodsk restaurant.

*\*This is a paid service. Please contact the Reception for further information.*



**ROOM SERVICE BREAKFAST FROM 6 TILL 12**

To make an order, please press the **Room Service** button on your phone.  
**100 rubles** tray charge will be added to your bill.

**MENU**

Porridge of The Day 200 g. **90,-**  
 Fried Eggs 100 g. **90,-**  
 Scrambled Eggs 200 g. **90,-**  
 Pancakes 100 g. **90,-**  
 Sausages 100 g. **90,-**  
 Muesli 100 g. **90,-**  
 Fruit Salad 100 g. **90,-**  
 Cottage Cheese Casserole 100 g. **90,-**

**TOPPINGS**

Edam Cheese 30 g. **40,-**  
 Ham 30 g. **40,-**  
 Champignons 30 g. **40,-**  
 Fresh Tomatoes 30 g. **40,-**  
 Fresh Cucumbers 30 g. **40,-**  
 Iceberg Salad 30 g. **40,-**  
 Butter 10 g. **30,-**  
 Sour Cream 50 g. **30,-**  
 Condensed Milk 50 g. **40,-**  
 Jam 50 g. **40,-**  
 Honey 30 g. **40,-**  
 Milk 100 g. **40,-**  
 Cream 30 ml. **20,-**

**PASTRY**

Croissant 40 g. **25,-**  
 Karelian Pie with Potatoes 40 g. **25,-**  
 Puff Pastry with Jam 40 g. **25,-**  
 Shortcrust Apple Pie 50 g. **25,-**  
 Wheat Toast 1 pc. **20,-**  
 Rye/Wheat Bread 40 g. **10,-**

**DRINKS**

Tea of Your Choice with a Tea Bag 200 ml. **30,-\***  
 Espresso 30 ml. **50,-\***  
 Americano 150 ml. **50,-\***  
 Cappuccino 180 ml. **80,-\***

**SOFT DRINKS**

Evian Still Mineral Water 330 ml. **300,-**  
 Badoit Sparkling Mineral Water 330 ml. **300,-**  
 Pepsi, Mirinda, 7-up Glass Bottle 250 ml. **150,-**  
 Juice of Your Choice 200 ml. **60,-**  
 Fresh Juice 200 ml. **180,-**  
*Orange, grapefruit*  
 Berry Drink 200 ml. **60,-**

\*Prices are valid only for breakfast room service. All prices are in Russian rubles.



## ROOM SERVICE

Room service is available daily 24h.

To make an order between **06:00** and **01:00**, please press the **"Room Service"** button on your phone.

To make an order between **01:00** and **06:00**, please press **"0"** on your phone.

**100 rubles** tray charge will be added to your bill.

### SALAD

Chicken Caesar Salad 210 g. **360,-**

Salmon Caesar Salad 210 g. **420,-**

*Chicken or cold smoked salmon, salad mix, cherry tomatoes, garlic toasts, parmesan cheese, Caesar dressing*

Grilled Salmon Salad 230 g. **460,-**

*Grilled sliced salmon, bell peppers, zucchinis, tomatoes, salad leaves, onions*

Greek Salad 210 g. **260,-**

*Tomatoes, bell peppers, cucumbers, Iceberg salad, olives, basil, red onions, feta cheese, olive oil*

Olivier Salad with Boiled Pork 220 g. **295,-**

*Boiled pork, potatoes, pickled cucumbers, canned green peas, carrot, mayonnaise*

### SOUP

Solyanka Soup 300/30 g. **250,-**

*A traditional Russian thick, spicy and sour meat soup served with sour cream*

Lohikeitto 300 g. **380,-**

*A traditional Finnish fish soup with salmon, codfish, cream and vegetables*

Creamy Mushroom Soup 300 g. **250,-**

*Creamy soup with mushrooms and cream*

Hearty beef goulash soup 300/30 g. **350,-**

*Thick, spicy braised beef goulash soup with bell-pepper, onions and potatoes, served with sour cream*

### DESSERT

Apple Strudel with Vanilla Sauce 250 g. **210,-**

Käsekuchen 230 g. **230,-**

*Cottage cheese cheesecake with cherry jam and whipped cream*

Napoleon Cake 150 g. **210,-**

### MAIN COURSE

Grilled Salmon Steak 170/50/100 g. **840,-**

*Served with potato chips, cherry tomatoes, spinach cream sauce*

Pepper Steak 150/250/100 g. **1200,-**

*Beef fillet – choose a desired degree of doneness – is served with French fries, salad, fresh vegetables and pepper sauce*

