1. General provisions

1.1. This document has been developed in accordance with the Rules of Provision of Hotel Services in the Russian Federation, approved by the RF Government Decree dated 09.10.2015 No. 1085 and the Law of the Russian Federation “On protection of consumer rights”.

1.2. Basic terms used in these Rules shall mean the following:

“hotel services” — a complex of services on provision of temporary accommodation, including related services, the list of which shall be determined by the contractor;

“Hotel Gamma” — a part of a property complex of Tourist Hotel Complexes “Izmailovo”, designed to provide hotel services (hereinafter — Hotel);

“consumer” — a citizen having the intention to order or purchase, or booking, acquiring and/or using the services solely for personal and other needs, not connected with entrepreneurial activity;

“contractor” — Joint Stock Company Tourist Hotel Complexes “Izmailovo” (abbreviated firm name — JSC THC “Izmailovo”), located at: Moscow, Izmailovskoye shosse, 71, building 4G-D, registered on May 28, 1993 by State Institution — Moscow Registration Chamber with No. 024.802; on September 12, 2002, Interdistrict IMIS No. 39 for Moscow made an entry in the Unified State Register of Legal Entities on legal entity registered before July 1, 2002 with basic state registration number OGRN 1027700216158; INN 7719017101, KPP 771901001; acting by virtue of the Charter, Certificate confirmation category of the hotel or another means of accommodation with “four stars”, Series of RGA No. 000015-P dated August 22, 2014, expiry date – August 22, 2016. Official website of the Hotel in Internet information and communication network is the website http://www.izmailovo.ru.

The hotel room capacity includes rooms of the following categories:

- suite category: “Business Suite”.

The rooms are equipped with equipment, furniture, bedding, and other accessories, and items of sanitary purposes, intended to ensure the conditions required for establishment of “three stars” category.

“customer” — an individual/legal entity having the intention to order or purchase, booking or purchasing services in accordance with a service contract (hereinafter – contract) in favour of the consumer;

“booking” — advance reservation of rooms in the hotel by the customer (consumer);

“check-in time” — time that is set by the Contractor for arrival and departure of the Consumer;

“check-in time” — after the 14:00 MSK current day;

“check-out” — before and at 12:00 MSK current day;

“room price” — rate defined as the cost of temporary accommodation and other related services, determined by the Contractor, provided for one price unit per day, while for the purposes hereof, “day” shall mean a period of time, starting from the Check-in Time (as that term is defined above) and ending at the Check-out Time (as the term is defined above) of the day following the day of arrival of the Consumer, as well as each subsequent 24 (twenty-four) hours until the Check-out Time on the date of departure of the Consumer.

1.3. Contractor’s services prices are specified in the price lists. Current price lists are posted in the Hotel premises designed for registration of temporary residence (in the information folder at the Hotel Accommodation Service), as well as at the direct place of service provision.

1.4. To ensure the safety of Hotel accommodation, access control is provided – entrance to the residential area of the Hotel is allowed by guest cards.

The outside persons invited by the guest may stay in residential area of the Hotel from 6:00 MSK till 23:00 MSK with issuing of a single pass according to the established procedure; It is necessary to present an identity document of the invitee. In the absence of an identity document, no pass to the residential area of the Hotel shall be issued; access to the residential area of the Hotel is prohibited.

Stay of invitees between 23:00 MSK and 6:00 MSK is permitted only if they are checked in the Hotel in accordance with the established procedure.

2. Information about services, registration procedure and payment for accommodation in the Hotel.

2.1. Contractor provides 24-hour service for Customers arriving to and departing from the Hotel.

A technological break is provided between 0 and 2:00 a.m. (night audit) with a duration of not more than 30 minutes. Within the period from 0 a.m. and until the actual stop of Automated Control System of the Hotel, check-in shall be registered on the previous date.

Mode of operation of catering facilities (restaurants, cafes, bars), trade, consumer services of the Hotel is established separately for each enterprise and communicated to the Consumer in accordance with the law of the Russian Federation (at the place of service provision). Information on the mode of operation, catering trade, consumer services of the Hotel is provided to the Consumer in the “Guest Folder” in the Hotel room.

