



Approved by the order of PETER I HOTEL LLC
No. 2024 / P-43 of 04.09.2024

RULES FOR PROVIDING HOTEL SERVICES AT THE PETER I HOTEL.

Moscow

1. Basic terms and conditions for providing services

1.1. These rules (hereinafter referred to as the Rules) are developed in accordance with the current Russian legislation* regulating the provision of hotel services on the territory of the Russian Federation. These rules govern and apply to the relations that arise between LLC HOTEL "PETER I" with individuals, legal entities and individual entrepreneurs in the field of providing hotel services.

1.2. The following terms and concepts are used in these Rules:

Hotel services - a set of services for providing temporary accommodation in a hotel, including related services, the list of which is determined by the Contractor as additional services.

Contractor-Limited Liability Company HOTEL "PETER I", OGRN 5167746426392 TIN 7723494058 KPP 770701001, address: 127051, Moscow, st. Neglinnaya, 17, building 1,
тел. +7 (495)925-30-50, e-mail: info@hotel-peter1.ru, reservations@hotel-peter1.ru

Hotel / hotel - property complex, as a single object of accommodation located at the address: 127051, Moscow, st. Neglinnaya, 17, building 1, name of the hotel "PETER I".

Customer - an individual, legal entity, or individual entrepreneur who purchases hotel services for the benefit of the consumer, under the terms of a contract concluded with the Contractor.

Guest - an individual, a consumer of hotel services.

Electronic Card - a hotel room access card issued to a Guest upon check-in at the hotel. The electronic card is subject to refund at the end of the service period when the Guest leaves the hotel.

Booking - confirmation of assigning a hotel room to the Guest under the conditions specified by the request of the Customer or Consumer and confirmed by the Contractor.

Registration card - a document that must be signed by the Guest, confirming the registration and check-in of the Guest in the hotel room of the hotel.

Room rate - the rate defined as the cost of temporary accommodation and other related services determined by the Contractor, provided for a single price per day.

Additional services are public catering services, household services and other services provided by the Contractor, the cost of which is not included in the price of accommodation.

ООО ОТЕЛЬ «ПЕТР I»

127051, РФ, г. Москва, ул. Неглинная, д. 17, стр. 1
Тел.: + 7 (495) 925 30 50; info@hotel-peter1.ru; www.hotel-peter1.ru

1.3. The hotel "PETER I" provides services with the assigned category "five stars" according to the classification system in force in the Russian Federation**

The hotel offers 133 rooms in the following categories:

Name of the room category according to the current classification system in the Russian Federation**	Name of the room corresponding to the name of the room in the hotel "PETER I"	Number of rooms	Room size
First Category	Standard King Room	34	from 23 m2
	Club Standard King Room	15	from 23 m2
	Superior King Room	30	from 23 m2
	Superior Twin Room	4	from 23 m2
Junior Suite	Standard Twin Room	22	from 29 m2
	Superior King Room	17	from 29 m2
	Superior Twin Room	5	from 29 m2
Suite One Bedroom	One Bedroom Suite	6	from 50 m2

The rooms are equipped with equipment, furniture, bedding, interior items and sanitary facilities designed to provide living conditions stipulated by the requirements for five-star accommodation facilities.

1.4. The Hotel is open 24 hours a day.

1.5. The time specified in these Rules is Moscow Time.

1.6. The check-out time for the start of service (check-in time) at the Hotel is 15:00 hours on the date of arrival of the Guest. The check-out time for the end of service (check-out time) at the Hotel is 12:00 on the day of departure of the Guest.

1.7. For the purpose of organizing security in the Hotel, a pass-through mode is established, which sets the entrance to the residential area of the Hotel using electronic cards valid for the duration of the Guest's stay in the Hotel.

2. Service Information

2.1. The cost of accommodation in hotel rooms and additional services is set by the Contractor independently. The contractor determines the list of services that are included in the room price, as well as the terms and conditions of their provision. Prices for the Contractor's services are indicated in the price lists. The current price lists and rates are placed in the "Guest information folder" at the Hotel's Reception and Accommodation Service.

