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*Riviera Park*  
— Residence —

WELCOME BOOK





"Riviera Park" Residence / Atyrau - 060014 Kazakhstan / Ak-Shagala4, 1-Street, Structure 4

Tel: +7 7122 763 023/24 ext # 3000 (reception)

E-mail: [reception@riviera.cpssc.kz](mailto:reception@riviera.cpssc.kz)

### CHECK-IN/CHECK OUT

- For check at Riviera Park Residence, please fill the guest registration form at reception desk and get apartment two sets of keys.
- Our Reception team is ready to support you 24/7
- You are required to inform the Reception team 24 hours in advance about leaving and let us make full checking of the inventory in the apartment. Please notice that this operation may take 30-40 minutes.
- Do not forget to return all keys of your apartment to reception desk upon checkout.

### BEHAVIOUR

- We ask all residents and guests for reasonable behavior so as not to disturb other residents. No loud noise. All kinds of illegal activities are prohibited on the territory of the Riviera Park Residence any time of the day.
- Sale, storage, use of any kind of drugs (cocaine, marijuana and etc.) on the territory of the Riviera Park Residence IS STRICTLY PROHIBITED

### INVENTORY

- For long term stay guests' residence administration arranges inventory check with list of property in the apartment:
- All rooms are equipped with TV, air conditioners in the bedroom and in the living room, refrigerators, furniture and etc for your comfortable stay
- Upon your arrival to the Riviera Park Residence, Reception team will call and confirm the suitable date and time for inventory check. One copy of inventory list we will provide to you.
- All tenants shall be responsible for the damage caused by them or those under them, as a result of their negligence, carelessness, or misuse of the property or equipment. All damages should be reported promptly. It will be corrected by the residence at the expense of the tenant.

### PET

- Pets are not allowed in our Riviera Park Residence without confirmation of the Residence Management. Please familiarize yourself with Pets policy.
- Pet policy is available at reception desk.

### SECURITY

- Your safety and security is very important to us. Please familiarize yourself with the Safety Guidelines provided in this directory. If a security need comes up or you notice a suspect noise, please contact the front desk #3000 for immediate attention.
- Riviera Park Residence is equipped with CCTV. Guards patrol the building floors 24/7.

### KEY

- At the check-in you will get a Key with the number of your flat. As per our Key Procedure Additional Key is provided only for family members of guests on 'Family Status' (confirmed in writing by your company) and issued on request.
- Please do not forget to return the Key to the reception desk when you check-out.
- If you lost the key of your flat please inform the reception desk immediately. In case of key loss you will be charged **15 000 KZT** and your door lock will be replaced to eliminate chances of anyone using your lost key to access your apartment.
- If you wish to order additional keys, please call to Reception desk #3000. For additional set of keys costs 5000 (five thousand) tenge.



### SHOPPING MALL & SUPERMARKET

- In the territory of Riviera there is Minimarket of "Minimart", which is located in the building No. 1 on the first floor opposite to the Sports ground
- The biggest mall of Atyrau «The Ardager shopping mall» and "The BAIZAAR" is situated couple of minutes' drive from our complex, however there is Technodom Shopping Centre which is 10 minutes of walking distance.
- Some shops: clothes, beauty, books, CD and DVD, jewellery and also some entertainments such as a cinema, video games, cyber-corner and a fast food.
- The supermarket «YARMARKA» is open every day from 11 AM till 11 PM which is 10 minutes of walking distance.

### PARKING

- The Riviera Park Residence cannot be responsible for items left in vehicles on the property.
- Riviera Park Residence has 9 parking lots for bikes available, please use your own locks
- Please park your bikes only in special parking place, otherwise not correct parked bikes will be removed to bike parking lot without notification.
- Please note that car/bike washing in the Riviera territory is not allowed.

### SAFE DEPOSIT BOX

- We provide in every flat a safe. We recommend the tenants to make no temptations by leaving valuables items in the flat. Please note that Riviera Park Residence is not responsible for items lost.
- Instruction of safe usage is near your safe deposit box
- We recommend that tenants to make no temptations by leaving valuables items lying around in the flats. Valuable items should be stored in the safe provided in your flat/Please Store valuable things in safes!

### SERVICES, MAIL & COURRIER

- Mail and messages received at Riviera Park Residence may be collected by either calling or stopping by the front desk.  
Please Note the adress:  
Micro region, Ak-shagala, Street-1, Structure 4  
Atyrau - 060014  
Kazakhstan  
+7 712(2)763023/24
- Please ask sender to identify the flat number and your name.