2.2. Information about the Contractor and the services provided by it is placed in the Hotel premises, designed for registration of temporary residence (in the information folder at the Hotel Accommodation Service), as well as on the website of the Hotel http://www.izmailovo.ru in Internet information and communication network.

Information about the accommodation and use of Hotel services, fire safety rules, as well as regulations for use of electrical appliances is available in every room, intended for guest accommodation (Guest (Customer) folder).

2.3. The hotel is intended for temporary residence of citizens for the term agreed with the Hotel. The deadline for the continuous residence of citizens in the Hotel is not established.

2.4. The Contractor, in case of available rooms, carries out booking by taking booking orders from the customer
or consumer by phone, as well as by mail, facsimile, electronic or other communications, making it possible to identify that the application is coming from the consumer or customer.

The application form shall be established by the Contractor (for booking on the Hotel website, the Order form is uploaded on website, and in contract with the Customer, another Order Form may be established for each Customer).

Booking Order must contain the following information:
- information about the user (customer);
- information about the room category;
- information about the number of people in a hotel room, the number of children and their age;
- period of accommodation in the Hotel;
- information about provision of a guarantee of payment for hotel rooms;
- information about the method of payment (cash, card payment systems, cashless payment);
- other necessary information (estimated time of arrival and time of departure, etc.).

Booking is carried out 24 hours a day, until the scheduled arrival of the Consumer. The Contractor has the right to reject the reservation, if there are no available rooms on the dated ordered by the consumer (customer).

Booking is made for a period of not less than one day, there is no hourly booking and accordingly there is no hourly fee.

2.5. The Contractor uses the following types of booking in the Hotel:

2.5.1. Guaranteed booking – a type of booking, where the Hotel waits for the consumers until the checkout time 12:00 of the day following the day of planned arrival.

Hotel booking shall be guaranteed by making a down payment of at least the first night, by the Consumer or the Customer with their consent or providing credit card information to the Contractor and the consent of the Customer or the Consumer for withdrawal of funds from the account. Payment is due upon receipt of the reservation confirmation.

If the Consumer (Customer) pays no down payment or credit card details are not provided within the prescribed time limit, the above booking shall be cancelled.

In case of late cancelling of booking, late arrival or no-show of the Consumer, he or the customer will be charged for actual downtime of a room equal to the cost of one night's stay. In case of delay for more than 24 hours, guaranteed booking shall be cancelled.

Late cancellation of booking shall mean cancellation received by the Contractor less than one day before checkout time (12:00 MSK) of the day of scheduled arrival.

No-show shall mean arrival of the Consumer to the Hotels premises designed for registration of temporary residence (accommodation service) before 12:00 MSK of the day following the day of planned arrival.

2.5.2. Unguaranteed booking – a booking type, in which the Hotel waits for the Consumer till 18:00 MSK on the day of arrival, after which the booking is cancelled. Hotel accommodation obligations are terminated and the accommodation is subject to availability of rooms on general terms.

In case of unguaranteed booking of the Hotel, the first payment shall be made by the Consumer upon arrival at the reception.

Booking is made for a period of not less than one day, there is no hourly booking and accordingly there is no hourly fee.

Note. In case of booking by the Customer being a legal entity or individual entrepreneur, the amount and timing of the advance payment and other terms and conditions of booking (including, but not limited to: guarantee conditions for early arrival and/or late departure) shall be applied by the Contractor according to the contract with the Customer and may differ from those specified herein.

2.6. Booking. The Contractor is obliged to carry out booking according to the order within the period not exceeding 24 hours from the receipt of the request from the Customer (Consumer).

Within 24 hours after receiving the booking order by the Contractor, the Contractor shall:

a) inform orally or send to the address of the Customer (Consumer) by fax or e-mail booking confirmation indicating the booking number;

or

b) inform the Customer (Consumer) about the lack of available hotel rooms.