2.2. The Contractor provides the Guest with the following types of services at no extra charge:

- call an ambulance.
- individual safe in the room;
- rent of deposit boxes at the reception desk;
- delivery of correspondence addressed to the Guest to the room;
- wake-up call for a specific time.
- cosmetic kit, sewing kit;
- hand luggage tray for individual guests;
- call a taxi.
- extra pillow and blanket;
- bathrobe and slippers.
- a set of writing materials in the room;
- provision of boiling water and bottled drinking water;
- luggage storage in the luggage room on the day of arrival and departure (no more than 24 hours);
- daily room cleaning;
- providing reference and information services at the reception desk;
- wireless Internet in the rooms, restaurant, lobby bar, lobby area in the hotel building;
- fitness center services included in the room rate;
- provision of baby bassinets and sleeping accessories for children under 3 years of age upon request and subject to availability.

2.3. The hotel offers the following paid services:

- accommodation in rooms;
- mini-bar in the room;

- public catering services (restaurant, lobby bar, room service);
- organization and maintenance of events;
- rent of premises for holding events;
- providing additional services at the request of guests (seating of guests, festive serving for the event, use of festive decoration at the request of guests, etc.);
- organization of coffee breaks;
- copy-and-copy services;
- sale of souvenirs;
- extra bed for children over 12 years old;
- ordering flowers.
- room decoration;
- ironing service;
- order tickets (to the circus, theater, museums, football, etc.);

through the attracted agents:

- dry cleaning services;
- taxi services;
- visa support;
- beauty salon services.

Detailed information about the operation of the Hotel's services, the full list of additional services and their prices are provided in the "Guest information folder" at the reception desk of the Hotel.

2.4 The Hotel provides benefits and benefits in the provision of services to those categories of citizens who are provided for such benefits by laws and other regulatory legal acts of the Russian Federation, upon presentation of supporting documents.

3. Service booking procedure

3.1 Booking of rooms and additional services is carried out by phone +7(495)925-30-50, +7(909)654-76-96 or in writing (by e-mail or via the official website of the Hotel www.hotel-peter1.ru), as well as by contacting the Hotel's Reception desk in person.

3.2. For booking via electronic communication (online booking), the Guest can use the online booking form on the website www.hotel-peter1.ru or send a request to the following email address: reservations@hotel-peter1.ru. Applications are accepted in Russian and English.

The application must include:

- date and time of arrival and departure of the Guest / Guests;
- category and number of rooms.
- number of Guests staying in the room;
- Full name Of The Guest / Guests;
- payment forms.
- a list of additional services that can be booked in advance.
- contact information of the guest (mobile phone, e-mail);
- business details (for legal entities and individual entrepreneurs).

3.3. The Hotel sends confirmation or refusal of the reservation to the Guest's address within 24 hours of receiving the request. The hotel has the right to refuse to make a reservation if there are no available rooms on the date indicated in the request.

3.4. The request is considered accepted for execution only after the Guest receives a booking confirmation containing information about the name of the hotel, the guest, the category of the booked room and its price, booking conditions and terms of stay at the hotel.

3.5. Guaranteed booking can be made in the order of pre-authorization by bank card, or 100% prepayment for the first day of stay with subsequent payment for the rest of the stay, or in the order of 100% prepayment of the cost for the entire period of stay.

3.6. For Guaranteed reservations, in case of late cancellation, late arrival or no-show of the Guest, a fee is charged for the actual idle time of the room, but not more than one day in advance, unless otherwise specified in the fare conditions. If you are more than a day late, the agreement is terminated.

3.7. In case of Non-guaranteed booking (without pre-payment/pre-authorization by bank card), if the Guest does not specify the exact time of arrival, the reservation is terminated at 18: 00 on the arrival date, Moscow time.

