

APPROVED

By order of the Director  
of LLC "Grindorf"

dated 01/07/2022 No. 01/07

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**Regulations**  
**on the procedure for booking and accommodation of guests**  
**at GREENGATE Hotel & SPA**  
**LLC "Grindorf"**

(The Booking and Accommodation Rules at GREENGATE Hotel & SPA (hereinafter referred to as the Rules) are developed based on the Civil Code of the Russian Federation, in accordance with Article 39.1 of the Russian Federation Law "On Consumer Rights Protection," and Article 3.1 of the Federal Law "On the Basics of Tourist Activity in the Russian Federation," as well as the Russian Government Decree dated November 18, 2020 No. 1853 "On Approval of the Rules for the Provision of Hotel Services in the Russian Federation.")

**1. General Provisions**

1.1 "Booking" — the reservation of a room (or a place in a room) in the hotel for the Guest under the conditions specified in the Customer's or Guest's request and confirmed by the Service Provider.

"Hotel" — a property complex (building, part of a building, equipment, and other property) intended for the provision of hotel services and named "Greengate Hotel & SPA" ("GREENGATE Hotel & SPA"), located at: 6 Bolshaya Okruzhnaya St., Zelenogradsk, Kaliningrad Region, 238326, Russia.

"Hotel Services" — a set of services ensuring temporary accommodation at the Hotel, including basic, additional, and ancillary services, the list of which is determined by the Service Provider and communicated to the Guest in accordance with applicable legislation.

"Service Provider" — LLC "Grindorf," located at: 6 Bolshaya Okruzhnaya St., Zelenogradsk, Kaliningrad Region, 238326, Russia, providing hotel services to the Guest.

"Customer" — an individual or legal entity, or an individual entrepreneur, intending to order or purchase or ordering or purchasing hotel services under the hotel services agreement (hereinafter referred to as the Agreement) on behalf of the Guest.

"Consumer" — an individual (hereinafter referred to as the Guest) intending to order or purchase or ordering or purchasing and/or using hotel services for personal or other needs not related to entrepreneurial activities.

"Ancillary services" — hotel services provided by the Service Provider to supply the Guest (Customer) with souvenir products, tourist symbols, special communication services, transfer, rental services, provision of individual safes, and other services rendered by the Service Provider either free of charge or according to the Service Provider's hotel price lists.

"Additional hotel services" — hotel services the cost of which is not included in the price of accommodation at the hotel.

"Local time" — the time at the hotel's location.

"Room" — a space in the hotel intended for temporary accommodation and corresponding to the parameters established by the Service Provider for each specific room category.

"Price lists" — internal local regulations of the Service Provider, approved by the Director of the Service Provider, which establish:

- categories of rooms and their characteristics;
- prices of rooms (places in rooms) and the list of hotel services included in the price of rooms (places in rooms);
- cost of providing an additional place in the room (extra bed);
- list of hotel property and its cost, subject to reimbursement by the Guest in case of loss or damage caused by the Guest;
- list and cost of additional hotel services of the Service Provider, including the cost of breakfast if it is not included in the price of the room (place in the room).

"Reception and accommodation service" — the service located on the first floor of the hotel, responsible for booking rooms, receiving, registering, and settling Guests.

The price lists in Russian are posted in an accessible area of the hotel intended for registration of temporary accommodation of Guests (in the Consumer Corner, at the reception desk of the Reception and Accommodation Service), as well as on the official website of the Service Provider.

The Service Provider has the right to set prices and tariffs, apply a discount system to all services provided to the Guest, except for those subject to state regulation of prices and tariffs.

"Booking system" — the resource owned by the Service Provider, publicly available on the Internet at [greengatehotel.ru](http://greengatehotel.ru), providing information about the hotel, room categories, prices (tariffs), accommodation conditions, booking rules, and other relevant information.

"Public offer" — an offer addressed to an unlimited number of persons interested in purchasing hotel services, made by the Service Provider to conclude a contract for the provision of hotel services, including these Booking and Accommodation Rules at "Greengate Hotel & SPA," price lists, and other documents disclosing the essence of the offer.

"Acceptance" — the consent of a person interested in purchasing hotel services to conclude a contract for the provision of hotel services.

"Check-in time" — the time set by the Service Provider for Guest arrival.



"Check-in time" — after 15:00 local time.

"Check-out time" — before 12:00 local time.

"Room price (place in the room)" — the tariff (Appendix No. 1 to this Regulation on the procedure for booking and accommodation of guests), approved by the Service Provider, defined as the cost of temporary accommodation and other ancillary services per day. For the purposes of these Rules, a "day" is understood as the period of time starting from the Check-in Time and ending at the Check-out Time on the day following the Guest's arrival, as well as every subsequent 24-hour period until the Check-out Time on the Guest's departure date.

By submitting a booking request or checking into a room at the Reception and Accommodation Service, the Guest thereby confirms that they have read these Booking and Accommodation Rules, the Fire Safety Rules, and agree with the terms of the provision of hotel and ancillary services. The Guest also consents to the processing of personal data in accordance with clause 4 of Article 9 of the Federal Law "On Personal Data" dated 27.07.2006 No. 152-FZ by providing an identity document or other documents (the list is specified in the Russian Government Decree dated 09.10.2015 No. 1085).

