

Terms of Service

Reservations, accommodation and guest services at ASTER Hotel Group.

These Terms set out the conditions for reservations, accommodation and related hotel services. They are intended for guests booking remotely or arranging services directly at the Hotel.

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Website: www.asterhotelgroup.com

"HOLIDAY TIME" LLC

35 Minglar Street, Yakkasaray District, Tashkent 100015, Republic of Uzbekistan

TIN 302 803 991

1. Who we are and scope

These Terms of Service (Terms) apply to reservations, accommodation and related hotel services supplied by "HOLIDAY TIME" LLC, trading as Aster Hotel Group (the Hotel, we, us or our). Our TIN is 302 803 991. They cover arrangements made through www.asterhotelgroup.com (the Website), by telephone, email or messaging channels, through intermediaries and directly at the Hotel, including stays without a prior reservation. Provisions about Website use apply to its visitors.

A booking made through an online travel agency or another intermediary may also be subject to that intermediary's terms. For the Hotel's own services, the confirmed room, rate, cancellation and payment conditions form part of the contract with us. Mandatory consumer rights always apply.

2. Reviewing the Terms and arranging a stay

Before a reservation is confirmed, the guest is given an opportunity to review these Terms, the selected rate conditions and the Privacy Policy through the relevant booking channel. For a stay without a prior reservation, these documents and the accommodation conditions are provided at reception before the stay is arranged. The guest accepts these Terms and the rate conditions when arranging the reservation or stay. The Privacy Policy explains data processing; any necessary separate consents are requested separately.

A reservation is confirmed by the Hotel or an authorized booking channel. For a stay without a prior reservation, the accommodation conditions are agreed and recorded at reception. Written and electronic confirmations and messages that identify their sender may be used as evidence of the agreed conditions in accordance with applicable law. Save the confirmation and rate conditions. Searching for a room on the Website, incomplete checkout or an attempted payment does not by itself confirm a booking.

3. Eligibility and responsibility for a booking

Independent check-in is available from the age of 18 with a valid passport or another identity document accepted under applicable law. Minors may stay with a parent or legal guardian, subject to the required documents.

The person making the reservation must:

- have legal capacity and authority to book for all named guests;
- provide complete, accurate and current contact, identity and guest information;
- inform all guests of these Terms, the Privacy Policy and relevant rate conditions;
- ensure that the booking does not exceed the room's permitted occupancy; and
- pay all charges for which that person has accepted responsibility.

4. Reservations and confirmation

Rooms may be booked through the Website, by telephone, email or messaging channels, at reception or through an intermediary. The Website uses the Bnovo booking engine. Available rooms, inclusions, occupancy limits, prices and rate rules are communicated through the chosen channel before confirmation. A confirmed booking is assigned a reference number or issued with written confirmation, including by electronic means. A stay without a prior reservation is subject to room availability and agreement of the conditions at reception.

You must review the guest names, dates, room, occupancy, rate, inclusions, taxes, fees, payment schedule and cancellation rules before confirming. Contact us promptly if the confirmation contains an error. Requests to change dates, names, occupancy or room type are subject to availability, applicable rate rules and any price difference.

Room photographs and descriptions are illustrative of the relevant category. Layout, floor, view, color scheme, furnishings and other details may vary within the same category. Special requests are not guaranteed unless expressly confirmed in writing by the Hotel.

5. Rates, occupancy and additional services

5.1 Rates and mandatory charges

The price, included services, taxes and mandatory fees are communicated before the reservation or stay is arranged and recorded in the confirmation or documents completed at reception. Any separately payable fee is disclosed in advance. The charge currency and available payment methods are communicated before payment. The bank or payment provider may apply its own conversion rate and fees. A change to the price list does not by itself change the agreed price of a confirmed order; mandatory tax changes apply where required by law.