3.8. If there are no rooms of the category that was guaranteed to the Guest at the time of arrival, the Guest can be provided with a higher category room (upgrade), subject to availability, and the difference in the cost of rooms

between the categories will not be charged to the Guest

3.9. If the booking is made by the Customer, the terms, amount, terms of making an advance payment, as well as other booking conditions, including the right to book under the conditions provided for non-guaranteed booking, may differ from those specified in these Terms and Conditions and are determined by the contract with the Customer.

3.10. Cancellation Policy:

- for individual reservations, cancellation and change of the reservation without payment is possible no later than 15-00 days before the arrival date. Otherwise, the Hotel will charge a no-show fee in the amount of the first night's stay, unless the rate or contract provides for other conditions for booking and cancellation;
- the procedure, terms and conditions for canceling a reservation made by the Customer are stipulated in the terms of the concluded agreement.

3.11. Discount placement system, bonus programs and "promotions":

- during certain periods, the Hotel provides special offers for Guests to stay at special prices. These can be seasonal offers, promotions for certain categories of citizens, companies and organizations, or one-time promotions. Information about such events can be obtained on the website or in the Hotel's booking department.

4. Accommodation registration procedure

4.1. Hotel services are provided by the Contractor on the basis of the contract. The written form of the agreement is considered to be fulfilled in the case of: drawing up one document (including an electronic one) signed by 2 parties, or signing the registration card by the Guest when checking in to the Hotel, or confirming the request sent by the Contractor by the Customer (Guest) To the Contractor (booking confirmation), as well as in case the Customer (Guest) performs actions aimed at receiving services (including payment of the corresponding amount by the Customer (Guest) to the Contractor).

4.2. Check-in of the Guest is carried out on condition that the Guest presents an identity document in accordance with the legislation of the Russian Federation***, including:

- a) Russian Federation passport - document certifying the identity of a Russian citizen within the territory of the Russian Federation;
- b) USSR passport - document certifying the identity of a Russian citizen until its replacement with a Russian passport within the established period;
- c) Birth certificate - for persons under 14 years of age;
- d) Russian Federation passport - a document certifying the identity of a Russian citizen outside the territory of the Russian Federation (as amended by the Decree of the Government of the Russian Federation dated October 27, 2025 No. 1668);
- e) Temporary identity certificate of a Russian citizen;
- f) Military identity document of a Russian Federation serviceman - during mobilization, during martial law, and in wartime (as amended by the Decree of the Government of the Russian Federation dated October 27, 2025 No. 1668);
- g) Foreign citizen passport or other document established by federal law or recognized under an international treaty of the Russian Federation as a document certifying the identity of a foreign citizen;
- h) 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;
- i) Temporary residence permit for a stateless person;
- j) Residence permit for a stateless person;
- k) Temporary identity certificate for a stateless person in the Russian Federation;
- l) Check-in of Russian citizens upon presentation of a Russian style driver's license by the consumer (as amended by the Decree of the Government of the Russian Federation dated October 27, 2025 No. 1668). This condition is possible if the Ministry of Internal Affairs of Russia provides the technical capability.

4.3. Accommodation of foreign citizens entering the territory of the Russian Federation on a visa basis is carried out within the validity period of the visa (unless a different entry procedure is provided for by current bilateral government agreements).

4.4. Check-in to the hotel of minors under 14 years of age is carried out on the basis of identity documents of their parents (adoptive parents, guardians), accompanying person (s), provided that such accompanying person (s) provide the consent of their legal representatives (one of them), as well as birth certificates of these minor citizens.

Check-in to the hotel of minors who have reached the age of 14, in the absence of legal representatives near them, is carried out on the basis of identity documents of these minors, provided that the written consent of the legal representatives (one of them) is provided.

4.5. The Hotel administration ensures that the Guest can stay in the Hotel only during the reserved period of time. After the end of this period, at the request of the Guest, the stay can be extended only if there are available

seats and the reception service is informed about the desire to extend the room at least one day in advance.