The Contractor shall confirm (or not confirm) booking the same way that the Consumer (Customer) made the booking order.

The booking is valid from the date of receipt by the Consumer (Customer): of notice (confirmation), containing information on the name (corporate name) of the Contractor, Customer (Consumer), category (type) of the booked room and its price, about the conditions of booking and period of accommodation in the hotel, as well as other information (estimated time of arrival and time of departure, etc.).

Cancellation of booking. Consumer (customer) have a right to cancel the order without any sanctions in one day before the arrival (i.e. before 12:00 MSK of the day preceding the scheduled day of arrival), unless otherwise communicated to the Consumer (Customer) at the time of booking, either provided for by the contract.

The Contractor shall confirm cancellation the same way that the Consumer (Customer) made the booking order.

Terms, procedure and effects of cancellation of booking by the Contractor is established by the law of the Russian Federation.

2.7. Contract for the provision of hotel services shall be executed between Consumer (Customer) and the Contractor by composing a document signed by the two parties, and shall contain:

- name of the Contractor, information about state registration;
- information about the Consumer (Customer);
2.8. The contract shall be concluded upon presentation by the Consumer of the identity document, issued according to the established procedure and confirming the identity of the Consumer, including:
- passport of the citizen of the Russian Federation, certifying the identity of the citizen of the Russian Federation on the territory of the Russian Federation;
- passport of the citizen of the USSR, certifying the identity of the citizen of the Russian Federation until it is replaced within the prescribed period on by the passport of the citizen of the Russian Federation;
- birth certificate – for a person under 14 years of age;
- passport, certifying the identity of the citizen of the Russian Federation outside the Russian Federation, for persons permanently living outside of the Russian Federation;
- passport of foreign citizen or another document prescribed by federal law or recognized in accordance with an international agreement of the Russian Federation as an identity document of a foreign citizen (except citizens of Belarus);
- document issued by a foreign state and recognized in accordance with an international agreement of the Russian Federation as an identity document of a stateless person;
- diplomatic passport;
- official passport;
- seafarers identity documents;
- temporary residence permits for stateless persons;
- residence permit of a stateless person;
- refugee identity certificate.

Foreign visitors are required to present a migration card and a visa, in case of visa regime.

In the absence of the above documents, the Contractor has the right to refuse to accommodate the person.

Terms, procedure and effects of rejection of the Contract are determined by the law of the Russian Federation.

2.9. The hotel carries out documenting of accommodation and registration of Consumers arriving at and departing from the Hotel 24 hours a day.

Registration of Consumers who are citizens of the Russian Federation, at the place of stay in the hotel shall be carried out in accordance with the rules of registration and deregistration of citizens of the Russian Federation at the place of residence and domicile within the Russian Federation, approved by the Decree of the Government of the Russian Federation dated July 17, 1995 No. 713 “On approval of the rules for the registration and deregistration of citizens of the Russian Federation at place of residence and domicile within the Russian Federation and of the list of persons responsible for the reception and transfer to the registration authorities of documents for registration and deregistration of citizens of the Russian Federation at place of residence and domicile within the Russian Federation”.

Registration of minors at the Hotel under 14 years of age is carried out on the basis of identity documents parents staying with them (adoptive parents, guardians) or close relatives, accompanying person(s), document certifying the authority of the accompanying person(s), as well as birth certificates of these minors.

Registration of a foreign citizen and stateless persons at the place of stay and deregistration at the place of residence shall be carried out in accordance with the rules of migration registration of foreign citizens and stateless persons in the Russian Federation, approved by the Decree of the Government of the Russian Federation dated January 15, 2007 No. 9 “On procedure of migration registration of foreign citizens and stateless persons in the Russian Federation”.

2.10. When registering accommodation, the Contractor issues an invoice to the Consumer, which must contain:
name of the Contractor; surname, name, patronymic of the Consumer, information about the provided Room; Price of the Room; other necessary data at the discretion of the Contractor.

2.11. The Contractor has established daily payment. No hourly accommodation and no hourly tariffs for the cost of Hotel accommodation are provided. The minimum rate for accommodation is price per night.