These Rules, as well as the Price Lists for hotel services approved by the Service Provider, constitute a public offer of "Grindorf Hotel & SPA" addressed to an unlimited number of Guests (Customers) interested in purchasing hotel services. Upon concluding the contract, the Guest (Customer) independently familiarizes themselves with these Rules, which are posted at the Reception and Accommodation Service and on the official hotel website.

The Guest accepts the Public Offer by:

- making a payment to the Service Provider's settlement account when using the Booking System;
- making a payment at the Reception desk of the Reception and Accommodation Service;
- confirming the booking.

These rules and conditions, which may be updated periodically, apply to all services provided directly or indirectly online, via email, telephone, or any mobile device, including through travel agencies. By visiting, browsing, or using our websites and/or making a booking, you acknowledge that you have read, understood, and agreed to the rules and conditions described below.

## **2. Booking Procedure**

2.1. Room bookings at the hotel are available 24/7.

2.2. At the moment of booking confirmation, the Guest (Customer) accepts and agrees to the Room Price and has no right to demand its change upon check-in at the Hotel.

2.3. The hotel offers the following types of bookings:

Guaranteed booking — a type of booking where the Service Provider expects the Guest until the Check-in Time on the day following the planned arrival date, provided that the Guest or Customer, with their consent, has made an advance payment of at least the Room Price (place in the Room) for one day. The advance payment for booking a Room (place in the Room) must be made by the Guest or Customer with their consent no later than 15:00 local time on the day preceding the planned arrival date. The advance payment may be made in cash, by bank card, by pre-authorization of a bank card, or by bank transfer to

the Service Provider's settlement account. If the advance payment is not made within the specified period, the booking is considered non-guaranteed, and the conditions for non-guaranteed booking specified in clause 2.4 below shall apply. When the Guest checks in, the advance payment is credited towards the payment for the first day of stay in the Room (place in the Room).

2.4. Non-guaranteed booking — a type of booking where the Service Provider expects the Guest only until 18:00 on the arrival day, after which the booking is canceled.

For non-guaranteed bookings, no advance payment is required from the Guest or Customer.

If the booking is made by a Customer who is a legal entity or individual entrepreneur, the amount and timing of advance payments and other booking conditions shall be applied by the Service Provider according to the contract with the Customer and may differ from those specified in these Rules.

2.5. In case of untimely cancellation of the booking (hereinafter referred to as cancellation of guaranteed booking or no-show), the Guest or Customer shall be charged for the actual downtime of the Room (place in the Room), but not more than the Room Price (place in the Room) for one day. If the Guest arrives more than 24 hours late, the guaranteed booking is canceled, and the Guest (Customer) is charged for the actual downtime of the Room (place in the Room), but not more than the Room Price (place in the Room) and not more than for one day.

2.6. No-show is defined as the Guest's failure to arrive at the hotel premises designated for registration of temporary accommodation (Reception and Accommodation Service) before the Check-in Time on the day following the planned arrival date.

2.7. Late arrival is defined as the Guest's check-in after the Check-in Time on the planned arrival day and before the Check-in Time on the day following the planned arrival date.

2.8. The Service Provider reserves the right to refuse a booking if there are no available rooms meeting the request criteria for the specified dates.

2.9. The Guest may cancel the booking in case of change of plans. Cancellation of a guaranteed booking must be made at least one day before the arrival date in low and mid seasons, and two days before in high season, unless otherwise specified in a written agreement concluded with the Guest or Customer. Cancellation of a booking (refusal of room booking) at the hotel is carried out by the Service Provider upon receiving the cancellation from the Guest or Customer via mail, telephone, or other means that reliably identify the cancellation as originating from the Guest or Customer. The form of cancellation (refusal of room booking) is established by the Service Provider (Appendix No. 3 to these Rules).

In such cases, the prepayment is refundable. In case of untimely cancellation, the hotel is entitled to compensation in the amount of 100% of the cost of one day's accommodation. Other cancellation terms are applied in accordance with the concluded hotel service agreements.

2.10. When booking by a Customer (legal entity) or an individual entrepreneur, the amount and timing of the advance payment, as well as other booking conditions, shall be applied by the Service Provider in accordance with the contract with the Customer and may differ from those specified in these Rules.

### **3. Procedure for Check-in and Payment for Accommodation, Information about Services**



3.1. Upon check-in, each Guest must complete registration at the Reception desk in accordance with Article 5 of the Russian Federation Law dated 25.06.1993 No. 5242-1 "On the Right of Citizens of the Russian Federation to Freedom of Movement and Choice of Place of Residence within the Russian Federation."

3.2. Check-in and check-out at the Hotel are carried out 24 hours a day.

3.3. Upon accommodation in the Hotel, a contract (Agreement — Registration Card, Appendix No. 2) signed by both parties is drawn up between the Service Provider and the Guest, containing all essential terms for the provision of hotel services. The Guest must sign the Registration Card, thereby confirming the accuracy of the information about themselves and any accompanying persons and agreeing to these Rules. The Guest is issued an electronic key to the hotel room for the paid duration of stay, which serves as the Guest's card.

3.4. For security purposes and in accordance with the requirements established by Russian legislation, the Reception and Accommodation Service registers all Guests at the place of stay based on identity documents and transmits this data to the authorized authorities (Ministry of Internal Affairs).

3.5. The contract is concluded upon presentation by the Guest of an identity document issued in the prescribed manner and entering the data from this document into the Registration Card.