4.6. In order to provide hotel services and comply with the legislation of the Russian Federation on registration of citizens at the place of stay**** and on migration registration*****, the Hotel Administration is obliged to transfer the Guest's personal data to the relevant executive authorities of the Russian Federation.

5. The cost of services, the procedure and form of payment.

- 5.1. All payments at the Hotel are made in rubles – the currency of the Russian Federation.
- 5.2. The room rate per night may include other related services (for example, fitness center services, meals, etc.) in accordance with the approved and current rates of the Contractor.
- 5.3. The cost of related services included in the price of accommodation, but not used by the Guest, is not refunded.
- 5.4. Payment for accommodation and services provided by the Hotel can be made for cash or non-cash payment, as well as by bank cards in rubles.
- 5.5. In case of payment for the reservation in a non-cash form, the prices do not include the bank transfer fee.
- 5.6. On the territory of the Hotel, funds are accepted at the Reception Desk, in the bar, in the restaurant.
- 5.7. Additional services are paid for by the Guest upon their provision in accordance with the Hotel's current price lists, unless otherwise guaranteed by the Customer who makes the reservation of services under the contract with the Contractor.
- 5.8. Registration of the Guest's departure from the Hotel is carried out after payment for all services rendered by the Contractor and return of the electronic card at the Reception Desk.
- 5.9. Payment is accepted in cash rubles, all payment cards allowed for use in the territory of the Russian Federation. Prepayment of services can be made by bank transfer in a non-cash manner.
- 5.10. The guest is obliged to pay for the services rendered by the hotel in full. The hotel applies the following payment methods:
- In case of cash payment - 100% prepayment of the cost of accommodation upon check-in, as well as a deposit for additional services (5000 rubles).
- If the Guest refuses to make a deposit for additional services, mini-bar services and "pay per room" service They are not provided to the guest.
- In case of payment of the cost of accommodation and/or additional services by a third party, the payer must complete and sign the Payment Agreement upon check-in (in Russian or English).
- When paying with a card-providing a card held directly by the Guest, the card is pre-authorized upon check-in for the full amount of the cost of accommodation, including the amount for additional services (5000 rubles). The final payment for the card is made in this case at the time of registration of the Guest's departure. If you pay for the cost of accommodation and / or additional services with a third-party card, the cardholder must complete and sign the Payment Agreement upon check-in (in Russian or English).
 - In case of non-cash payment-the guest's accommodation is carried out with full prepayment of the cost of the guest's stay for the entire stay (unless other payment terms are stipulated in the contract with the company/travel agency). At the same time, the Guest must guarantee payment for additional services in cash or by card (5000 rubles).
- 5.11. The hotel provides a room to the Guest for check-in by 15-00 of the current day. In agreement with the guest, the room can be booked from the previous day, and payment is charged based on these days.
- 5.12. For stays of no more than a day, the fee is charged per day, regardless of the check-out time. The Late check-out service can be provided to the Guest subject to availability at the Hotel.
- In case of a delay in the Guest's departure, the accommodation fee will be charged in the following order:
- before 18: 00 on the day of departure — 50% of the cost of a night's stay at the current day's rate;
 - after 18: 00-full payment for daily accommodation according to the current day's rate.
- 5.13. Payment for children's stay in the hotel: when booking one room, one child under 12 years old can stay in the room with their parents at no extra charge, provided that they stay in the main sleeping place; one child under 3 years old is provided with a baby cradle (subject to availability).
- 5.14. The "Parking" service is provided to Guests of the PETER I Hotel on a paid basis at the current rates for one parking space per hour or per day (from 15: 00 on the day of arrival to 12: 00 on the day of departure) at the Guest's choice.
- 5.15. Accommodation in the Hotel with pets is provided in agreement with the Contractor with an additional fee and upon presentation of a veterinary certificate with a note on rabies vaccination or other documents provided for by the legislation of the Russian Federation and subject to the Guest's compliance with the rules for living with pets (Appendix No. 1).
- 5.16. The absence of the Guest's belongings in the room after check-out time is the reason for the Guest's discharge from the Hotel.