Price list for Hotel rooms and services included in the room Price, are set by the applicable relevant Price list of the Contractor.

Prices set by the relevant price list are differentiated depending on the room type, number of guests, other factors, and are valid for a limited time. Room Price for each Consumer (Customer) shall be established at the time of booking confirmation by the Contractor according to the price list applicable at such moment or, in the absence of advance booking – at the moment of arrival of the Consumer according to the price list in force at the time of accommodating the Consumer. At the moment of the booking confirmation, the Consumer (Customer) accepts and agrees with the Price of the room, and may not subsequently request change thereof when accommodating in the Hotel.

2.12. With the consent of the Consumer (Customer), payment of the room Price shall be made upon conclusion of the contract in its entirety (advance payment of the room Price for at least the first night of their stay in the Hotel). Consent of the Consumer (Customer) is signing by the Consumer (Customer) of the Contract deems to constitute a consent of the Consumer (Customer).

For availability of long distance and/or international communication in the Room (including mobile communication through “8”), the Consumer is obliged to leave a deposit at the Accommodation Service of not less than 500 (five hundred) rubles.

Consumer (Customer) is obliged to pay for hotel services and other services in full.
When making settlements with the Consumer (Customer), the Contractor shall issue to the Consumer (Customer) a receipt or a document on a letterhead with the strict accountability. Invoice for Hotel services in form No. 3-G, shall be certified by the signature of authorized official of the Contractor and stamp of the Contractor “For documents”.

When a Customer (Customer who is on a business trip) stays in the Hotel, the following rules shall apply:

When paying in cash, and in the absence of booking made by a legal entity, to obtain an invoice issued to a legal entity, the Consumer (Customer) upon arrival must present a Power of Attorney in any form, with full details of the legal entity. The Power of Attorney must be certified by a true seal of the legal entity.

If the Consumer (Customer) needs a mark with dates of arrival at the hotel and departure from it on any documents, such marks shall be certified with a signature of authorized official of the Contractor and stamp of the Contractor “For documents”.

The accommodation fee shall be charged in accordance with Check Time established by the Contractor for the check-out.

In the case the Consumer stays in the room for 24 hours or less, for example, when arriving after the Check-in Time of the current day, and/or departure before the Check-out Time of the current day, the fee shall be charged at the rate of the room price per day regardless of the time of actual stay of the Consumer in the Hotel.

For payment for services, the Contractor accepts Russian ruble in cash, as well as payment cards of the following payment systems:
- Master Card
- Visa Card
- American Express Card
- Diners Club Card JCB
- Card
- Maestro Card
- Union Pay Card
- Mir

If there is advance booking to date, the Contractor guarantees to provide a room for the Consumer at Check-in time.

If there are available rooms, the Contractor can accommodate the Consumer before the Check-in Time.

In case of accommodating the Consumer after the night audit (taking place between 00:00 MSK and 2:00 MSK) before the set Check-in Time (14:00 MSK), no payment in addition to the cost of the stay shall be charged.

2.13. If it is necessary to extend the period of stay, the Consumer is obliged to tell this to the Contractor not later than the Check-out Time of the day, in which the Consumer must depart from the Hotel, and the Contractor, subject to availability, shall prolong his stay.

Payment for extension of stay shall be made by the Consumer in the manner prescribe above herein for payment of the room Price, and must be made with the consent of the Consumer by the Consumer not later than the Check-out Time of the day, in which the Consumer extended his stay.

Non-extension by the Contractor of his stay within the term prescribed in this paragraph and/or non-payment and/or incomplete payment by the Consumer in the manner prescribed hereby for the extension of stay shall deem to be a delay in departure of the Consumer from Hotel that gives the Contractor a right to require the Consumer immediate to vacate the occupied room, as well as entails consequences set out in paragraph 2.13 hereof.