3.6. Identity documents include:

- a) Passport of a citizen of the Russian Federation, certifying the identity of a citizen of the Russian Federation within the territory of the Russian Federation;
- b) Passport of a citizen of the USSR, certifying the identity of a citizen of the Russian Federation until it is replaced within the established term by a passport of the Russian Federation;
- c) Birth certificate — for a person under 14 years of age;
  - Accommodation of minors under 14 years of age is carried out based on identity documents of their parents (adoptive parents, guardians) or accompanying persons, provided that the accompanying persons present written consent from the legal representatives (at least one of them), as well as the birth certificates of these minors.
  - Accommodation of minors aged 14 and over, in the absence of legal representatives, is carried out based on identity documents of these minors, provided that written consent from the legal representatives (at least one of them) is presented.
- d) Passport of a citizen of the Russian Federation certifying identity outside the Russian Federation, for persons permanently residing outside the Russian Federation;
- e) Temporary identity card of a citizen of the Russian Federation;
- f) Passport of a foreign citizen or another document established by federal law or recognized in accordance with an international treaty of the Russian Federation as a document certifying the identity of a foreign citizen;
- g) Document issued by a foreign state and recognized under an international treaty of the Russian Federation as a document certifying the identity of a stateless person;

h) Temporary residence permit of a stateless person;

i) Residence permit of a stateless person.

3.7. Accommodation is provided upon full payment for the service. Payment for accommodation is charged according to the Check-out time. Additional services may be paid for at check-in, check-out, or during temporary absence from the hotel premises. When settling accounts with the Guest (Customer), the Service Provider issues a cash receipt or a document on a strict accountability form. For non-cash payments to the Hotel's settlement account, in addition to the cash receipt, a Certificate of Completed Work is issued.

3.8. All Guests residing in the hotel rooms must be registered in accordance with the legislation of the Russian Federation. Unauthorized persons may stay in the rooms of registered Guests upon their invitation between 8:00 AM and 11:00 PM. After 11:00 PM, such persons are required to register their stay at the hotel — to register with the Reception and Accommodation Service according to the current Rules and pay for their accommodation in the room in accordance with the applicable Price List.

3.9. If there is a prior booking for the current date, the Service Provider guarantees to provide the Guest with a Room (place in the Room) at the Check-in Time.

3.10. If the Guest stays in the Room for less than a full day (for example, if checking in after the Check-in Time of the current day and/or checking out before the Check-out Time of the current day), the charge is the full Room Price (place in the Room) for one day, regardless of the actual time spent by the Guest in the Hotel.

3.11. If the Guest checks in before the established Check-in Time (early check-in) and continues to stay in the hotel, the fee for the room (place in the room) for the period from the time of check-in until the Check-in Time is charged at half a day's rate. If this period exceeds 12 hours, the full Room Price (place in the Room) for one day is charged. If there are available rooms (places in rooms), the Service Provider may accommodate the Guest before the Check-in Time.

3.12. In case of late check-out after the Check-out Time of the current day, the following payment procedure applies:

- for check-out until 6:00 PM inclusive, a charge of half a day's rate is applied;
- for check-out after 6:00 PM, a full Room Price (place in the Room) for one day is charged.

3.13. Upon check-out from the Hotel, the Guest must notify the Reception and Accommodation Service in advance, return the room, and return the electronic room key.

3.14. If an extension of the stay is required, the Guest must notify the Service Provider no later than the Check-out Time of the day on which the Guest is scheduled to leave the Hotel. The Service Provider, subject to room availability, will extend the stay.

Payment for the extension is made by the Guest according to the procedure established above in these Rules for payment of the Room Price (place in the Room) and must be made no later than the Check-out Time of the day in which the Guest has extended their stay.

3.15. Failure by the Guest to extend the stay within the time frame specified in clause 3.14 of these Rules and/or failure to pay for the extension in the manner provided by these Rules shall be considered



a delay in check-out, entitling the Service Provider to demand immediate vacating of the Room (place in the Room) occupied by the Guest, and entails consequences established in clause 3.10 of these Rules.

3.16. Items found by the Service Provider's staff in the Room after the Check-out Time, which is subject to release and for which payment has ended (in cases where the Guest has not notified the Reception and Accommodation Service of an extension in the manner and within the time frames established by these Rules), shall be considered forgotten and placed by the Hotel in the lost and found room. Placement of items into storage is carried out by the Hotel administration in the presence of at least three representatives of the Service Provider and is documented by an appropriate Act of Transfer of Forgotten Items for Storage (Appendix No. 4 to these Regulations).

3.17. Forgotten items are stored by the Hotel for six (6) months from the date of discovery, except for perishable and low-value items. After the six-month storage period, if the owner does not claim the items, the Hotel has the right, at its discretion, to dispose of the found items.

3.18. Unclaimed found documents issued by government authorities or local self-government bodies, as well as items requiring special permits for storage, must be handed over to the police immediately after discovery.

3.19. In case the Guest is staying at the Hotel and changes the departure date to an earlier time, the Guest must notify the Service Provider at least 24 hours before the planned departure. If the Service Provider is not notified within the specified period, the Service Provider has the right to charge a penalty for late cancellation of the booking in the amount of the Room Price (place in the Room) for one day of accommodation according to the Price List effective at the time of booking confirmation. In the absence of a prior booking, the penalty is charged according to the Price List effective at the time of the Guest's check-in.

