

## HOTEL SERVICES RULES

### In the SOKOLYONA Hotel - a separate subdivision of YATU named after V.Yu. Orlov JSC

#### I. General Provisions

- 1.1 These rules have been developed in accordance with the Law of the Russian Federation "On Protection of Consumer Rights" on the basis of the "Rules for the provision of hotel services in the Russian Federation", approved by Decree of the Government of the Russian Federation dated November 18, 2020 № 1853 and regulate relations in the field of hotel services (hereinafter referred to as Services).
- 1.2 In these rules, hotel services mean a set of services for providing temporary accommodation in the Sokolyona Hotel, located at: 5/17, Institutskaya St., Yaroslavl, Yaroslavskaya Oblast, 150023, as well as auxiliary services.
- 1.3 The right to provide hotel services by Sokolyona Hotel shall be confirmed by a certificate of assignment to the hotel of the appropriate category "Four stars".
- 1.4 The basic concepts used in these rules mean:
  - "Hotel" - an accommodation facility in which hotel services are provided and which belongs to one of the hotel types provided for by the regulation on the hotel classification approved by the Government of the Russian Federation;
  - "Consumer" - an individual who intends to order or purchase, or ordering or purchasing and (or) using hotel services for personal and other needs not related to entrepreneurial activity;
  - "Customer" - an individual or legal entity, or an individual entrepreneur intending to order or purchase, or ordering or purchasing hotel services for the benefit of the consumer;
  - "Contractor" - YATU named after V.Yu. Orlov JSC.

#### II. Hotel Rules and Service Payments

- 2.1. The hotel is open around the clock.
- 2.2. Check-in time - 15:00 local time; check-out time - 12:00 local time.
- 2.3. The price of the suite, as well as the form of payment are set by the Contractor.
- 2.4. The hotel charges for accommodation on a per-day basis. Payment for hotel accommodation shall be charged in accordance with the checkout.
- 2.5. The maximum period of stay in a hotel for citizens of the Russian Federation shall not established, for foreign citizens - in accordance with the legislation of the Russian Federation on the stay of foreign citizens in the territory of the Russian Federation.
- 2.6. The hotel uses the following types of booking:
  - Guaranteed booking;
  - Non-guaranteed booking.
- 2.6.1. In case of non-guaranteed booking, the suite remains with the guest until 18:00 local time, after which the suite goes on sale.
- 2.6.2. With a guaranteed booking (if the Consumer has paid for the hotel services in full before the check-in date), the Contractor waits for the consumer until 12:00 on the day following the day of the planned check-in. In case of untimely booking cancellation (less than 24 hours before the check-in date) or the Consumer's no-show, he will be charged a fee in the amount of the one-day cost for causing the suite to be out of service.
- 2.7. The Consumer (Customer) is obliged to pay for the services in full before checking into the suite. The Consumer does not have the right to demand a change in the suite price agreed at the time of booking confirmation to the price that is in effect at a different time, including at the time of hotel accommodation.
- 2.8. In case of the early Consumer's check-in at the hotel, the payment for accommodation shall be charged in the following order:
  - check-in from 03:00 to 15:00 - half a day;
- 2.9. In the event of the Consumer's checkout delay, the accommodation fee shall be charged in the following order:
  - Check-out from 12:00 to 18:00 - half a day;
  - Check-out from 18:00 to 00:00 - for a full day;
  - Check-out from 00:00 to 15:00 - payment for a full day, starting from checkout;
- 2.9.1. Extension of the stay beyond the period indicated in the booking or registration card is possible only if there are vacant suites.
- 2.9.2. The hotel has the right to relocate the Consumer to another suite of a similar category (if it is impossible to extend it in this suite), or refuse to extend the stay if there are no available suites.
- 2.9.3. Extension of the stay is subject to mandatory advance payment for the entire extended period.
- 2.10. In case of early checkout, provided that there is more than 1 day left before the end of the stay:
  - No refund is made for the cost of the next day's stay when checking-in after 18:00;
  - 50% of the cost of the next day's stay shall be refunded in case of early checkout from 12:00 to 18:00.
- 2.11. When placing an additional Consumer(s) in the suite, an additional fee shall be charged, in accordance with the tariff for additional accommodation, which is valid for the Contractor.
- 2.12. Children under 5 years old stay in the same suite with their parents at no extra charge. A baby bassinet can be provided upon request (subject to availability). Children 6-12 years old sharing their parents' suite shall be charged according to the price list.
- 2.13. The admission of the Consumer's guests to the hotel without registration from 09:00 to 23:00 shall be carried out only upon presentation of a document proving the identity of the Consumer's guest. The number of guests should not exceed two people. The living guest is obliged to bear responsibility for the actions of the visitors invited to him.

- 2.14. The registration of the Consumer's guests in the hotel from 23:00 to 09:00 is carried out on the basis of a guest's identity document and payment of accommodation from each guest in the amount corresponding to the tariffs in force with the Contractor.
- 2.15. When making settlements with a Consumer (Customer), the Contractor issues to the Consumer a cash receipt or a document drawn up on an accountable form.
- 2.16. Without signing a contract an individual Customer can book no more than 3 rooms at the Sokolyona Hotel.