Munich Schnitzel 220/270/60 g. **520,-**

*Tenderized pork steak coated with Dijon mustard and horseradish, breaded and pan-fried, served with French fries, fresh vegetables and sour cream garlic sauce*

Chicken Steak with Grilled Vegetables

150/150/50 g. **410,-**

*Grilled chicken fillet steak served with grilled tomatoes, zucchinis, garlic and Salsa sauce*

### HOT DRINKS

Espresso 30 ml. **100,-**

Americano 180 ml. **100,-**

Cappuccino 180 ml. **150,-**

Latte 220 ml. **150,-**

Tea of Your Choice with a Tea Bag 200 ml. **80,-**

A Pot of Tea of Your Choice 400 ml. **150,-**

Basket of Bread 220 g. **120,-**

*Homemade bread, a traditional German Pretzel*



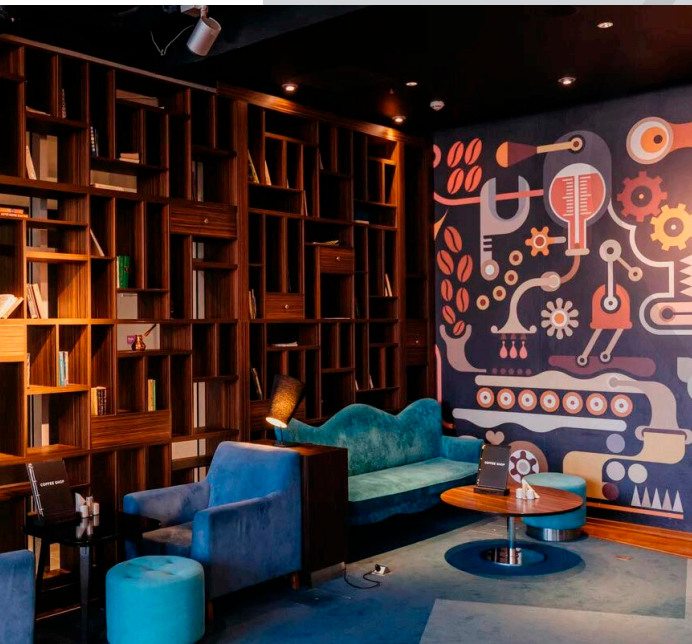
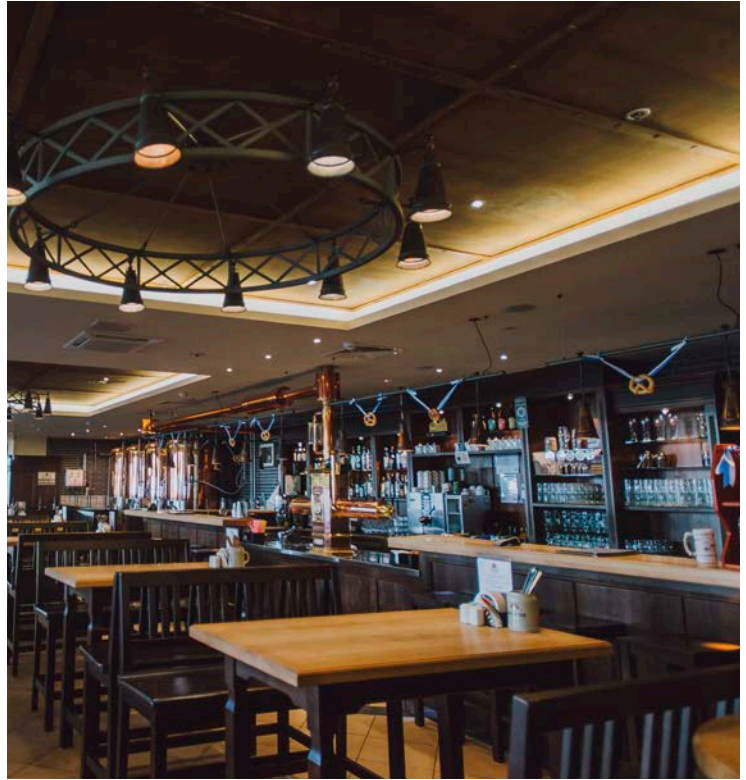
## RESTAURANT PAULANER PETROZAVODSK

Paulaner Petrozavodsk is the one and only restaurant in Petrozavodsk with its own brewery which belongs to the famous German brand Paulaner. Here you may enjoy authentic Bavarian, European and Karelian cuisine, and taste delicious fresh beer!