### PAYMENTS & ATM Service

- One of the Nearest ATM Machines Located in Technodom just 10 minutes' walk from our Riviera Park Residence.
- At the reception desk, you can settle your extra payments in cash (only KZT) and by credit card. Reception desk accepts the following credit cards: Visa, Visa Electron, Maestro, Mastercard, Amex.

### ELEVATORS

- There is 1 elevator in each block of the residence. Please read carefully the elevator usage instructions and emergency contacts in case of emergency situations.
- There is the button for a call

### LAUNDRY / DRY CLEAN

- The residents provided by laundry bags for dirty laundry, which will be gathered by our Housekeeping team from Monday until Friday. Please, mention your name and number of clothes in the Laundry form and put together with belonging into the Laundry Bag.
- To avoid misunderstanding, residents must indicate on a blank, which of the subjects for washing, ironing.
- Laundry bags with clothes should ready until 10 a.m., and then our laundry operator's will gather the laundry and return within 24-36 hours. Please place the sign "Laundry to be picked up" on your doorknob outside.  
The clothes given after 10.00 a.m. will be surrender in the next day. The clothes gathered on Fridays, will be return back just on Mondays.
- Riviera Park Residence does not provide dry cleaning services. For dry cleaning we recommend to call to Company I-Clean +7 7122 27 20 20 [info@i-clean.kz](mailto:info@i-clean.kz)
- Following to NCOC contracts of Scope of Work, accommodation includes Laundry personal belonging per apartment/month:  
2-room apartments - 30 kg, 3 and 4-room apartments - 50 kg.  
Our employees will register in the form the amount of personal laundry in kilograms. More than the specified weight, an invoice will be issued for the apartment number according to the price list and the invoices will be provided to guests for review.

### HOUSEKEEPING SERVICE

- The housekeeping is made daily from Monday to Friday. On Saturday & Sunday at the request of the guest the garbage is taken out.
- The schedule of cleaning is provided to each apartment, specified on a label "Schedule your apartment"
- Changing of bed linen (once a week)/Housekeeping Department will provide with the schedule
- Towels are changed (twice a week)/Housekeeping Department will provide with the schedule
- To respect your privacy, we will not service your flat that day if the «Do Not Disturb» sign is on your doorknob outside.
- You may use any of these services through Reception team #3000

### FITNESS CENTER & Sauna

- On the first floor from the facade in the riviera located a Fitness center & sauna's.
- The doors of GYM are open for you every day, from 06.00 to 22.00
- The doors of saunas: Connection of a sauna's will be after registration of guests in one hour at the reception desk
- Before the start of fitness classes/saunas, we kindly ask you to read manuals of using the equipment.
- For safe purposes to the training in the fitness and using of simulators are allowed persons who have reached the age of 16.
- For additional information , please contact the reception desk at the number 3000

#### WHERE TO GO & WHAT TO DO

- For additional information , please , contact the reception desk at the number 3000
- Riviera Park The “Suitcase” restaurant and bar  
Our Cook Chef by sending cordial greetings to the residents invites you to the warm and cozy atmosphere to try new Menu developed specially for you – a fusion cuisine. You will enjoy Kazakh, Italian, American, Indian and other countries cuisines.  
In addition, On Fridays and Saturdays, you can enjoy Suitcase’s warm environment with live music and Chef and friendly personnel sincerely expects everyone daily from 10 AM until the midnight
- Riviera Park “Minimart” Minimarket.  
The “Minimart” Minimarket is located on the first floor (next door of the GYM).  
Opening hours: 10AM - 10PM daily!  
With regard to the mini market, it has variety of food choices. Including firewood and good meat for barbecue, which you can buy in our mini market.
- BBQ Zone is for your families and friends to the outdoor lawn of Riviera Park Residences
- Riviera Park “Teenagers” room  
The room is equipped with all necessary technologies to be used by teen residents such as TV, Wi- Fi, Football Table and telephone. In addition to that, we are launching a special menu tailored to teenagers, which they can order from the restaurant by dialing external number 2003 or 1003.