5.2 Standard occupancy and additional guests

Standard occupancy is two persons per room unless the selected room or rate expressly states otherwise. Any additional guest beyond the standard occupancy is subject to room capacity and availability and is charged USD 20 per person per night, payable in UZS equivalent where required by law. Guests aged 7 and above are treated as adults for occupancy and pricing.

5.3 Children

Children aged 0 through 6 stay and receive breakfast free of charge when using the room's existing bedding. An extra bed is not included in this free arrangement; availability and any charge are confirmed separately by the Hotel. A baby cot is available on request, subject to availability and room capacity. A parent or legal guardian must list every child and their age in the booking.

5.4 Breakfast

Where breakfast is not included in the selected rate, it costs UZS 200,000 per person. A change to the price list does not change the price of an already confirmed order. The conditions for children's complimentary breakfast are set out in section 5.3.

6. Payment

Payment is made using an agreed available method: online, by payment card, by bank transfer or in cash at the Hotel. Cash is accepted only in Uzbek soums. The currencies available for non-cash payments depend on the payment method and the servicing bank or payment provider, subject to applicable law. The amount, charge currency and payment deadline are disclosed before payment confirmation.

For online payments, the identity and terms of the selected payment provider are displayed during payment. Payment-card processing may be performed by a bank or payment provider under its own terms and privacy notice. Do not send complete payment-card details by ordinary email. Remote payment should be made only through instructions or a secure method authorized by the Hotel.

For a prepaid or non-refundable rate, the required amount may be charged when the reservation is made. For another rate, the Hotel may charge or seek payment according to the confirmation. If a payment is declined, reversed or not received by the stated deadline, the Hotel may request another method and, where permitted by the rate conditions, cancel the reservation after reasonable notice.

7. Cancellation, no-show and early departure

Cancellation, date changes, prepayment, refunds and no-show conditions depend on the selected rate. Deadlines and applicable charges are communicated before the booking is confirmed and included in its confirmation. For a stay without a prior reservation, payment, early-departure and refund conditions are communicated before the stay is arranged. The guest reviews the applicable conditions beforehand.

A refundable rate may be cancelled free of charge within its stated deadline; agreed charges apply afterwards. Non-refundable amounts are not returned for cancellation, no-show, late arrival or early departure, except where mandatory law or a written agreement with the Hotel provides otherwise.

If the guest does not arrive on the agreed date, the Hotel may release the room unless late arrival was agreed in advance. Please notify reception of early departure; any recalculation follows the rate conditions. An approved refund is returned to the original payment method where possible, subject to bank or payment-provider processing times and deductions permitted by law.

8. Arrival and departure

Times below are local Tashkent time (UTC+5). Early check-in and late check-out require the Hotel's confirmation.

Service	Time	Charge
Standard check-in	From 14:00	Included in the confirmed stay
Early check-in	Before 06:00	100% of the applicable nightly room rate
Early check-in	06:00 to before 14:00	50% of the applicable nightly room rate
Standard check-out	By 12:00	Included in the confirmed stay
Late check-out	After 12:00 up to and including 18:00	50% of the applicable nightly room rate
Late check-out	After 18:00	100% of the applicable nightly room rate

Early check-in and late check-out are subject to room availability and prior confirmation by the Hotel. The applicable nightly rate is the rate for the relevant room and date, with taxes or mandatory fees added where required. A request alone does not guarantee availability.

9. Check-in requirements

At check-in, the lead guest and other guests must provide:

- a valid passport or other acceptable identity document;
- documents required for registration, migration or the stay of a minor;
- where a prior reservation exists, its confirmation or sufficient information to locate it;
- the payment card used for booking where reasonably required for verification, or another accepted payment method; and
- payment of outstanding room, tax, fee, deposit or authorized incidental amounts.

The Hotel may refuse check-in where required identification or payment is not provided, the reservation was obtained fraudulently, occupancy or safety rules would be breached, or providing accommodation would violate applicable law. Any refund remains subject to the rate conditions and mandatory law.