**The signature drink of Paulaner brand** is made from organic ingredients according to old German technology. All types of fresh beer and original Bavarian snacks may be tasted during brewery tour.

Please book the tour in advance.

**Working hours: 12.00-01.00.** On Friday and Saturday guests of the restaurant may enjoy live music and dancing.



## CAFÉ COFFEE SHOP

**Coffee Shop is a very special place.**

It is a stylish cafe on the 1st floor of the hotel. In Coffee Shop you may taste dishes from European cuisine and homemade desserts, enjoy delicious coffee and tea.

The cozy atmosphere of the café is perfect to start your day with a breakfast, have a business meeting or enjoy dinner with friends. Guests may play the board games and read books that are available at the café.





## CATERING SERVICE

**PITER INN Hotel has enough space and equipment** for conducting events **of any scale and format**. Hotel managers will help you choose the best conference hall for small or large events, arrange the sitting and plan the menu.

At guests' service:

- spacious modern conference hall Pietari, located on the conference-floor of the hotel;
- stylish café Coffee shop on the 1st floor of the hotel;
- two-storey restaurant of Bavarian cuisine Paulaner Petrozavodsk;
- private room in Paulaner Petrozavodsk restaurant.

## MEETINGS AND EVENTS

**The conference zone of PITER INN Hotel is located on the 6th floor.** It consists of a spacious lobby suitable for coffee breaks and drink receptions, 2 conference-halls and 4 meeting rooms. The open terrace on the hotel's rooftop allows you to enjoy breathtaking view of Petrozavodsk.

The conference area has modern technical equipment and convenient design with panoramic windows. Multifunctional conference hall Pietari may accommodate up to 200 people. This hall is perfect for large business meetings and conferences. Pietari may be easily transformed into two equal parts that can be used independently.

An experienced team of professionals would be happy to help you choose the right space for your conference, coffee break, drinks reception or catering, depending on the format of the event, and organize it for you.





## SAUNA

Cozy modern sauna is located on the 2nd floor of the hotel and is available for the guests of the hotel. In sauna you may enjoy the heat in the spacious steam room and freshen up in the cedar tub. The sauna has a room for rest with a cozy table and a TV. You may order drinks and food from the special menu for the delivery.

**Opening hours: 09.00-23.00.**

Please book the time in advance. **The sauna is meant for 8 people maximum.** You may receive further information on the price and terms of service at the Reception.



## GYM

Spacious gym is located on the 2nd floor of the hotel and is available inclusively for the guests of the hotel. You may access the gym with your room key.

**Opening hours: 24h.**

The gym is divided into several zones: a workout zone for cardio exercises with the elliptical trainer and treadmills, free weight zone, zone with workout equipment for various muscle groups and a punching bag.

The gym has perfect conditions for exercise, including a water cooler and clean towels. Guests may ask to turn on the music or TV.



Make your sauna experience even more delicious!  
Order meals and drinks for a special menu.

## **MORE INTERESTING INFORMATION ABOUT US IN SOCIAL NETWORKS**

Hotel PITER INN invites you to join its official social media channels! We want our guests to have the most pleasant memories of their trips to Karelia, therefore, on the pages of our resources, we share relevant information about the hotel, its services and promotions, useful news about city events and interesting facts about Karelia. We work for you and will gladly answer all your inquiries!



**HOTEL PITER INN**

 [piterinn](#)

 [@piterinnhotel](#)



**RESTAURANT PAULANER  
PETROZAVODSK**

 [paulaner-petrozavodsk.ru](#)

 [paulanerpetrozavodsk](#)

 [@paulaner\\_petrozavodsk](#)



**CAFÉ COFFEE SHOP**

 [coffeeshopcafe](#)

 [@coffeeshopcafe](#)



## GUEST INFORMATION PITER INN HOTEL

### PETROZAVODSK

Piter Inn Hotel is located at the heart of Petrozavodsk, which allows you to reach all the main sights on foot.

Embankment of Lake Onega is the best place for walks in town. There you may see the beautiful monuments that were gifted to Petrozavodsk by its sister cities.

Among the sights of Petrozavodsk are Kirov Square (Theatre Square), Aleksander Nevsky Cathedral, National Museum of the Republic of Karelia, Museum of Fine Arts of Karelia, industrial History Gallery, Maritime Museum "Polar Odysseus" and Botanic Garden of Petrozavodsk State University.

# PETROZAVODSK KARELIA

## KARELIA

Karelia is a truly unique place that has many natural and historical sights. Only a short trip away are mountain Sampo with its marvellous views, Waterfall Kivach, the second largest flat waterfall in Europe, Ancient volcano Girvas, the first Russian health resort Martsialnye Vody and old Karelian village Kinerma.