2.14. In case of delay of departure after the established Check-out Time, the payment for accommodation shall be charged from the Consumer according to the following procedure established by the Contractor:

- in case of delay no more than 6 hours after Check-out Time, the Consumer shall make hourly payment for accommodation in accordance with the Price list of the Contractor;
- in case of delay between 6 and 12 hours after Check-out Time, the Consumer shall make payment for accommodation in the amount of fifty percent of the room Price in accordance with the Price List of the Contractor;
- in case of delay more than 12 hours after Check-out Time, the Consumer shall make payment for accommodation in the amount of one hundred percent of the room Price in accordance with the Price List of the Contractor.

In all cases listed in this paragraph, room Price per night is determined on the basis of the respective Price list of the Contractor in force on the day (date) of departure of the Consumer.

2.15. In case of refusal of the Consumer from his accommodation in the Room within 30 minutes after accommodation in the Room, the Consumer shall be refunded with the total cost of the room Price. Refund to the Consumer shall be made, if the Consumer has not used the room, after inspection of the room by Contractor’s representatives in accordance with the established procedure.

In case of refusal of the Consumer from accommodation in the later than 30 minutes after the accommodation, payment for the first night of the cost price shall not be refunded.

3. Rules of accommodation in the Hotel and use of hotel services

3.1. The quality of Hotel services meets the requirements of the legislation of the Russian Federation.

3.2. The Contractor, at the request of the Consumer is obliged to provide the following free of charge services:

- call of city ambulances and other special services;
- prehospital medical care in medical room;
- delivery of correspondence to the room upon receipt (except for parcels and packages);
• waking up by a specific time;
• providing hot and cold boiled water from the cooler;
• providing sets of sewing supplies (colored threads, needle, pin, small white buttons 2 pcs.);
• providing one set of dishes and cutlery;
• 24-hour reception and accommodation;
• daily cleaning of rooms;
• change of bed linen once in three days
• use of the safe in the room;
• in case of storing things at the Order Service, provision of protective plate package SECURPAKC to protect confidential documents, correspondence, cash and values and one-time use values;
• scales for weighing luggage (in luggage room);
• provision and daily change of towels used in all room categories, as well as providing terry robes in room category “Business Suite”;
• pillow menu;
• branded disposable hygiene products for one-time consumption (daily):
• all rooms (except suites): toilet soap, shampoo, shower gel, hygienic packages, terry slippers – on the day of arrival;
• in Suite rooms: toilet soap, shampoo, shower gel, body lotion, cotton sticks and discs, cosmetic paper napkins, sanitary bags, terry slippers;
• upon arrival:
• all rooms feature the following amenities: stationery: writing paper, ballpoint pen, envelope;
• all rooms feature the following amenities: shoe brush, shoehorn, clothes brush, hangers, slippers, shower cap;
• evening turndown service in suite rooms;
• use of all the equipment of the room, including TV, phone, cooling fan (in first category rooms “Standard” and “Standard Plus”), air conditioning system (in first category rooms “Business Plus”, in Suite category-“Business Suite”) hair dryer, mini bar refrigerator;
• use of wireless Internet access in all rooms;
• providing tea, coffee, cream for suite class rooms (2 portion of tea bags, coffee and cream daily for one Consumer);
• providing ironing room on the same floor;
• to provide a set of shaving (shaving machine, shaving foam no more than 10 mg.) in rooms category “Suite”, in the first category room “Business Plus”;
• to provide a set for cleaning teeth (toothbrush, toothpaste, 5 mg.) in rooms category “Suite”, in the first category of “Business Plus”, in the rooms category “Standard plus”; 
• providing a baby cot (for children under 3 years old) upon request of the Consumer;
• for individual guests (i.e. guests that are not part of the organized groups: tourist groups, business seminars, exhibitions, sports events, etc.) one-time use, during one day of accommodation, of gym, sauna, as well as group classes at the fitness center “Marcus Aurelius” (upon prior reservation at the Hotel Accommodation Service: in first category rooms “Business Plus” and “Suite” category);
• phone calls inside the Hotel and connection of incoming calls;
• satellite TV;
• concierge service:
• providing information about cultural events in Moscow;
• organization of dispatch and delivery to the room of mail and information messages;
• taxi service (including for pick-up at the airport or a train station); the consumer shall pay the fare.