6. Hotel policies.

6.1. The Guest is obliged to:

- Observe the Hotel's Safety and Fire Safety regulations.
- timely payment for accommodation and additional hotel services;
- upon expiration of the Hotel accommodation period, vacate the room and hand over the electronic card to the Reception staff.
- observe the established order of accommodation, cleanliness, close water intake taps at the end of use, turn off lighting devices, TV, close the room and windows when leaving;
- observe silence at night from 23-00 to 7-00;
- observe the right of personal inviolability of Hotel employees and Guests;
- notify the Hotel immediately if any personal items are found missing from the room.
- immediately inform the Hotel Administration if the electronic key card is found missing;
- immediately inform the Hotel Administration if you find things left unattended;
- take care of the property of the Hotel, compensate for damage in case of loss or damage to the property of the Hotel, including if the damage is caused by the Guest's children;
- bear responsibility for damage caused by persons invited by the Guest;
- at check-out, make a full payment for the services provided.
- Guests staying at the Hotel are allowed to visit until 23:00. After this time, it is necessary to arrange accommodation for visitors. The guest is responsible both for the timely departure of the invited guests and for their compliance with the Hotel's accommodation rules.

6.2. Their legal representatives or other accompanying persons are responsible for the behavior of minors and their compliance with these Rules.

6.2.1 Accompanying persons may be parents of minors, other legal representatives, other persons who have reached the age of 18, who have the official written consent of the legal representatives certifying their authority to accompany the minor, and who are fully responsible for them.

6.2.2 Accompanying persons should inform minors about the rules of conduct on the territory of the hotel and the operating modes of its divisions, fire safety rules, general sanitary and hygienic standards, public order and social norms of behavior.

6.2.3 Chaperones must ensure that children treat the property of the hotel with care. In case of damage to property, legal representatives bear full financial responsibility.

6.2.4 Accompanying persons must monitor the presence of minor children throughout the hotel. The caregiver must know where each child he or she is responsible for is located.

6.3 Control over the Guests' compliance with these Rules, public order and silence at night from 23-00 to 07-00 is carried out by employees of a private security company. If a Guest or visitor violates public order and silence, employees of the Hotel or private security company have the right to call the police to bring violators to administrative responsibility.

6.4. Fireworks are not allowed on the Hotel's territory. Music and noise events must be held in enclosed spaces, in accordance with the acceptable noise level and in places agreed with the Hotel Administration.

6.5. The Hotel administration reserves the right to visit the room without the Guest's consent in case of emergency, such as short-circuited electrical wiring, smoke, fire, flooding, as well as in cases of violation of public order by the Guest.

6.6. Valuables must be stored in an individual safe in the room or in safe deposit boxes at the reception desk. The hotel is responsible for valuables if they are transferred for safe storage to the Reception and Accommodation Service according to the inventory.

6.7. While using the services of the Hotel's restaurant and bar, it is prohibited to:

- bring your own drinks and food to the restaurant and bar.
- take out food and beverages from the restaurant when serving a buffet;
- visit the restaurant and bar in outerwear, open clothing (swimsuits, etc.);
- smoking in the Hotel's restaurant and bar;
- visit the pet-friendly restaurant and bar.

6.8. Guests must ensure that the rights of other Guests staying at the Hotel are respected when making video and photo shoots on the Hotel's territory. Video and photography of a citizen can only be carried out with the consent of this citizen in compliance with the rules established by Article 152.1 of the Civil Code of the Russian Federation "Protection of the image of a citizen".