3.20. The Service Provider accepts payment for services in cash in Russian rubles, as well as by credit cards of the following payment systems: Visa, MasterCard, MIR, and other payment methods valid in the territory of the Russian Federation.

3.21. Information about the Service Provider and the services provided is available in Russian and can be found at the Reception and Accommodation Service.

3.22. The Room price (place in the Room) for each Guest (Customer) is set at the moment of booking confirmation by the Service Provider according to the Price List effective at that time; in the absence of prior booking, the price is set at the time of the Guest's check-in according to the Price List effective at the time of accommodation. Prices established by the respective Price List vary depending on the room category, the number of occupants, other factors, and are valid for a limited time.

3.23. The Service Provider establishes daily payment for accommodation in the Room (place in the Room). Hourly accommodation and hourly rates are not provided.

3.24. The operating hours of the hotel's food and beverage establishments (restaurants, bars), SPA center, and fitness center are determined separately and communicated to the Guest at the Reception and Accommodation Service and on the official website of the Hotel.

#### **4. Procedure for Providing Hotel Services**

4.1. The quality of services provided by the Hotel complies with the requirements established by the current legislation of the Russian Federation.

4.2. At the request of the Consumer, the Service Provider is obliged to provide the following services free of charge:

- calling an ambulance or other emergency services;
- use of a medical first-aid kit, excluding medicines;
- delivery of correspondence addressed to the Guest to the Room upon receipt;
- wake-up call at a specified time;
- calling a city taxi;
- internet access in the hotel lobby and rooms;
- use of the fitness center;
- storage of luggage in the baggage room;
- information about tourist, museum, and cultural-historical attractions;
- daily cleaning from 9:00 AM to 9:00 PM;
- additional evening cleaning upon Guest's request;
- delivery of items upon Guest's request (shaving kit, comb, baby cot).

4.3. The Guest has the right to use Additional Hotel Services provided by the Service Provider in the prescribed manner. The list of Additional Hotel Services is specified in the corresponding Price List, posted in Russian in the area designated for temporary accommodation of Guests (in the information folder at the Reception and Accommodation Service). Additional Hotel Services are provided by the Service Provider only with the Guest's consent. Payment for Additional Services is accepted in cash (Russian rubles), as well as by credit cards of the following payment systems: Visa, MasterCard, MIR, and other payment methods valid within the Russian Federation.

4.4. The Service Provider reserves the right to change the procedure for providing Additional Hotel Services, including food and beverage services, if necessary.

4.5. The Service Provider reserves the right to replace the Room provided to the Guest with a Room of the same or higher category if the current Room is deemed by the Service Provider to be out of order during operation. A Room is considered out of order if it requires urgent repair, sanitary-epidemiological, or other measures aimed at eliminating causes that pose a threat and prevent normal (quality and safe) use of the Room, as well as other Hotel premises, if this prevents normal access and servicing. In this case, the Service Provider must immediately notify the Guest about the need to vacate the Room, specifying the deadlines for vacating and simultaneously offering a similar available Room at the discretion of the Service Provider, but without lowering the category of accommodation for the Guest. The Consumer is obliged to vacate the occupied out-of-order Room before the start of the specified works within the time frame established by the Service Provider.

4.6. All expenses related to the replacement of the out-of-order Room are borne by the Service Provider. If the Guest refuses the offered replacement Room, all necessary settlements related to the early termination of their stay will be made with the Guest.



4.7. Children up to and including 5 years of age stay at the hotel free of charge without an additional bed (the cost of an additional bed is 500 rubles at the Guest's request), and breakfast is provided free of charge; the child's age must be confirmed by a birth certificate or an appropriate entry in one of the parents' passports. Children aged 5 to 12 inclusive are charged 1,500 rubles per day for an additional bed, and the cost of an additional breakfast is 500 rubles. Accommodation and payment for children aged 13 and older are charged as for an adult Guest with a main bed. The cost of an additional bed is 2,000 rubles; the breakfast price is 100% of the open price.

4.8. The maximum number of Guests per room: Standard, Standard Superior, Junior Suite – 3 persons; Suite – 4 persons.

4.9. The Hotel's policy does not allow guests to stay with any animals, nor does it permit animals to be present on the hotel premises.

## **5. Rights and Obligations of the Guest**

5.1. The Guest has the right to:

- use all Hotel services;
- receive complete and reliable information about the rules of accommodation in the Hotel, the cost, and the list of Hotel services;
- address the staff of the Reception and Accommodation Service regarding the quality of provided services.