### **III. Accommodation Procedure**

- 3.1. Registration of hotel accommodation shall be carried out upon presentation by the Consumer of a document proving his identity in accordance with the legislation of the Russian Federation. Those include:
  - Passport of a citizen of the Russian Federation;
  - Temporary ID of a citizen of the Russian Federation;
  - A document proving the identity of a foreign citizen;
  - Birth certificate (for minors under the age of 14) of a person who arrived accompanied by legal representatives.
- 3.1.1. Check-in of minor citizens under the age of 14 is carried out on the basis of identity documents of their parents (adoptive parents, guardians), accompanying person(s) with them, provided that such accompanying person(s) provide consent of the legal representatives (one of them), as well as birth certificates of these minors.
- 3.1.2. Check-in of minor citizens who have reached the age of 14, in the absence of legal representatives next to them, is carried out on the basis of identity documents of these minors, subject to the provision of a consent of one of the legal representatives.

### **IV. Rights, Obligations and Responsibilities of the Contractor**

- 4.1. The Contractor is obliged to provide the Consumer with the following types of services without additional payment:
  - Ambulance call;
  - Use of a medical first aid kit;
  - Delivery of correspondence addressed to the Consumer to the suite upon receipt;
  - Wake up call;
  - Providing boiling water.
- 4.2 The Contractor undertakes:
  - Provide paid hotel services to the Consumer in a timely manner and in full.
  - Provide the quality of services declared by the hotel.
  - Ensure the confidentiality of information about consumers and visitors of the hotel.
  - Provide, at the request of the Consumer, a Book of reviews and suggestions.
- 4.3. The Contractor is responsible for the safety of the Consumer's belongings in accordance with the existing legislation of the Russian Federation and with the following conditions:
  - 4.3.1 The Contractor is responsible for the loss of money, other currency values, securities and other precious things of the Consumer, provided that they were placed in an individual safe in the suite provided to him by the Contractor or in a safe at Reception.
- 4.4. In case of violation by the Contractor of these Rules, the protection of Consumer rights provided for by the legislation of the Russian Federation shall be carried out in the manner established by the Law of the Russian Federation "On Protection of Consumer Rights".
- 4.5. The hotel has a video surveillance system.

### **V. Rights, Obligations and Responsibilities of the Consumer**

- 5.1. The Consumer is obliged:
  - Observe the procedure for staying at the hotel established by the Contractor;
  - Observe the silence mode;
  - Observe the rules of public order on the territory of the hotel;
  - Take good care of the property and equipment of the hotel. In case of loss or damage to hotel property, the Consumer is obliged to compensate for the damage in accordance with the legislation of the Russian Federation;
  - Close water taps, windows, turn off lights and other electrical appliances when leaving the suite;
  - Pay for additional services provided (city, intercity and international negotiations, mini - bar) upon checkout (intermediate calculation is possible);
  - When leaving the hotel, make the final payment for the services provided and hand over the key to the reception and accommodation service.
- 5.2. The following is prohibited while staying in the hotel:
  - Accommodation with pets;
  - Smoking throughout the hotel complex, in the suites, in all rooms and public areas is prohibited (according to Federal Law № 15 dated February 23, 2013). In case of violation of this clause, the Contractor reserves the right to charge the Consumer (Customer) an additional fee for the anti-tobacco premises treatment. If the sensors of the fire alarm system are triggered, an additional fine is charged, established by the hotel administration;
  - Using heating devices in the suite (boilers, electric kettles, etc.), with the exception of devices provided by the Contractor;
  - Leaving unauthorized persons in the suite, as well as give them the suite key;
  - Storing bulky items, flammable materials, weapons;
  - Rearranging furniture in the suite;

- Removing furniture, bedding and other Contractor's property from the suite;
- Drinking alcoholic beverages, eat food in public areas of the hotel;
- Taking out food products from the restaurants' buffet.

5.3. The Consumer has the right at any time to refuse to execute the contract, provided that the Contractor is payed the actual costs incurred by him.

5.4. All Consumers have the right to free access to the lobby, restaurant, bars and other public areas, except in cases of special service closings.

5.5. Persons with signs of severe alcohol or drug intoxication, persons in untidy (dirty) clothes, as well as minors under 14 years old, unaccompanied by adults, shall not be allowed to stay in the hotel building. Persons who are in the suite stock or in the maintenance premises of the hotel without the appropriate permission, after finding out the reasons, can be taken to places intended for free visits.

## **VI. Providing Benefits**

6.1. The following persons have the right to extraordinary hotel accommodation:

- Heroes of the Soviet Union, Heroes of the Russian Federation, Full Cavaliers of the Order of Glory,
- Workers of the prosecutor's office, employees of the internal affairs bodies, employees of the judiciary of government communications and information.

6.2. WWII veterans, Heroes of the Russian Federation, disabled people of groups I and II are given a 5% discount on the hotel services cost.

## **VII. Final Provisions**

7.1. These rules are binding on all users of the services and employees of the Sokolyona Hotel.

7.2. The Consumer (Customer) and the Contractor are liable for non-performance and / or improper performance of these rules in accordance with applicable law.

7.3. Control over compliance with these Rules is carried out by the Federal Service for Surveillance on Consumer Rights Protection and Human Wellbeing and other federal executive bodies within their competence.