

## ORDER

**Dated Dec. 31, 2015 50/OV-15**

Moscow

**«On approval of the rules of staying in the hotel  
and using hotel services»**

In accordance with the Civil Code of the Russian Federation, the Law of the Russian Federation "On protection of consumer rights" and Rules of providing hotel services in the Russian Federation.

### **I ORDER:**

- 1. Approve starting 01.01.2016**, the rules of the accommodation and use of hotel services.
2. Bring this order to the attention of the sales and reservations services; service of reception and accommodation; room service; engineering service; the accounting department.
3. Responsibility for the execution of this order to designate the head of sales and reservations services **K. R. Shirankova** and Chief of reception **Medvedev A.V.**
4. I designate the commercial Director **Berseneva I. A.** to control the execution of this order.

**General Director**

**T. A. Naymova**

**ACCOMMODATION RULES**  
**and Terms of Use of Hotel Services**

**1. General Provisions**

1.1. Current Rules have been defined in accordance with the Civil Code of the Russian Federation, the Federal law on Protection of Consumers’ Rights and Terms of Use of Hotel Services in the Russian Federation.

1.2. In current Rules **hotel services** are being defined as a complex of services for temporary accommodation of clients at the “Zolotoy Kolos” (Golden Spike) Hotel located at 29 Botanicheskaya St., bldg. 1, Moscow (hereinafter Hotel) 15 Yaroslavskaya St. Building 1; 15 Yaroslavskaya St. Building 3; 10 Yaroslavskaya St. Building 1; 10 Yaroslavskaya St. Building 2; 10 Yaroslavskaya St. Building 4; 10 Yaroslavskaya St. Building 5; (further “Hotel”), and additional services as well.

1.3. The right of the Hotel to provide accommodation services are confirmed by the Classification Certificate of “0 stars” building 1 № 550002909, issued to LLC “STROIM HOTEL”, on Dec. 02, 2015, and valid until Dec. 02, 2018.

“2 stars” building 3 № 550000340, issued to LLC “STROIM HOTEL”, on Dec. 02, 2015, and valid until Dec. 02, 2018.

“2 stars” building 4 № 550002492, issued to LLC “STROIM HOTEL”, on Oct. 15, 2015, and valid until Oct. 15, 2018.

“2 stars” building 5 № 550002492, issued to LLC “STROIM HOTEL”. on Oct. 15, 2015, and valid until Oct. 15, 2018.

“0 stars” building 7 № 550002910, issued to LLC “STROIM HOTEL”, on Dec. 02, 2015, and valid until Dec. 02, 2018.

“0 Stars” building 8 hostel № 550000532, issued to LLC “STROIM HOTEL”, on Apr. 21, 2015, valid until Apr. 21, 2018.

1.4. The accommodation period is unlimited for Russian citizens.

1.5. The Hotel working hours are **24/7**.

1.6. The working hours of restaurants and bars of the Hotel are **from 07:00 until 23:00**.

1.7. Check-in time for customers is set **at 14:00**

1.8. Check-out time for customers is set **at 12:00**

1.9. The list of services which are included in the price of a room is determined by the room category and is specified in the price list.

1.10. Information regarding rules of accommodation in the Hotel and terms of use of hotel services including current Rules, Fire Safety Regulations (Attachment #4 of current Rules), Terms of Use of Electrical Appliances (Attachment #5 of current Rules) is available in each room stored in a folder, called “Consumer”.

1.11. Information about the provider of hotel services (hereafter “Provider”) and services rendered by it, is displayed in the area of the hotel designated for the registration of Consumers (in the information file at the Hotel front office) and in each room in the “Consumer” folder.

1.12. A list of supplementary services provided by the Hotel and not included in a room cost and prices thereof are shown in the price-lists located in the space designated for registration of Consumers (at the Reception Desk in the information file).

1.13. The Hotel can perform other services for third parties, a list of which is listed in Appendix № 5 at the end of this document.

## **2. Hotel Booking Form, Terms and Conditions of Reservations and Cancellation of Reservations**

2.1. The provider implements reservation of accommodation by collection of data from the side of a consumer (a client) by means of mail, phone or any other communication device allowing to ascertain that the order is made by a consumer (a client).

A list of data needed for reservation is provided in Attachment #1 to the current Rules.