6.9. In order to ensure order, safety of property and safety of Guests, it is prohibited to:

- leave unauthorized persons in the room in your absence;
- stay in the Hotel without the consent of the Hotel Administration with animals, birds, reptiles and other

representatives of the animal world;

- transfer the electronic room key card to other persons who do not live together in the room.
- store and use any weapons(including air guns), ammunition, and explosives.
- immoral behavior (actions that violate generally accepted norms of morality and ethics, contradict generally accepted ideas about reasonable and decent behavior, such as violence, insults, hooliganism, excessive use of alcoholic beverages, rudeness towards others, unworthy behavior in public places, etc.);
- to spoil the property of the Hotel, including using hotel textiles and bed linen to wipe shoes; to throw used chewing gum on interior items, you must use the urn. The Guest is responsible for damage and loss of the property of the Hotel;
- show aggression towards other Guests and employees of the Hotel;
- throw garbage and bottles out of the hotel windows.
- remove furniture, bedding, and interior items from the room.
- use foreign objects as plugs for bathroom drains.
- use alcohol or other beverages brought with you, as well as food in public places of the Hotel, as well as in a restaurant or bar;
- remove dishes, cutlery, food and beverages from the restaurant or bar without prior approval from the Administration.
- rearrange and move furniture in the rooms without the consent of the Hotel Administration;
- store bulky items, explosives, toxic materials, any types of weapons, and narcotic drugs in the room.
- use non-standard electric heating devices in the rooms (not provided for in the room equipment), as well as extension cords, adapters, etc.,
- use any electrical appliances in the room for cooking purposes;
- stay in public areas naked, in underwear, bare-chested, in swimsuits, dressing gowns, and bare feet.
- use primary fire-fighting equipment for no reason, or start an open fire.
- unauthorized overhanging, moving, or misusing electrical appliances located in rooms and public areas;
- cover the included floor lamps and table lamps with clothing or textiles.
- smoke (including electronic cigarettes or other devices that create smoke, among other things) in the rooms, on the territory of the Hotel and other areas of the Hotel. There is a smoking ban throughout the Hotel. For violation of the smoking ban, the Guest is charged a pre-agreed amount of expenses for restoration work on cleaning the premises from tobacco smoke (prolonged ventilation, use of odorant absorbers, washing curtains, tulle, textiles, furniture dry cleaning) in the amount of 10 000,00 rubles;
- performing head washing or body washing outside of a shower stall or bathtub. For violation of this prohibition, the Guest is charged a pre-agreed amount of expenses for restoration and repair work to eliminate flooding/spillage of premises in the amount of 30 000,00 rubles.

6.10. The Contractor has the right to terminate the contract for the provision of hotel services unilaterally or refuse to extend the period of accommodation in case of violation of the Guest's accommodation procedure, late payment for Hotel services, or the Guest causing material damage to the Contractor.

7. Rights, obligations and responsibilities of the Hotel

7.1. The Hotel undertakes to:

- * provide the Guest with paid hotel services in full and on time;
- * ensure the quality of services provided by the Hotel;
- * the hotel ensures full compliance with the SES standards and other regulatory acts of the quality of services offered;
- * promptly respond to requests from the Guest to eliminate inconveniences, breakdowns in the room stock, at the Hotel's infrastructure facilities;
- * ensure the confidentiality of information about Hotel Guests and visitors;
- * provide full information about the services provided by the Hotel;
- * provide a "Book of reviews and Suggestions" at the first request of the Guest;
- do not provide services provided for an additional fee without the Guest's consent;
- * make room cleaning, change of towels and bed linen in accordance with sanitary and hygienic requirements, as well as taking into account individual wishes of guests.

7.2. The Hotel is not responsible for the safety of funds, other currency valuables, valuable items that have not been deposited. It is recommended to keep money and valuables in the hotel room safe.

7.3. Food and beverages left in the room after the Guest's departure are subject to disposal. The Hotel administration is not responsible for the loss of money, securities, bank cards, jewelry, jewelry and other valuables of Guests. Forgotten items are sent to the Hotel's guest service and are subject to registration in the Hotel's special "Forgotten and Lost Items" magazine with a storage period of three months.