5.2. The Guest is obliged to:

- comply with the accommodation rules established by these Rules and other local regulatory documents of the Service Provider, which are available in the Information Folder in each Hotel room;
- comply with fire safety rules (Appendix to these Rules);
- during the entire stay at the Hotel, observe moral and ethical standards, refrain from excessive alcohol consumption and foul language; respect the rights of other Guests and visitors to rest, and refrain from offending Guests and hotel staff by actions or words;
- dress in a manner appropriate to the status of the Hotel and not offend the religious or ethical feelings of Guests and other visitors while on the Hotel premises;
- maintain public order and quietness during the stay, and not cause inconvenience to other Guests and visitors. Between 10:00 PM and 9:00 AM, the volume of audio and video equipment in the room must be reduced to a level that prevents noise from being heard in neighboring rooms;
- comply with the rules for registering their visitors;
- be responsible for the actions of visitors they invite to their room; the number of visitors must not exceed 4 persons per occupied room;
- comply with the rules for visiting the SPA center, fitness room, swimming pool, restaurant, and lobby bar;
- stay only in the premises designated by the contract with the Hotel management;

- treat the Hotel property and equipment with care;
- when leaving the room, close water taps, windows, balcony doors, turn off lights, TV, and other electrical appliances;
- keep windows and doors closed when the air conditioner is running;
- pay the bill for services rendered on time according to the price lists;
- vacate the room upon expiration of the paid accommodation period;
- upon check-out, settle all payments for paid services, inform the Reception and Accommodation Service Administrator of departure, return the room key, and present the room for inspection by Hotel staff;
- compensate for any damage (if necessary) caused to the Service Provider's property in accordance with the price list for property damage effective at the time of stay.

5.3. The Guest is prohibited, both in the Hotel and on the adjacent territory, from:

- using heating appliances (kettles, electric stoves, etc.) in the hotel room and common areas to comply with fire safety, except for devices provided by the Service Provider;
- leaving strangers (persons not party to the hotel services agreement) in the room or giving them the room key;
- leaving children unattended in the room;
- storing bulky items, flammable materials, weapons, chemicals, radioactive and explosive substances, heavy metals;
- storing or unauthorized use of pyrotechnic devices;
- making changes to the room's technical equipment without hotel administration approval;
- disturbing the peace of other Guests after 11:00 PM;
- being in a state of severe intoxication (alcohol or drugs), or consuming beverages in common areas (pool area, lobby, corridors, staircases);
- cooking food on balconies, including using grills and other heating devices;
- throwing garbage from balconies or leaving garbage bags in corridors;
- staying on the premises if diagnosed with or suspected of having an infectious disease (Article 33 of Federal Law No. 52 "On the Sanitary and Epidemiological Welfare of the Population" dated 30.03.00).
- to distribute printed or other materials not agreed upon by a separate agreement with the Hotel administration;
- to keep animals, birds, reptiles, exotic spiders, and insects in the Room, and to be on the Hotel premises with them;



## **6. Benefits Provided During Accommodation at the Hotel**

6.1. The Service Provider is obliged to provide benefits in the provision of hotel services to those categories of citizens entitled to such benefits under laws and other regulatory legal acts.

## **7. Responsibility of the Service Provider and the Guest**

7.1. The Service Provider is responsible for the safekeeping of the Consumer's belongings in accordance with the legislation of the Russian Federation.

7.2. The Service Provider is not responsible for the loss of valuable items of the Guest found in the room. The Hotel administration is responsible for the Guest's valuables only if they have been handed over for safekeeping with an inventory list. The storage period of the Consumer's belongings in the Hotel corresponds to the duration of the Consumer's stay at the Hotel.

7.3. The Guest who discovers loss, shortage, or damage to their belongings must immediately report this to the Service Provider's administration. Otherwise, the Service Provider is released from responsibility for the safekeeping of such belongings.

7.4. In accordance with the legislation of the Russian Federation, the Service Provider is liable for harm caused to the life, health, and property of the Guest due to defects in services rendered, for defects in the provided services, and compensates moral damage caused to the Guest by violation of their rights in accordance with the Procedure established by the Russian Federation Law "On Consumer Rights Protection." The Service Provider is not liable to the Guest for direct or indirect losses and/or lost profits arising from temporary lack of telephone and/or mobile (cellular) communication and/or Internet access and/or interruptions in their provision, as well as other circumstances beyond the Service Provider's control.

7.5. The Guest shall fully compensate the Hotel for loss or damage to Hotel property in accordance with Russian legislation. Damage to property is considered deterioration of materials (items) after which these materials (items) lose their original qualities. Damage caused to the Hotel shall be compensated based on a damage report and according to the Service Provider's approved Price List for property damage.

7.6. For the personal safety of Guests and to maintain order on the Hotel premises, video surveillance is conducted.

7.7. The Guest is fully responsible for their actions and the actions of visitors they invite, including unlawful actions and any material or moral damage caused by such visitors to other guests, Hotel staff, and their property.

7.8. The Service Provider has the right to refuse Hotel services to the Guest in cases of violation of these Rules by the Guest, untimely payment of Hotel services, or commission of unlawful acts.

7.9. The Hotel Administration has the right to refuse the Guest any services listed in the price list for medical reasons and in cases where the Guest exhibits aggression (actions) towards the staff or other guests that threaten the safety or health of others or the Hotel staff, or the preservation of their property or the Hotel's property.

7.10. The Hotel Administration and staff are not responsible for aggressive actions of third parties, including those threatening the safety or health of others.

7.11. In the event of a serious violation of the rules of conduct (stay) or safety requirements by the Guest, the administration has the right to refuse the Guest further stay on the Hotel premises, with mandatory documentation of the violation and, if necessary, invitation of competent authorities.

7.12. If a Guest or visitor provides false documents for registration at the Hotel, attempts to check in for cohabitation with minors without documents confirming kinship, or invites a minor as a visitor without proper authorization, the Hotel Administration shall immediately inform the competent authorities of these facts.