3.3. Discounts to the price of rooms and benefits:
The Contractor is obliged to provide benefits in the provision of services to those categories of citizens, for whom such benefits are provided by the laws and other normative legal acts or local acts of the Contractor.

The right for the extraordinary accommodation is provided to:
• Heroes of the Soviet Union, Heroes of the Russian Federation, full Cavalier of Orders of Glory;
• other categories in accordance with the law of the Russian Federation.

All other categories of citizens shall be accommodated on a first-come, first-served basis.

Discounts for children:
No fee is charged for children under 7 years old, provided that they are accommodated with their parents (adoptive parents, guardians) in the same room without extra bed, as well as with the provision of a baby cot for children under 3 years old.

When providing an additional bed for children under 14 years old, a fee shall be charged according to the Price list of the Hotel Delta.

Children from 14 years of age and older in rooms of “first category” shall be accommodated only at key locations; in suite category rooms, for providing extra bed, the fee will be charged according to the Price list of the Contractor.
3.4. Other paid services provided by the Hotel:
- Visa support;
- Storage of valuables;
- Luggage storage;
- Copy and duplication services;
- Printout from electronic media;
- Sending e-mails;
- Receiving fax messages;
- Rent of DVD player;
- Ticket booking (to the circus, theater, museums, football matches, etc.);
- Sale of souvenirs, confectionary, cosmetics, textile products;
- Laundry;
- Dry cleaning;

Other paid services provided by the Hotel:

- Internet café;
- postal services;
- notarial services;
- additional Office of Bank/currency exchange office;
- ATMs;
- express pay at payment terminals of mobile communication and other services;
- booking and sale of tickets;
- bath complex;
- beauty salons;
- fitness center;
- bowling;
- spa services;
- dry cleaning;
- small repair of clothes;
- parking;
- press;
- sale of souvenirs;
- stationery;
- optics;
- pharmacy;
- tourist services;
- sale of travel documents for various means of transport;
- ticket sales for tours;
- restaurants;
- cafés;
- ordering cooking of confectionary on samples;
- retail sale of food and beverages through vending machines;
- sale of souvenirs;
- sale of foodstuffs;
- sale of children's and adult clothing, handbags, belts.

3.5. The Consumer has the right to use according to the established procedure Extra services rendered by the Contractor. The list of Extra services is provided in respective Price list placed in the Hotel premises designed for registration of temporary residence of Consumers (in the information folder at the Hotel Accommodation Service) and directly at the place of service provision. Extra services shall be provided by the Contractor only upon consent of the Consumer.

3.6. The Contractor may, if necessary, change the procedure and the place of provision of Extra Hotel service, including catering services.

3.7. The Contractor may change the room provided to the Consumer by a room of the same or a higher category, if this room, during use thereof, is recognized by the Contractor to be in critical condition.

A Room deems to be in critical condition, if, in its premises, a need was identified to perform urgent repair, sanitary and epidemiological, or other actions, aimed at elimination of reasons that cause threat of prevent normal (quality and safe) use of the Room, as well as other Hotel premises, if this prevents normal access thereto and maintenance thereof.

In this case, the Contractor must immediately notify the Consumer of the need to vacate the Room, with establishing the time of such vacation and simultaneous offering of a free similar Room or any other room at the Contractor’s discretion, but without lowering the accommodation category for the Consumer.
The Consumer must vacate the critical Room occupied by him before the commencement of works specified in this paragraph, within the time limits established by the Contractor. All costs arisen due to the change of the critical Room shall be borne by the Contractor. If the Consumer disagrees to change the Room by a similar one, all necessary settlements shall be made with the Consumer due to the early termination of his accommodation.

3.8. Rules of Consumer accommodation in a Hotel Room with a pet
3.8.1. Hotel shall independently determine, whether this pet can stay in a hotel room. The term “pet” shall mean small breeds of dogs and cats weighing up to 5 kg.