7.4. In case of violation by the Hotel of these Rules, the protection of Guests' rights is carried out in accordance with the procedure established by the Law of the Russian Federation "On Consumer Rights Protection".

7.5. The Hotel is not liable to the Guest in all cases for lost profits, as well as for direct or indirect losses and/or lost profits resulting from the temporary absence of telephone and / or mobile (cellular) communications and / or Internet access and/or interruptions in their implementation, as well as for: other circumstances beyond the Hotel's control and/or fault.

7.6. The Hotel has the right to replace the room provided to the Guest, if it is necessary to carry out emergency repairs, sanitary-epidemiological and other measures aimed at eliminating the reasons that pose a threat to the stay, or the reasons that hinder the quality and safe use of the premises.

7.7. If Guests show obvious symptoms of acute respiratory viral infections and other diseases and / or have a fever, cough, or nasal mucosa, the Guest will be asked to call a doctor or ambulance. When confirming the fact of illness, in order to prevent the spread of the disease, the Guest is recommended to follow preventive measures: use personal protective equipment, limit the time spent in public places of the Hotel. The hotel has the right to arrange meals for the Guest in the room.

7.8. In cases of aggravation of epidemiological situations and if the Guest does not comply with sanitary and anti-epidemic (preventive) measures to prevent the spread of infectious diseases established by the current legislation and recommendations of Rospotrebnadzor and/or other similar acts of the authorities, the Contractor has the right to refuse to provide the Guest with hotel services and other services.

7.9. The Hotel is not liable to the Guest for improper performance or non-performance of its obligations as a result of force majeure — actions/omissions or events or accidents beyond the control of the Hotel, including, but not limited to: flood, fire, earthquake and other natural phenomena; war, military operations, blockades, terrorist acts; prohibitive actions of the authorities and acts of state bodies, embargoes; strikes, lockouts; termination of the activities of public utilities, energy supply services, water utilities, other public services and/or Hotel service organizations; accidents, etc. by the Guest. It is agreed and accepted that any restrictive or prohibitive orders of state authorities related to preventing the spread of the new coronavirus infection COVID-19 and preventing the provision of services by the Hotel are also force majeure circumstances.

8. Dispute resolution procedure

8.1. The book of reviews and suggestions available to all Guests is located in the consumer's information folder located at the reception desk. All complaints, suggestions and applications left by Guests in the Book of Reviews and Suggestions are considered by the Hotel Administration within three working days.

8.2. In the event of any dispute regarding the quality of service, both parties should seek to resolve the issue on the spot. If the problem cannot be resolved on the spot, the Guest must state their claims in writing. The claim review period is 10 calendar days from the moment it is received from the Guest.

Appendix No. 1 "Rules for living with pets"

Appendix No. 2 "Rules for visiting the fitness center"

* Rules for the provision of hotel services in the Russian Federation, approved by the Decree of the Government of the Russian Federation of 18.11.2020 No. 1853 "On Approval of the Rules for the Provision of Hotel Services in the Russian Federation", the Law of the Russian Federation "On Consumer Rights Protection"

* * Decree of the Government of the Russian Federation No. 1860 of 18.11.20 "On Approval of the Regulations on Hotel Classification"

* * * Item 18 of the Rules for Providing Hotel Services in the Russian Federation, approved by Decree of the Government of the Russian Federation No. 1853 of 18.11.2020 "On Approval of the Rules for Providing Hotel Services in the Russian Federation", as amended by the Decree of the Government of the Russian Federation dated October 27, 2025 No. 1668

* * * * Rules for registration and removal of citizens of the Russian Federation from the registration register at the place of stay and at the place of residence within the Russian Federation, approved by Decree of the Government of the Russian Federation No. 713 of 17.07.1995

***** Rules for Migration registration of Foreign citizens and Stateless Persons in the Russian Federation, approved by Decree of the Government of the Russian Federation No. 9 of 15.01.2007