7.13. The Hotel Administration reserves the right to enter any premises on the Hotel's territory without the Guest's (visitor's) consent in cases of smoke, fire, flooding, as well as in cases of violation of public order, accommodation rules by the Guest (visitor), or in any emergency situations.

7.14. Upon eviction of the Guest from the Hotel for reasons specified in paragraphs 7.8 – 7.12, or at the Guest's initiative, payment for accommodation is charged as a full day regardless of the time of check-out.

7.15. The Hotel is not responsible for the Guest's health in cases caused by actions of visitors invited by the Guest or consumption of drinks and food purchased outside the Hotel, as well as medications and other substances.

7.16. The Hotel Administration is not responsible for the safekeeping of documents, money, other valuables, and precious items that have not been deposited in the Hotel's safe or safety deposit boxes.

7.17. The Hotel Administration is not responsible for the safekeeping of personal belongings and property of visitors present on the Hotel premises during various events.

7.18. The Hotel Administration does not accept expensive items (delicate fabrics, items with appliqué, precious stones, or costume jewelry) for laundering and is not responsible for them.

7.19. The Hotel Administration has the right to refuse to provide an extra bed if its installation in the Room is not allowed.

7.20. The Hotel Administration is not responsible for the operation of municipal utilities, for unscheduled outages of electricity, water, or heating due to accidents at power substations, as well as for scheduled maintenance of utility networks about which the Guest was informed upon check-in.

7.21. The Hotel Administration is not responsible to the Guest for direct or indirect losses and/or lost profits arising from temporary absence of telephone and/or mobile (cellular) communication and/or Internet access and/or interruptions in their provision, as well as for other circumstances beyond the Hotel's control.

## **8. Complaints and Dispute Resolution Procedure**

8.1. In the event of any disputes regarding the quality of service, the Hotel Guest should seek to resolve them with the Hotel administrator by contacting the reception desk. If the issue cannot be resolved on the spot, the Guest must promptly submit their requests in writing and register them at the reception



desk. Failure to comply with this requirement may serve as a basis for full or partial refusal to satisfy the claims.

8.2. If it is impossible to resolve the identified deficiencies on site, a report shall be drawn up in two copies specifying the remarks, signed by the Hotel Guest and an authorized representative of the Hotel.

8.3. If the Hotel Administration fails to eliminate the identified deficiencies on site, the Hotel Guest has the right, upon presentation of the report on identified violations, to file a claim within 20 days after the end of the stay. In the absence of the corresponding report mentioned in clause 8.2, the complaint cannot be accepted for consideration, and the Consumer's (Guest's) demands shall be deemed unfounded.

8.4. In case of equipment failure or damage to the room inventory caused by the Guest and/or their invited visitor, the Hotel staff, together with the responsible party, shall prepare a report in the prescribed form, based on which the Guest is obliged to compensate for the damage within no later than 20 (twenty) days from the date of signing the report.

## **9. Photo and Video Recording on Hotel Premises**

9.1. Photo and video recording in staff-only areas and in the Hotel's private-use rooms is prohibited, except for recording by the Guest in the room they have checked into for accommodation, or recording for which permission has been granted by the Hotel Administration.

9.2. Non-commercial photo and video recording in the Hotel's public areas may only be conducted with the consent of all persons present in the publicly accessible premises, in accordance with paragraph 7 of Article 3 of the Federal Law dated 27.07.2006 No. 149-FZ "On Information, Information Technologies and Information Protection." It is also prohibited to knowingly and/or accidentally use images of other Hotel Guests in photo or video recordings without their prior consent. Guests conducting video and photo recordings on the Hotel premises must respect the rights of other Guests present. Recording a citizen is only permitted with that citizen's consent in compliance with the provisions of Article 152.1 of the Civil Code of the Russian Federation "Protection of a Citizen's Image."

9.3. Participation of Hotel staff in any filming is allowed only with prior consent from the Hotel staff.

9.4. Without special permission from the Hotel Administration, professional commercial photo and video recording is not allowed in any premises. This refers to recording intended not for the exercise of the right to search, receive, transmit, produce, and distribute information for personal use as defined by Federal Law dated 27.07.2006 No. 149-FZ "On Information, Information Technologies and Information Protection." Professional commercial recording includes any filming using professional equipment (especially with tripods, lighting, or other gear) intended to obtain photos or video materials for use in mass media or commercial resources for profit-making purposes.

9.5. Access to the Hotel with professional photo and video equipment is permitted only through the service entrance and according to pre-approved lists.

9.6. When using photo and video equipment for personal purposes, the Hotel kindly asks Guests and Visitors not to use flash photography in public areas and to avoid including other Hotel Guests in the frame.

## **10. Check-in and Parking of Private Vehicles**

10.1. The Hotel parking lot is intended for temporary parking of Guests' vehicles subject to availability of free spaces.

10.2. Parking vehicles on the passenger drop-off and pick-up area in front of the Hotel's main entrance without prior approval or permission from the Hotel Administration is prohibited.

10.3. The Guest has the right to park their vehicle in any free parking space except those specially designated.

10.4. It is prohibited to leave vehicles at the entrance or exit of the parking lot, as well as in close proximity to the Hotel façade.

10.5. For violations of parking and standing rules, the Hotel Administration reserves the right to refuse service and/or accommodation to the visitor.

10.6. The following vehicles are not allowed in the parking lot:

- vehicles leaking fuel, oil, coolant, or brake fluid and in emergency condition;
- vehicles containing self-igniting or poisonous substances in the cabin;
- vehicles with trailers.