2.2. A reservation of a room through the Internet site of the Hotel is made by filling in a hotel booking form presented on the Hotel site.

2.3. During conclusion of a service agreement with a client a different hotel booking form can be established.

A client in the current Rules is meant any individual or legal entity which either intends to order or to buy or ordering or buying hotel services in accordance with a hotel service agreement on behalf of a client.

2.4. The provider uses the following reservation options: guaranteed reservation and non-guaranteed reservation.

2.5. A reservation is considered valid once the client receives a reservation confirmation from the Provider.

2.6. Reservation confirmation is exercised by the Provider in the form of a confirmation invoice containing the following data: Provider’s name (company name); the client’s name (company name); a room category and its price; reservation terms and conditions; duration of stay; due date of invoice.

2.7. The Provider has the right to decline a reservation if there are no rooms available on the dates specified in the booking form.

2.8. Advance payment for a room reservation is made by a client or a customer within the time specified in an invoice issued by the Provider or in accordance with the terms and conditions of valid special offers posted on the Provider’s Internet site or on Internet portals offering the Provider’s hotel services.

2.9. In case a client (a customer) has not made an advance payment within the specified time, a reservation is considered to be non-guaranteed and the overdue invoice loses its legal force with reference to the price of the invoice. Payment for a room non-guaranteed reservation is made by a consumer (a client) based on the price-list valid on the date of check-in.

2.10. Upon check-in of a client advance payment is applied toward the payment of a room accommodation.

2.11. A client has no right to require a change of the accommodation price stipulated at the time of reservation confirmation with an accommodation price valid on any other date including the date of check-in at the Hotel.

2.12. A client has the right to cancel their guaranteed reservation without any fees or charges until 02:00 Pm of the day before the day of arrival. Reservations made in accordance with valid special

offers posted on the Internet site of the Provider or on Internet portals offering the Provider's hotel services may have other terms of cancellation of guaranteed reservation.

2.13. A reservation cancellation is carried out by notification from the consumer (a client) by means of mail, phone or any other communication device allowing the hotel to ascertain that the order is made by a consumer (a client). A list of information to be included in the notification is specified in Attachment #2 to the current Rules. Reservation cancellation carried out through the Provider's site is made by filling in a corresponding cancellation form on the site.

2.14. During the conclusion of a service agreement with a client a different reservation cancellation form can be established.

2.15. In case of untimely reservation cancellation, delayed arrival or no show of a consumer, the Hotel will charge a fee in the amount of accommodation price for one night.

2.16. By untimely cancellation is meant cancellation of guaranteed reservation received by the Provider later than 02:00 Pm of the day before the day of scheduled arrival or the date and time specified in special offers posted on the Provider's site or Internet portals offering the Provider's hotel services.

2.17. In case of the delay of arrival for more than 24 hours, reservation is considered to be cancelled and the consumer (the client) is charged a fee in the amount of the accommodation price for one night.

2.18. In case of non-guaranteed reservation the Provider has the right to cancel the reservation in the event of no show of a consumer (a client) till 06:00 Pm of the check in date.

2.19. If a reservation is made by a client which is a legal entity or a sole proprietor, the terms, sums, payment deadlines and any other reservation conditions including the right for unguaranteed reservation conditions can differ from the terms and conditions described above in the current Rules and are stipulated in an agreement with a client.

### **3. Form, Mode and Methods of Payment for Hotel Services**

3.1. Payment for accommodation and supplementary services provided by the Hotel is made in accordance with the price list approved by the Provider of hotel services.

3.2. By the price list are meant internal local regulations of the Provider of hotel services specifying room categories and their parameters; room prices and a list of hotel services included in the prices; a price of an additional bed in a room; a list of the Hotel assets and their costs which are due to be reimbursed by a consumer if any assets are lost or damaged by a consumer; a price-list of supplementary hotel services and a breakfast price as well in case it is not included into the price of a room.

The price-lists are located in the hotel space designated for registration of Consumers (in the information file at the Reception Desk).

3.3 Prices specified in a corresponding Price-List are differentiated in accordance with the room category, the number of clients accommodating in a room and other factors and are valid for a limited period a time. A room price of each consumer (client) is specified by the Provider of hotel services on the date of reservation confirmation in accordance with a valid price-list, and in case of the absence of a preliminary reservation upon check-in of a consumer in accordance with the price-list valid on the date of check-in.

