

**To:** Anel Omarova  
Business Media Central Asia

**Tel.:** +7 707 413 1677

**From:** Shyryn Myrzabekova  
Senior Corporate Manager  
Wyndham Garden Astana

**Tel.:** +7 7172 79 00 00 \* 4026

**Date:** 09/01/2025

**Dear Anel,**

Thank you for your request. We hope to have a successful long-term cooperation with your company!

Please, kindly view full information on terms and conditions below.

**For participants of conferences and forums:**

ROOM TYPE	Officially Published Rates – 2025	Your Corporate rates - 2025
	Single / Double Occupancy	Single / Double Occupancy
Standard Number	56 500 KZT/ 66 500 KZT	41 000 KZT/ 51 000 KZT
Business Lux	72 000 KZT / 82 000 KZT	70 000 KZT / 80 000 KZT
Wellness	170 000 KZT / 180 000 KZT	100 000 KZT /110 000 KZT

**For employees throughout the year, except for periods of high occupancy at the hotel and in the city:**

ROOM TYPE	Officially Published Rates – 2025	Your Corporate Rates- 2025
	Single /Double Occupancy	Single /Double Occupancy
Standard Room	56 500 KZT/ 66 500 KZT	38 000 KZT/ 48 000 KZT
Business Room	72 000 KZT / 82 000 KZT	70 000 KZT / 80 000 KZT
Wellness Room	170 000 KZT /180 000 KZT	100 000 KZT /110 000 KZT

- All rates above include VAT, which is currently at 12% as per local legislation.
- All rates include access to Fitness Center (Finnish sauna, fitness gym equipped with @Technogym), high speed Wi-Fi.
- Early Arrival fee is 50% of a rate for a booked room, VAT inclusive, and it applies for all early arrivals from 06:00 until the hotel's official check-in time at 14:00. In case of check-in earlier than 06:00 AM, 100% of a room rate for previous night will be charged.
- Late departure fee is 50% of a rate for a booked room and it applies for all late departures after the hotel's official check-out time at 12:00 noon until 18:00. After 18:00 hotel charges payment of 100% for one full night.
- The Hotel reserves the right to close prices for rooms, prescribed by the offer, during the period of heavy workload of Hotel, including: when holding conferences, forums and other significant events in the city. In this case, the Hotel shall inform the Company about the change of rate upon the receiving of the Request for booking.

**Reservations Procedures and Cancellation Policy:**

The reservation request on Company's letterhead should be sent to following fax or e-mail address:

Reservation Department

Tel: +7 7172 79 00 00

E-mail: [reservation@wyndhamgardenastana.com](mailto:reservation@wyndhamgardenastana.com)

You will receive a written confirmation letter as a confirmation of the booking.

- To guarantee reservation, please, provide us with valid credit card details or deposit/ prepayment;
- Any number of rooms can be cancelled without penalty by the Company 20 days before intended arrival. In case of cancellation of the reservation 10 days before expected arrival, the Company will be charged a fine of 50% of the value of total reservation amount. In case of cancellation of the reservation 7 days before expected arrival the Company will be charged a fine of 100% of the value of total reservation amount. Cancellations must be made by the Company and confirmed in writing by the Hotel. In case of no show of the guests the Hotel charges a penalty in the amount of first night of each booked room.
- Non-guaranteed reservation will be released by the Hotel at 18:00 on the arrival date. Released reservations are subject to availability. We apply this rule at a period of high occupancy only.
- Please, note, that special conditions might be applied for periods of city wide exhibitions and high occupancy periods. In this case the Hotel shall inform the Company about the change of rate upon the receiving of the Request for booking.

**Please review the room cancellation policy:**

**CANCELLATION/NO-SHOW POLICY:**

- Fifteen (15) calendar days in advance, all rooms or portion of rooms listed on the Contract may be canceled without penalty.
- Within ten (10) calendar days, all rooms or part of the rooms specified in the Contract may be canceled with a penalty of 50% of the cost of each canceled room for the entire period.
- For cancellations made less than ten (10) calendar days in advance, any cancellation will be subject to a cancellation fee of one hundred percent (100%) of the amount quoted in the offer or Contract.

**Payment Procedures:**

- In accordance with the article 282 of Civil Code of RK, all the prices and services are payable in KZT.
- All charges guaranteed by the Company should be guaranteed by means of official guarantee letter before guest's arrival.
- In cases when the Company covers guest's charges, payment terms may be amended according to your Company's policy and should be specified in the full agreement of cooperation.
- All individual charges not guaranteed by the Company must be guaranteed at check-in individually by guest and paid during check out.
- In case of bank payment, all bank charges should be at Company's expense.

**We are looking forward to welcoming You and your colleagues as our honorable Guests at Wyndham Garden Astana!**

**Join Wyndham Rewards today at the front desk of Wyndham Garden Astana or at [www.wyndhamrewards.com](http://www.wyndhamrewards.com)**