10.7. Parking a vehicle by the Guest in the Hotel parking lot does not constitute a storage contract. The Hotel Administration is not responsible for the safekeeping, loss (theft), damage, or incompleteness of the vehicle and/or any property left inside the vehicle while parked.

10.8. The Guest (Visitor) must comply with the traffic scheme within the parking lot, move the vehicle upon request of the Hotel representative, avoid littering, park strictly within marked spaces, immediately report any fire to the Hotel Reception and nearby vehicle owners, take measures to extinguish the fire using all available means including fire extinguishers, and if unable to control the fire or smoke, leave the parking area immediately.

10.9. Any commercial activities on the parking lot without the Hotel Administration's consent are prohibited, including organizing meetings, rallies, advertising and marketing events, conducting surveys, questionnaires, or collecting information by any means without notifying the Hotel Administration; posting (installing) posters, bills, announcements, or other advertising or propaganda materials without written permission from the Hotel Administration; blocking driveways and exits; parking vehicles with open fuel tank caps or leaking fuel; using open flames as light sources or for engine warming; driving over 5 km/h; placing vehicles on jacks or stands; storing motor fuel in additional containers other than the vehicle's tanks; covering license plates with covers; performing repair work; smoking and consuming alcoholic beverages; installing cabinets or boxes for storing tools; making sudden starts causing marks on the surface; washing vehicles.

10.10. In case of damage to the parking lot surface or technical equipment (including but not limited to barriers, fences), the Guest (Visitor) shall, within 3 (three) calendar days from receipt of the written notification and the report prepared by the Hotel Administration, compensate the cost of the damaged property as determined by the Hotel's accounting records as of the damage date. The Hotel reserves the



right to unilaterally (extrajudicially) withhold the cost of repair or the full value of the damaged property from any prepayments made by the Guest for any other Hotel services.

## **11. Rules of Conduct in the SPA Area**

11.1. SPA area hours of operation: daily from 08:00 to 22:00. Cleaning break (daily) from 12:00 to 13:00. Except for sanitary and technical days specified on the Hotel's official website and at the reception information desk.

11.2. From 20:00 to 22:00, access to the SPA area is available only to guests aged 14 and older.

11.3. Visiting the SPA area is an additional hotel service.

11.4. SPA access for guests staying at the hotel is complimentary from 08:00 to 12:00; thereafter, fees apply as regulated by the Price List, Appendix No. 5 to this Policy on the procedure for booking and guest accommodation.

11.5. SPA services are provided both to Hotel guests and to non-residents. The cost of SPA access for non-resident guests is regulated by the Price List, Appendix No. 6 to this Policy on the procedure for booking and guest accommodation.

11.6. SPA access is allowed only when wearing a swimsuit.

11.7. For visiting the SPA, please change into the terry robe provided in the Hotel room.

11.8. Entry to the shower and sauna areas is permitted only while wearing appropriate shower shoes with non-slip soles.

11.9. Before entering the pool/visiting the hammam/sauna, it is necessary to take a shower.

11.10. To prevent falls and injuries, running and fast walking in the SPA area are prohibited.

11.11. To avoid burns in the sauna and damage to wooden benches, it is recommended to sit only on a towel spread on the bench.

11.12. For your safety and to prevent injuries and burns, it is strictly forbidden to lean against hot metal objects in saunas, steam rooms, and hammams; and to expose hands, feet, or other bare body parts to sources of hot steam.

11.13. Jumping or diving into the jacuzzi or pool is prohibited. Please observe safety rules when using the pool, jacuzzi, saunas, and hammam.

11.14. Throwing foreign objects into the pool or jacuzzi is prohibited.

11.15. In case of equipment malfunction, SPA Guests or Visitors are requested to inform the Hotel staff at the reception.

11.16. Access to shower, sauna, and pool areas is prohibited if signs of skin diseases, abrasions, or cuts are present.

11.17. It is prohibited to leave children under 16 years old unattended on the SPA complex premises.

- 11.18. Use of saunas and steam baths is allowed from the age of 18. Teenagers aged 14-17 may use saunas and steam baths only when accompanied by adults. It is not recommended for persons with cardiovascular diseases, high blood pressure, or pregnant women to use saunas and steam baths.
- 11.19. The use of flammable liquids (alcohol-containing substances, etc.) and personal electrical appliances is prohibited throughout the SPA area.
- 11.20. It is strictly forbidden to pour water or other substances onto the sauna stove. Bringing aerosol sprays into the sauna and using bath brooms are prohibited.
- 11.21. Bringing and consuming food and beverages (except water in plastic containers) and alcoholic drinks in the SPA is prohibited.
- 11.22. The use of glassware or any breakable and fragile containers is prohibited.
- 11.23. Bringing plastic cups into the saunas is prohibited.
- 11.24. Leaving foreign objects and litter within the SPA center is prohibited; trash bins must be used.
- 11.25. It is strictly forbidden to soil SPA equipment, spit on the floor or in the water, or relieve oneself outside of designated toilets.
- 11.26. Bringing and using your own cosmetic products that may damage or contaminate SPA equipment—such as scrubs, peels, honey, oils, seaweed or mud mixtures—as well as using bath brooms, is prohibited.
- 11.27. Visiting the SPA while under the influence of alcohol, drugs, or toxic substances, or showing residual signs of intoxication, is prohibited.
- 11.28. The Hotel Administration reserves the right to refuse SPA access to guests showing signs of alcohol or other intoxication.
- 11.29. Since the Hotel (SPA) does not accept visitors' belongings for safekeeping and only provides wardrobe lockers for use, the Hotel (SPA) Administration is not responsible for clothing, documents, mobile phones, jewelry, or other items left or lost on the SPA premises or in lockers.
- 11.30. Forgotten or lost items found in the SPA area, such as clothing, footwear, valuables, and jewelry, are kept for 3 months. Forgotten personal hygiene products, including cosmetics, are disposed of immediately.
- 11.31. In case of damage or destruction of Hotel (SPA) property, the Hotel (SPA) Administration has the right to impose a fine on the visitor or guest equal to the cost of repair or replacement of the damaged equipment.