3.4. Payments for hotel services are made in Russian rubles.

3.5. Cash and credit cards of the following payments systems: VISA, MasterCard, Maestro, Union Card, China Unionpay are accepted for payment of hotel services.

3.6. In the course of payment by a consumer (a client) the Provider provides a consumer with a cashier's receipt and an information printout.

3.7. Clients who are legal entities or sole proprietors can make non-cash payments by a bank transfer to the payment account of the Hotel in accordance with agreements signed between both parties.

3.8 The Hotel has per-day and per-hour types of accommodation payments.

3.9. Daily payment applies when a day is specified as a unit measure of a Hotel stay. A day is meant the time from the specified check-in time of the first day of arrival till 12:00 Pm of the following day; and the time from 12:00 Pm of the second and each other day of accommodation till 12:00 Pm of the following day.

3.10. Payment on an hourly basis applies only to special offers when hourly payment is specified in the terms and conditions of such special offer.

**3.11. In the case of daily payment the following rules apply:**

3.11.1. In the case of early check-in that is before the specified check-in time, accommodation in the Hotel is made only if there are vacant rooms of corresponding categories prepared for the accommodation of a guest.

3.11.2. In case of a consumer's check-in within the 24:00 Pm - 06:00 Am period of time, payment for early accommodation is taken in the amount of 50% of the accommodation payment per day. In case of a consumer's check-in from 06:00 Am of the check-in day additional payment for accommodation is not taken.

3.11.3. In case of a check-out delay after the specified check-out time accommodation payment is calculated according to the following prices:

- a delay of no more than 2 hours after the specified check-out time – payment is taken in the amount of 10% of the accommodation payment per day;
- a delay from 2 to 12 hours after the specified check-out time – payment is taken in the amount of 50% of the accommodation payment per day;
- a delay from 12 to 24 hours after the specified check-out time – payment is taken in the amount of full accommodation payment per day;

In all the above mentioned cases the accommodation payment per day is specified according to the effective Price-List of the Provider valid on the day of the check-out of a Consumer for all Consumers (public rates). It is understood that the price of a room specified for a Customer upon its reservation is no longer valid.

3.11.4. In case of a late check-in after the specified check-in time accommodation payment per day is made in full.

3.12. Children under the age of 6 are entitled to free accommodation in the Hotel. Breakfast and an additional bed are provided for additional payment in accordance with the effective Price-List.

3.13. Children under the age of 3 are entitled to a free bed (a cradle or a folding bed) upon the request of their guardians. Breakfast is provided for additional payment in accordance with the effective Price-List.

3.14. The age of a child should be proven by a certificate of birth or by a corresponding record in the passport of one of the parents.

3.15. In the case of a consumer's check-out earlier than the paid duration of stay, but no less than a day before, payment is made for the actual period of stay should the payment be made on the daily basis.

3.16. Provided that the sum which exceeds the cost of actual period of stay and performed additional services is returned to a consumer at the time of check-out from the Hotel.

3.17. In the event that a Consumer wishes to use additional paid services (international phone calls, etc.), at the time of check-in a Consumer pays an advance deposit which is meant to be the amount of money specified in the effective Price-List unless otherwise agreed between the parties upon signing of a contract.

The deposit is understood as a means of procured payment of additional paid services and damages caused to the Provider.

The Provider of hotel services retains the cost of additional paid services used by a Consumer or damages caused by a Consumer from the deposit. Upon check-out the unemployed sum of the deposit is returned to a Consumer. A signing of a hotel service contract by a Consumer (a client) shall constitute acceptance of a Consumer (a client) to pay such deposit.

1.13. A Consumer (a client) must pay for hotel services in full.

#### **4.The order of registration of residence (location)**

4.1. For hotel accommodation is necessary to conclude a contract for the provision of hotel services at the reception and accommodation at the reception of the hotel.