10. Hotel rules

10.1 Smoking

The Hotel building, including all guest rooms, is non-smoking. Smoking is permitted only in specifically designated areas on the Hotel premises. Smoking in a guest room results in a contractual cleaning and remediation charge of USD 150, payable in UZS equivalent where required by law, without limiting recovery of proven additional damage where permitted.

10.2 Pets

Pets are not permitted at the Hotel.

11. Guest property and safety

The Hotel's liability for belongings brought into the hotel by a guest is governed by the laws of the Republic of Uzbekistan, including Article 899 of the Civil Code. These Terms do not limit the Hotel's mandatory liability. Reception can advise whether separate custody of money and valuables is available and on what terms. Please report any discovered loss or damage to the Hotel immediately.

12. Changes or inability to provide the booked room

If the Hotel cannot provide the confirmed accommodation, it will notify the guest and offer an available solution, such as another room or comparable accommodation. Any replacement is agreed with the guest. If no solution is agreed, the Hotel refunds payments received for services not provided. This does not limit any other mandatory rights the guest has under law.

13. Force majeure

A party is relieved of liability for non-performance to the extent it proves that performance became impossible due to extraordinary circumstances that could not be prevented in the relevant conditions. The affected party notifies the other party and takes reasonable steps to reduce the consequences. Merely identifying an event, such as a communications or transport disruption, does not automatically relieve a party of liability. Refunds and settlement remain subject to applicable law.

14. Website use and intellectual property

Website content, logos, text, photographs and other materials belong to the Hotel or are used with the rights holders' permission. The Website may be used to lawfully plan and book personal and business travel. Unauthorized access, interference with Website operation and use of materials that infringes the rights holders' rights are prohibited.

We aim to keep Website information accurate and available but do not guarantee uninterrupted access. The agreed reservation or stay conditions are recorded in the confirmation and documents completed with the guest. Cached pages, third-party snippets or currency approximations do not by themselves change those conditions.

15. Privacy

Personal data obtained in connection with reservations, check-in, stays and service requests is processed under the Hotel's Privacy Policy. When Bnovo, payment providers, Google services or other third-party services are used, their relevant privacy terms also apply. A person booking for others must have authority to provide their information and must inform them about the relevant privacy terms.

16. Complaints and disputes

Please raise an on-stay issue promptly with reception so we have a reasonable opportunity to address it. Written complaints may be submitted at reception or sent to ceo@asterhotelgroup.com with the guest name, booking reference if any, stay dates and a clear description of the issue. We may request supporting information reasonably necessary to investigate.

These Terms and the accommodation contract are governed by the laws of the Republic of Uzbekistan. The parties should first attempt to resolve a dispute through good-faith communication. If it is not resolved, it may be submitted to the competent courts or authorities under applicable procedural and consumer-protection law. A consumer retains any mandatory right to apply to a court or authority that cannot be restricted by contract.

17. Changes to these Terms

We may update these Terms for future reservations and services. The version date appears at the beginning of this document. The current version is available on the Website, at reception and on request, and is provided for review before a new reservation or stay is arranged. A change does not alter a confirmed reservation or agreed stay retrospectively unless required by law or expressly agreed with the guest.

18. General

If a provision is invalid or unenforceable, it will be applied to the maximum lawful extent and the remaining provisions continue in effect. A delay in enforcing a right is not a waiver. Headings are for convenience. These Terms, the confirmed reservation or stay conditions, the selected rate conditions and any specifically agreed written amendments together determine the conditions for services supplied by the Hotel. Section 1 also applies to bookings made through intermediaries.

19. Contact details

"HOLIDAY TIME" LLC, trading as Aster Hotel Group
35 Minglar Street, Yakkasaray District, Tashkent 100015, Republic of Uzbekistan
TIN: 302 803 991
Email: ceo@asterhotelgroup.com
Telephone: +998 71 255-78-98
Website: www.asterhotelgroup.com