## **12. Rules of Conduct in the Gym**

- 12.1. When visiting the gym, the Guest must carefully read these Rules. Admission to the gym is allowed only upon acceptance of these Rules.
- 12.2. These gym Rules (hereinafter referred to as the Rules) are designed to create safe and comfortable training conditions.

A Guest may use the gym after checking into any hotel room category.



12.3. The Guest must maintain public order and generally accepted standards of conduct, and behave respectfully towards other visitors and staff.

12.4. Gym hours of operation:

Monday to Sunday from 9:00 a.m. to 10:00 p.m.

12.5. The Hotel Administration reserves the right to refuse gym access to individuals under the influence of alcohol or drugs, as well as to any client without explanation.

12.6. Minors (under 18 years old) are strictly PROHIBITED from using gym equipment and/or sports apparatuses, even under adult supervision.

12.7. The Guest bears personal responsibility for their own health.

12.8. All gym visitors must:

- attend the gym in sportswear that does not restrict movement and in clean, changeable sports shoes;
- comply with reasonable requests from the administrator;
- familiarize themselves with the gym Rules for their own safety;
- start training with a mandatory general warm-up to prevent injuries;
- avoid eating immediately before and during training;
- consult the administrator before using special gym equipment to learn about necessary safety measures and important points to consider;
- strictly observe safety measures when using exercise machines and strength equipment;
- stop training immediately if feeling unwell;
- use sports and other gym equipment only as intended;
- use only functional exercise machines and equipment;
- be understanding of any inconveniences caused by equipment maintenance;
- immediately report any malfunctioning gym equipment to the reception administrator;
- consult the reception administrator if there are questions about the operation or settings of the machines;
- not occupy equipment during rest periods between sets;
- be polite and allow others to work in with you on machines or apparatuses when requested;
- move around the gym carefully and without haste;
- maintain a safe distance from others exercising and avoid entering their work zones;
- remain attentive at all times and avoid movements or actions that may cause injury to others;
- not distract others while they are exercising;

- treat sports equipment and inventory with care;
- keep the gym clean and orderly;
- observe personal hygiene rules;
- after training, tidy up the workout area and return sports equipment to its proper place.

Note:

Excerpt from the "RULES FOR REGISTRATION AND DEREGISTRATION OF CITIZENS OF THE RUSSIAN FEDERATION AT THE PLACE OF STAY AND PLACE OF RESIDENCE WITHIN THE TERRITORY OF THE RUSSIAN FEDERATION"

(Government Decree of the Russian Federation dated June 17, 1995 No. 713)

3. A place of stay is a location where a citizen temporarily resides — such as a hotel, sanatorium, holiday home, boarding house, campground, hospital, tourist base, or other similar institution, as well as a residential premises that is not the citizen's place of residence.

A place of residence is a location where a citizen permanently or predominantly resides as an owner, under a lease (sublease) agreement, social tenancy, or on other grounds provided by the legislation of the Russian Federation — such as a residential house, apartment, official residential premises, specialized housing (dormitory, shelter hotel, temporary housing fund, special home for the lonely and elderly, boarding home for disabled persons, veterans, etc.), as well as other residential premises.

(as amended by Government Decrees of the Russian Federation dated 14.02.1997 No. 172 and 14.08.2002 No. 599)

4. Persons responsible for registering citizens at their place of stay and place of residence are officials who permanently or temporarily hold positions related to performing organizational-administrative or administrative-economic duties for controlling compliance with the rules for using residential premises and social-purpose premises.

Citizens are obliged to register at their place of stay and place of residence with the registration authorities and comply with these Rules.

Control over compliance by citizens and officials with these Rules is entrusted to the Federal Migration Service, its territorial bodies, and internal affairs authorities.

(as amended by Government Decree of the Russian Federation dated 28.03.2008 No. 220)

5. Documents certifying the identity of citizens of the Russian Federation (hereinafter referred to as identity documents) required for registration are:

- Passport of a citizen of the Russian Federation, certifying the identity of a citizen of the Russian Federation within the territory of the Russian Federation;



- Passport of a citizen of the USSR, certifying the identity of a citizen of the Russian Federation, before its replacement within the established period by a passport of a citizen of the Russian Federation;
- Birth certificate — for persons under 14 years of age;
- Passport certifying the identity of a citizen of the Russian Federation outside the Russian Federation — for persons permanently residing outside the Russian Federation.

(as amended by Government Decree of the Russian Federation dated 14.08.2002 No. 599)