4.2. Contract for the provision of hotel services is concluded upon the presentation of a document by the consumer, proving his identity, issued in the established order, including:

a) a passport of a citizen of the Russian Federation, proving the identity of a citizen of the Russian Federation on the territory of the Russian Federation;

b) a passport of a citizen of the USSR, proving the identity of a citizen of the Russian Federation, before its replacement by the due date for a passport of the Russian Federation;

c) birth certificate - for a person under 14 years of age;

d) a passport proving identity of the citizen of the Russian Federation outside the Russian Federation, - for persons permanently residing outside the Russian Federation;

e) a foreign citizen's passport 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 the foreign citizen;

f) a document issued by a foreign government and recognized in accordance with an international treaty of the Russian Federation as a document certifying the identity of the person without citizenship;

g) a temporary residence permit of a stateless person;

h) a residence permit of a stateless person.

4.3. When a guest fails to produce a document proving his identity, issued in the established order, a contract for hotel services is not concluded. This user can not be allowed to temporarily live in the hotel.

4.4. The total number of guests living in the room should not exceed the number of (sleeping) places in the room. An exception is the accommodation of children up to 6 full years with their parents (or guardians), close relatives or other accompanying persons.

4.5. When a contract for the provision of hotel services to the guest is concluded a guest card and a key (or) electronic room key is also issued for the room.

4.6. The Hotel reserves the right to refuse registration to people suspected of alcohol or drug intoxication.

4.7. The registration of guests, who are citizens of the Russian Federation, at the place of stay in the hotel occurs in accordance with the Rules of registration and removal of citizens of the Russian Federation from the registration record at the place of stay or residence within the Russian Federation, approved by Decree of the Government of the Russian Federation of July 17, 1995 №

713 "On the approval of Rules of registration and removal of Russian citizens from the registration record at the place of stay or residence within the Russian Federation and the list of persons responsible for reception and transmission in the bodies of registration of documents for the registration and de-registration of citizens of the Russian Federation at the place of stay and place of residence within the Russian Federation."

4.8. Registration at the hotel for minors under 14 years of age, happens on the basis of 1) documents proving the identity of the person who is with them (of parents, adoptive parents, or relatives accompanying the minor(s),

2) a document certifying the powers of the accompanying person and as well as

3) birth certificates of these minors.

4.9. The registration of a foreign citizen or a stateless person at the place of stay at the hotel, and removing them from the record of the place of residence is made in accordance with the Rules of the 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 № 9 "On the exercise of the migration registration of foreign citizens and stateless persons in the Russian Federation."

## **5. The order of granting of hotel services**

5.1. The Provider provides 24-hour customer service for guests, arriving at and departing from the hotel.

5.2. In the case of non-payment of hotel services, services aren't provided to the guest.

5.3. Entrance to the hotel's accommodation facilities is performed with the guest card issued by the Provider, and specifies the terms of guest accommodation and room key.

5.4. Entrance to a room is not allowed once your stay at the hotel has expired.

5.5. The Provider at the request of the customer at no extra charge provides the following types of services (accompanying services): call an ambulance and other special services; use of a first aid kit; upon the receipt of correspondence addressed to the guest, delivery of such items to the room; wake-up call; delivery of boiling water, needles, threads, one set of dishes and cutlery;

5.6. Guests at the signing of the application (contract) for the provision of hotel services agree to the use of video surveillance systems throughout the hotel (except in their room and toilets).

5.7. Guests of the Hotel guest, at his request, and with notification of the Reception Desk, can stay in the hotel until 23.00, provided that the guest of the Hotel's guest has a document proving their identity. A guest in the room after 23.00 should be issued his own hotel accommodation.

5.8. If a part of the services breakfast is included, it is available to the guest on the day following the arrival date. optional The guest can order breakfast the day of arrival for an additional fee.

5.9. Extending the stay after checkout time of departure is subject to room availability.

5.10. When you need to extend the period of residence the guest is obliged to report it to the Provider not later than the checkout time of departure of the day in which the guest should leave the Hotel, and the Provider, subject to room availability, extends the period of residence.

5.11. Payment for a prolongation of a hotel stay is made by a Guest in accordance with the established procedure specified above in the Rules of Payment for the Cost of a Hotel Room and shall be made no later than the check-out time of the day when the guest prolongs his or her stay.

5.12. At check-out a guest shall vacate his room, return the guest card and key to a Hotel worker and, if needed, pay for any additional services.