Guests of the hotel have a unique opportunity to visit world-famous natural and architectural sights: Kizhi Museum Reserve, The Valaam Monastery, Spaso-Preobrazhensky Solovetsky Monastery, Ruskeala Mountain Park.

Karelia is attractive for outdoor enthusiasts. During the warm season, tourists come to Karelia to engage in rafting, quad-biking and off-road tours, trekking with sled dogs and hiking expeditions. In winter, dog sledding and snowmobiling are the most popular activities.



## THE RULES OF PROVIDING OF HOTEL SERVICES AT PITER INN PETROZAVODSK\*

1.1. The present Rules are designed in accordance with The Civil Code of the Russian Federation, Law of the Russian Federation №2300-1 dd 07.02.1992 "On protection of consumer rights", "Rules of providing of hotel services in the Russian Federation" (approved by a regulation of the Government of the Russian Federation №1853 dd 18.11.2020) and cover relations in the field of providing of hotel services in Piter Inn Petrozavodsk hotel.

1.2. Full residence fee for room (place in a room) accommodation is charged upon check-in (advance payment for consumers' entire stay at the hotel).

1.3. Consumer (customer) is obliged to provide full payment for the entire stay and any additional services.

1.4. When billing a Consumer (customer), the Executor provides the Consumer (customer) with a fiscal check and/or a final document executed in a strict reporting form.

1.5. Residence fee is charged according to check-in/out time set by the Executor.

"Check-in time" – steady time of check-in set by the Executor - 02:00 p.m., local time;

"Check-out time" – steady time of check-out set by the Executor - 12:00 midday, local time;

"Room (place in a room) rate" – the price, defined as the cost of temporary accommodation and any additional services, set by the Executor, and provided per day, which, according to the present rules, is measured precisely starting from the check-in time (as it is defined hereinabove) and finishing on check-out time (as it is defined hereinabove) of the day after the check-in date, as well as every consecutive 24 hours till the check-out time on the date of check-out.

If the Consumer's room (place in a room) accommodation lasts 24 hours or less, for instance, in case of late check-in and/or early check-out respectively, the price charged is not less than a one-night room (place in a room) rate regardless of the Consumers actual length of stay.

Acceptable payment methods are cash (Russian rubles only) and bank cards: Visa International, Master Card Worldwide, "Русский Стандарт" ("Russkiy Standart"), Diners Club International, American Express and JCB International, China Union Pay.

1.6. Provided that there are available rooms the Executor may check-in a Consumer before the set check-in time.

In such case if a Consumer checks in before the check-in time (early check-in) and stays further at the Hotel, residence fee for the time from actual check-in till the set check-in time is charged as follows:

- if a Consumer's check-in time is between 02:00 a.m. local time at the day of arrival till the set check-in time (02:00 p.m. local time), 50% of one-night room (place in a room) rate is charged additionally as an early check-in fee.

- if a Consumer's check-in time is before 02:00 a.m. local time at the day of arrival, 100% of one-night room (place in a room) rate is charged additionally as an early check-in fee.

1.7. If a Consumer needs to extend his/her stay, the Executor should be informed of that no later than check-out time on the Consumer's day of departure. The Executor can extend Consumer's stay considering current room availability.

Extended stay should be paid in a way set by the present document for payment of the initially agreed room (place in a room) accommodation. Extended stay payment should be made by the Consumer under his/her consent no later than check-out time of the day when the Consumer extended his/her stay.

Failure to properly carry out payment of extended stay in a way set in these Rules is considered as overdue stay which gives the Executor the right to require that the room (place in a room) occupied by the Consumer is emptied immediately and may lead to the consequences, stipulated in item 1.8 of the present Rules.

1.8. In case of overdue stay/late check-out the Consumer is charged by the Executor with the following charges:

■ In case of late check-out on the day of departure yet no later than 06:00 p.m. local time, the Consumer is charged 50% of one-night room (place in a room) rate;

■ If Consumer's check-out time is later than 06:00 p.m. local time on the day of departure, the Consumer is charged 100% of one-night room (place in a room) rate.

In all abovementioned cases Room (place in a room) rate is determined according to the Executor's Price list with relevant public rates up-to Consumer's check-out date. Room (place in a room) rate provided to the Consumer on the date of reservation is not applicable.

1.9. If a Consumer stays with babies (under 2 years old) he/she can be provided a baby crib for free. In this case parents should demonstrate baby's age confirmation documentary.