Hotel accommodation with wild animals is prohibited. The Hotel allows accommodation of disabled people and dogs-guides serving them. Animals of special police units are allowed in the Hotel territory (guard dogs, dogs-sniffers, etc.).
3.8.2. On arrival to the Hotel with a pet, the consumer is obliged to study with the Rules of stay of guests with pets and put his signature confirming acceptance of these Rules. In case of refusal to study the rules or put the signature, pet may not stay with the Consumer.
3.8.3. Consumers who arrive at the hotel with pets must have a certificate from a veterinarian with a mark on all vaccinations or present a veterinary passport of established form.
3.8.4. Accommodation of pets in the room is allowed at the ratio one pet per room.
3.8.5. A Consumer living with animals undertakes to ensure compliance with sanitary-hygienic regime in the Room and in the Hotel territory:
- Availability of a special rug or special cages for pet. In the absence of special cages for pet, it is prohibited to leave pets unattended in the Hotel Room, Lobby of the block, in the Hotel territory;
- Availability of a special tray for toilet for dogs and cats;
- Availability of special utensils for feeding pets. Feeding pets of tableware, owned by the Hotel, is prohibited.
- It is forbidden to bring pets into the restaurant and other public areas.
- It is forbidden to wash pets in room showers, use towels, sheets and other bedding belonging to the Hotel.
- It is forbidden to walk with pets in the Hotel territory and on the lawns.
3.8.6. The Contractor reserves the right to terminate the contract with the guest, living with a pet:
- in the case of violations of the Rules of stay of guests with pets;
- aggressive, noisy, inadequate behavior of the pet.
3.9. Consumer rights and obligations:
3.9.1. The Consumer is entitled to:
- Use all hotel services;
- Receive complete and reliable information about the rules of stay in the hotel, the cost and the list of hotel services;
- Address the staff of the Contractor on issues of the quality of services rendered.
- At any time, withdraw from the contract, subject to the payment of expenses actually incurred, to the Contractor.
3.9.2. The Consumer must:
- not disturb other Hotel guests, keep quiet and observe the order established in the Hotel;
- strictly comply with fire safety rules, not allowing the emergence of seats of fire;
- in the event of fire or flooding in the Room, immediately notify thereof any staff member of the Hotels;
- keep cleanliness in the Room and in the Hotel;
- on leaving the rooms, turn off the water, light, TV, other electrical appliances; close window;
- in the event of damage to or loss of property, reimburse the cost of the damage according to the Price list of the Contractor, in accordance with the act issued by the administration of the Hotel, as well as be liable for violations of the guests;
- in the event of damage to or loss of property, recompense the damage in full market value;
- optional: when leaving the Hotel, pass the guest card and room key to the employee at the Hotel Accommodation Services and make full payment for the services provided and at the reception;
- abide by Order of accommodation in the Hotel as provided hereby and by other local regulations of the Contractor, which can be found in the information folder in each Room of the Hotel;
- comply with fire safety rules;
- respect the rights of other users and staff;
- carefully treat property and equipment of the Hotel;
- close the water taps, windows, switch off lights and electrical appliances;
- vacate the Room upon expiration of the paid period of accommodation.
3.10. The Consumer is prohibited to:
- arrange discomfort and disturb other Hotel guests; leave unauthorized persons in the Room in the Consumer’s absence or provide them with key card to the hotel room;
- transfer to other persons his guest card;
- bring in the Hotel and keep in the hotel room large items, flammable, poisonous, corrosive, toxic materials and substances, explosives, weapons of all kinds, drugs or poison substances and other dangerous items. Large items shall mean things, if the sum of the sizes of length, width and height exceeds 150 cm. Large items shall be delivered to the storage room of the Hotel for payment. Storage services are only available to Consumers living in the Hotel;
- smoke in the hotel room and the Hotel territory in accordance with the Federal Law dated February 23,
2013 No. 15-FZ “On protection of citizens’ health from exposure to ambient tobacco smoke and consequences of tobacco consumption” as amended;