### EMERGENCY

- In any circumstances residents can follow instructions on actions in emergency situations of their company
- Management of Riviera Park Residence will provide you with immediate assistance in resolving situations after receiving of the signal
- Smoking in apartments or in unidentified places is prohibited, in order to avoid a fire. For smoking specially allocated and equipped zone

### RADIATORS/STEAM HEATING

- It is forbidden:
  - Disconnect the radiator (block both valves) completely from heating system, except in emergency cases and in cases of radiator service.
  - Sharply open both valves of the heating disconnected from the heating line in order to avoid water hammer inside the radiator and its rupture.
- Do not open the air valve to residents. This event is carried out by specialists.
- Please call to the reception 3000.
- Children must not be allowed to play with valves and the air valve. Any mechanical impact is prohibited: scratching, bump, etc.

### FIRE INSTRUCTIONS AND EMERGENCY

- Riviera Park Residence is fully equipped with modern fire prevention devices. Every flat is equipped with automatic fire detector system.
- In case of fire you have your own separate emergency escape situated in the balcony of your flat.
- In case of fire in your apartment immediately leave the door, after drowning, but do not lock the door, proceed to the gathering place by alarm, located near the parking
- The emergency exit – has to be always locked and the key has to hang on a hook
- If the fire is not in your flat, leave your flat. For that, first touch the front door.
  - If the door is cool, open it slowly and go to the exit. If there will be a smoke, move by crawling, as the flow of fresh air passes through the floor, guided by evacuation signs.
  - If the door is hot, do not open it. Perhaps, your apartment occurs safer for you a place. Plug all the slots with wet towels.
- If it's not possible to move out via emergency exit door, leave your flat via escape hatch in your balcony, if it is not safe to evacuate via escape hatch, call for help and wait to be rescued in your flat by the fire brigade.
- For your additional safety, please familiarize yourself with the fire alarm locations, exit routes, and safety guides.
- If you have any problems or any emergency happening in your flat, please contact directly the Reception team by phone #3000 or by mail [reception@riviera.cpssc.kz](mailto:reception@riviera.cpssc.kz)
- In case of fire do not use the lifts. Perhaps, electricity turn off in case of fire.

### FIRE SAFETY

- Familiarize yourself and all family members with evacuation plans
- Familiarize yourself and all family members with the location of your muster point

- Plan what to do in case of an emergency on time of settling . Because, you won't have time to plan during a fire.
- Find the escape hatch in your balcony and the main emergency exit door in living room. Be sure they are unlocked and not closed. Then, count doors between your door and the exists so you have a reference point if it's smoky.
- If you noticed some smoke or fire, break the glass of nearest sound alarm or push the red button to activate the siren (red boxes on the walls of building). Immediately inform Reception team about occurred incident. Local emergency fire brigade will be called by the Reception team.
- Only attempt to tackle source of ignition if it is safe to do so.
- If you are trained to use fire extinguisher you can use it, it is located near the entrance door in your flat in case of ignition. If it's safe and no harm for you, then switch off all electrical equipment including AC'S and close all windows.
- Report about the fire to the Reception team of Riviera Park Residence

Information	Hospitality
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#### HOSPITALITY PROMISE

- Making your stay enjoyable at Riviera Park Residence is our goal. Just let our Residence Management knows if any part of your stay isn't satisfactory. We promise to do the best to make it right.

#### GUEST SUGGESTION/ HELP DESK

- To help us to ensure that the service we provide meets your requirements/to provide some feedback or suggestion about the service provided/ If you have any problems in your flat, please send via e-mails with YOUR FLAT NUMBER + YOUR NAME in the subject: [reception@riviera.cpsc.kz](mailto:reception@riviera.cpsc.kz) copy [t.gulzhan@cpsc.kz](mailto:t.gulzhan@cpsc.kz) or call to receptions desk 3000. Give a brief explanation of the problem. Residence Management will make all efforts to find the right solution and reply to you.
- If you have an emergency request, call the Reception team #3000. Related specialist will look after your demand at any time which will be convenient for you.

#### MAINTENANCE

- Our maintenance team provides service 24/7

#### LOST & FOUND

- Riviera Park Residence will be not responsible for any kind of loss of items
- For the articles lost and found, please contact the reception desk #3000

#### WEEKLY NEWSLETTER

- Reception Team will publish the newspaper on every Fridays and send via e-mails to our tenants. In the newspaper you will find any upcoming information's, works, advertising which happen on the Riviera Park territories



#### INTERNET

- Every flat in Riviera Park Residence is equipped with an Wi-Fi / internet connection with separate PASSWORD .
- If you need assistance, please contact Reception team in order that our IT specialist will assist you.

#### TELEPHONE INSTRUCTIONS

- This information will help you use the telephone system of Riviera Park Residence.
- If you should require further information, please contact the Front Desk for any information.