Kids under 12 years old are allowed to stay in one room with parents or attendants with no extra fee charged. Breakfast for kids under 12 years staying with parents or attendants with no extra fee charged is

provided for free (if Room rate includes breakfast rate).

If a Consumer needs an extra bed, he/she is charged according to the Executor's Price list (relevant up-to the date of extra bed request). The executor is entitled to refuse from providing an extra bed if its installation in the Room is not allowed.

1.10. The quality of services provided by the Hotel complies with the Russian Federation applicable legislation.

1.11. The following services are provided by the Executor to the Consumer upon his/her request with no extra fee charged:

- call in an ambulance;
- use of first aid kit;
- delivery of the correspondence addressed to the Consumer into his/her Room;
- wake up call;
- providing boiled water;

The Executor also provides to the Consumer the following services with no extra fee (the fee is included into the Room rate approved in the Price list):

- free Wi-Fi Internet;
- breakfast «buffet service» (if it is included into the room (place in a room) rate);
- parking spot (subject to availability);
- a gym.

1.12. A Consumer is entitled to:

- Use all Hotel services
- Receive full and reliable information on the rules of providing of hotel services, prices and list of hotel services.
- Refer to the Front Office Employees on service quality issues.

1.13. A Consumer is obliged to:

- Follow the Hotel rules provided by the present document or other Executor's local normative documents disposed at the Reception information desk;
- Follow Fire Safety Rules;
- Respect the rights of other Consumers and visitors;
- Take care of Hotel's property and equipment;
- Close the windows, turn off the taps, lights and electrical equipment;
- Release the Room no later than check-out time.

1.14. A Consumer is forbidden to:

- Use heaters (boiler-heaters, electric kettles or ranges, etc.) in Rooms and public areas in purpose of following Fire Safety Rules. The exceptions are heaters provided by the Executor;
- Hand over the room keys to unauthorized persons;
- Smoke in rooms and public or adjacent areas of the Hotel. Smoking is allowed only in specially assigned areas;
- Carry and possess weapons, explosives and easily catching fire, acrid, poisonous or narcotic substances and other dangerous items;
- Stay in the hotel with animals.

1.15. The Executor reserves the right to reject a Consumer in providing Hotel services in case of violation of the present Rules, delinquent payment of services and other unlawful acts.

\*Complete text of "The Rules of providing of hotel services at Piter Inn Petrozavodsk" (in Russian) is publicly available at the Reception information desk.

**INSTRUCTIONS OF FIRE SAFETY RULES IN THE HOTEL**

**Dear guests!**

**We kindly ask you to follow the rules of fire safety in the hotel.**

**In accordance with the fire safety rules it is forbidden to:**

- Use electric appliances that have external damage, malfunctions.
- Use electric heaters in the room (except for electric kettles set in rooms) water heater, electric stove.
- Use damaged sockets, cord sets with damaged insulation.
- Allow small children to use electric appliances.
- Leave unattended small children and allow children to play with matches and lighters.
- When leaving the hotel room, turn all the electric appliances off (except the refrigerator).
- Wrap bulbs and lamps, with paper, cloth and other flammable materials, or to use lamps without caps (diffusers) which are necessary in luminaire design.
- It is forbidden to smoke and to use open fire in the hotel rooms. Smoking is allowed in specially designated places, indicated by the signs "Smoking Area".
- Store and use flammable and combustible liquids, gunpowder, explosives, fireworks, bottles with flammable gases, aerosol products and other fire and explosion hazard substances and materials.
- To prevent the risk of fire or electric shock, do not expose the TV set to the water. It is strictly forbidden to open the enclosure of the TV set.

**In case of fire:**

- When an automatic fire alarm and sound alert is triggered, follow the voice guidance and immediately proceed to evacuation through the nearest emergency exits.
- If corridors and staircases are heavily smoked and you cannot leave the room, stay in your room, opening the windows wide open.
- A closed and well-sealed door can reliably protect you from dangerous temperatures. To avoid smoke poisoning, close the slots and vents with towels or bedding moistened with water;
- When firefighters arrive at the scene, go to the window and sign for help.

*If you arrived at the hotel for the first time, try to memorize the location of exits and stairs, check the evacuation plan and location of primary fire extinguishing equipment.*

**HOTEL'S PHONE SERVICES**

**Administrator (reception)**

(Opening hours: around the clock)

Internal number - 641, 642, 643

City number - (8 8142) 717 071

**Security post**

(Opening hours: around the clock)

Internal number - 717

**To make a call to another room: press 8 and room number.**

**We wish you a pleasant stay!**