- smoke electronic cigarette (e-cigarette smoking in the Hotel cause response from APS sensors as to the threat of fire. Actuation sensors of APS system leads to warning on the fire and evacuation of the floor, on which APS system triggers, or evacuation of the entire Hotel);
- keep any fauna in the Room;
- throw things out the windows of the Hotel (garbage, bottles, etc.);
- voluntarily use electric heaters in the Room, except for devices provided by the Contractor;
- cover switched-on floor lamps and table lamps;
- take out from restaurants, cafes, bar of the Hotel utensils, cutlery, food and beverages;
- take out linen, towels, utensils, equipment from the Room;
- consume alcoholic drinks as well as food products in public areas of the Hotel.

In the case of damage to the Contractor, the Consumer shall compensate it according to the rates set out in the “Price list for reparation for damage to hotel property by individuals and legal entities, individual entrepreneurs, tenants and contractors”.

The Contractor reserves the right to visit the hotel room by authorized persons without coordination with the Consumer in case of smoke, fire, flooding, as well as in the event of a breach by the Guest of this Order of stay, public order, or order of use of the appliances.

4. Liability of the Contractor and the Consumer

4.1. The Contractor shall be liable for the loss, shortage of or damage to things the Consumer, brought in accordance with the established procedure in the Hotel, except money and other currency valuables, securities and other precious things.

The Contractor shall be liable for the loss of money and other valuables, securities and other valuables of the Consumer, provided that they have been taken for storage by the Contractor or were placed by the Consumer in an individual safe provided to him by the Contractor, regardless of whether this safe is in his room or in another premises of the Hotel. The Contractor is exempt from liability for the content of such safe, if it proves that, under storage conditions, the access of anyone to the safe without the knowledge of the Consumer was not possible or became possible due to force majeure.

The Consumer who detects loss, shortage of or damage to his belongings is obliged to declare it, without delay, to the Contractor's administration. Otherwise, the Contractor shall be exempt from liability for the loss of things.

Things that were found after the Check-out Time by the Contractor’s staff in the Room to be vacated, and payment for which has ended (and the Consumer did not notify the Accommodation Service on extension of his stay in the manner and within the time limits set out herein), deems to be forgotten and shall be placed by the Contractor in the room of lost things of Hotel. Placing things in storage is carried out by the administration of the Contractor in the presence of representatives of the Contractor in number not less than 2 (two) people, and a relevant Act shall be issued on the placement of forgotten things of the Consumers for storage.

The Contractor shall inform the Consumer about things forgotten by him by contact details provided by the Consumer to the Contractor.

The Contractor may, subject to a separate instruction of the Consumer and subject to the advance payment by the Consumer of cost of shipping, deliver forgotten things to the address indicated by the Consumer.

Forgotten things shall be kept by the Contractor for 6 (six) months, in accordance with the procedure approved by the local normative act of the Contractor.

After the storage period established above, things forgotten by the Consumer deem to be unclaimed and should be recycled in accordance with the procedure approved by the Contractor.

4.2. The Contractor, in accordance with the legislation of the Russian Federation, shall be liable for damage caused to life, health or property of the Consumer due to deficiencies in the provision of services, for deficiencies in the services rendered, in the manner prescribed by the Law of the Russian Federation “On the protection of the consumers’ rights”.

The Contractor shall not be liable to the Consumer for any direct or indirect damages and/or loss of profit, resulting from the temporary absence of telephone communications and/or mobile (cellular) communication and/or access to the Internet and/or disruption in their operation, as well as for other circumstances beyond the control and/or not by the fault of the Contractor.

4.3. The Consumer, in the event of loss of or damage to the property of the Hotel, in accordance with the legislation of the Russian Federation, indemnifies the Hotel in full market value, and is also liable for other violations, including the violation of the passport and visa requirements, as well as the prohibition of tobacco use and smoking electronic cigarettes.

The Contractor has a right to refuse to provide Hotel services to the Consumer in cases of violations hereof by the Consumer, late payment of Hotel services, as well as if the Consumer commits illegal actions.