Flat to flat	Dial 0 + room number
Call to city	Dial phone number
Long Distance Calls	Dial 8 + area code + phone number
International calls	Dial 8 + 10 + country code + phone number

**Please be informed that in the end of every month for the use of international and long-distance calls management will send you a bill according to the tariff below:**

#### TELEPHONE CALLING RATES

Destination	Rate per 1 min.(incl.VAT) in KZT
Kazakhstan	
Nearer 100 km	135
From 101 to 300 Km	140
From 301 to 600 Km	145
From 601 to 1000 Km	155
From 1001 to 3000 Km	160
Cellular «GSM Казахстан», «Кар-Тел», «Алтел», "Mobile Telecom Service"	180
Russia Federation	255
Azerbaijan, Armenia, Belorussia, Georgia, Kyrgyzstan, Moldova, Tajikistan, Turkmenistan, Uzbekistan, Ukraine	285
Latvia, Lithuania, Estonia	300

Great Britain, Germany, Italy, Turkey, France	290
Austria, Albania, Belgium, Bulgaria, Hungary, Greece, Denmark, Ireland, Spain, Cyprus, Luxemburg, Malta, Monaco, Netherlands, Norway, Poland, Portugal, Rumania, Finland, Czech, Switzerland, Sweden	400
Australia	450
China, Mongolia	330
Israel, India, Iran, Arabstates, South Korea, Japan	350
Afghanistan, Bangladesh, Vietnam, Indonesia, Jordan, Iraq, Yemen, Kuwait, Lebanon, Malaysia, Maldives, Pakistan, Saudi Arabia, Syria, Taiwan, Thailand, Philippines	450
Canada, USA	290
Anguilla, Argentina, Bahama Islands, Bolivia, Brazil, Venezuela, Hawaii, Haiti, Honduras, Dominica, Colombia, Mexico, Peru, Chile, Ecuador, Jamaica	450
Africa	450

Information	TV instructions
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## TELEVISION

- Riviera Park Residence is proud to provide you more than 40 worldwide channels

№		Name	Ing	№		Name	Ing
Pnsnk	Hr			Pnsnk	Hr		
1	850	HBO	En	28	877	1TVRUS Europe	Ru
2	851	StarMovie	En	29	878	Euronews	En
3	852	WB (Warner Bros)	En	30	879	KazhakhTV	Kz
4	853	Sony Six	En	31	880	BBC World News	En
5	854	StarSport2	En	32	881	Fashion	En
6	855	Карусель	Ru	33	882	Music Box Russia	Ru
7	856	Viasat History	En	34	883	BVN	Dut
8	857	Sony Turbo	En	35	884	GalaTV	Tur
9	858	AMC	En	36	885	Bloomberg European	En
10	859	ZeeTV	En	37	886	Al Jazeera English	En
11	860	Sony ESPN	En	38	887	TV5MONDE EUROPE	Fre
12	861	StarSportSelect1	En	39	888	4 FUN DANCE	Tur
13	862	SonyPix	En	40	889	Fox Life	Ru/En
14	863	StarsTV	Pol	41	890	TLC	Ru
15	864	Nickelodeon	En	42	891	Fox	Ru/En
16	865	CNN	En	43	892	Кинохит	Ru
17	866	Rai1	Ita	44	893	Sony Sci-Fi	Ru/En
18	867	Rai2	Ita	45	894	Sony channel (SET)	Ru/En
19	868	Rai3	Ita	46	895	National Geographic	Ru/En
20	869	Rai News 24	Ita	47	896	Eurosport2	Ru/En
21	870	DW	En	48	897	QAZAQSTAN	Kz

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22	871	Rai Sport	Ita	49	898	Balapan	Kz
23	872	RTL 102.5 TV	Ita	50	899	Хабар	Ru/Kz
24	873	TNT	Ru	51	900	QAZSPORT	Ru/Kz
25	874	Rossiya24	Ru	52	901	Хабар24	Kz
26	875	STS international	Ru	53	902	КТК	Ru/Kz
27	876	CNBC PE Hot	En	54	903	Первый Канал Евразия	Ru/Kz
				55	904	НТК	Ru/Kz

#### HOW TO TUNE YOUR TV CHANNELS

1. Put TV on channel 1
2. Push button "menu" on remote control.
3. Push arrows up/down and go to menu "setup"
4. Push arrow to right on to "auto tuning"
5. Push arrow to right on to "to set"
6. Push arrow down to "search" then push arrow right to "to start"
7. Wait and when finished push button "return" on remote control