5.13. Final acceptance of a room occurs in the course of a guest's check-out.

5.14. In the case of availability of hotel rooms, the following categories of guests have first rights for hotel accommodation:

Heroes of the Russian Federation and of the Soviet Union;  
Full Cavaliers of the Order of Glory;  
Participants of World War II;  
Disabled persons (1st, 2nd, and 3rd category groups) and accompanying persons;  
Participants of the Chernobyl disaster elimination;  
Guests with children under the age of 6;  
Pregnant women;  
Retired people.

5.15. The book of Comments and Suggestions is located at the Reception Desk

5.16. A guest has the right to terminate a hotel services agreement at any time provided that the Provider is paid any costs actually incurred.

5.17. The Provider has the right to fully and unilaterally terminate a hotel services agreement if a consumer breaches the hotel services agreement. It is understood that a guest reimburses the Provider for any costs actually incurred.

5.18. The sum for calculating the costs actually incurred by the Provider is specified in accordance with the effective Price-List.

## **6. Rights, Responsibilities and Liabilities of the Provider**

6.1. The Provider agrees and undertakes:

6.1.1. To deliver the purchased hotel services in full and in a timely manner.

6.1.2. To provide satisfying quality of delivered services as stated by the Hotel.

6.1.3. To maintain confidentiality of information of visitors and hotel guests.

6.1.4 Not to host loud events on the territory of the Hotel after 11:00pm with the exclusion of pre-arranged holidays and entertainment programs.

6.1.5. To provide full information about services provided by the Hotel.

6.1.6. To provide information about the rules of accommodation at the Hotel, fire regulations and rules of the use of household electrical appliances in each room.

6.1.7. To quickly respond to a guest's request to neutralize annoyances, repair breakages in a hotel room and in the Hotel premises in a timely manner.

6.1.8. In case of an accident or equipment failure in a room and incapability to resolve the problem, to offer a consumer a room of the same or higher category. In case of incapability to do the latter, a refund to be paid.

6.1.9. To present the Book of Comments and Suggestions upon request.

6.1.10 Not to provide paid services without prior consent of the guest.

6.1.11. To change the bed sheets in the rooms of all categories, except "Budget" at least every 3 days; to change towels at least every 3 days. To change the bed sheets and towels at least every 6 days in rooms of the category "Budget". Bed sheets and towels can be changed earlier upon a request by the guest for an additional charge.

6.1.12. To immediately consider complaints and claims of Guests and to take appropriate measures.

6.2. The Provider has the right to deny hotel services to a consumer, evict a consumer from the hotel and evict a consumer from the Hotel premises if the breach of the current Rules threatens the security and health of other guests, property of the Hotel or third parties. This shall be accompanied by a mandatory preparation of an act of the incident and the invitation of the competent authorities' representatives if necessary.

6.3. The Provider shall not be liable to a Guest for direct or indirect damages and/or lost profit resulting from a temporary phone communication downtime and/or mobile phone communication downtime and/or lack of Internet access and/or communication failures and for other circumstances beyond the Provider's control.

6.4. The Provider shall not be liable for any complications arising from food and/or drinks bought outside the Hotel and from third parties.

6.5. The Provider is liable for the loss, deficiencies and damage of things brought into the Hotel with the exception of money, other currency assets, stocks and other valuable items.

6.6. A thing is understood as 'brought into the Hotel' if it was entrusted to Hotel workers or placed in a hotel room or any other place generally intended for this thing.

6.7. The Hotel is liable for the loss of money, other currency assets, security papers and other valuable items of a consumer provided that these items have been placed by the guest into an individual safe irrespective of whether it is situated in a hotel room or any other place in the hotel.

6.8. A guest who has discovered a loss, deficiency or damage of personal belongings shall immediately notify the Hotel administration of this fact.

6.9. The Provider shall not be held liable for the loss of a consumer's personal belongings in the following situations:

- a consumer who found a loss, deficiency or damage of personal belongings did not notify the Hotel's administration about this fact in due time;

- a lost item has been left in a place other than its designated locations such as: at the Hotel entrance, at the reception (if the item has not been transferred directly to a Hotel worker), etc.;

- a lost item is a valuable thing (money, jewelry, etc.) which was not transferred to the Provider or placed into a special individual safe;

- a lost item was located in an individual safe but under the terms of storage, access to the safe by somebody without the knowledge or consent of the guest was impossible or became possible due to a force beyond the guest's reasonable control.

6.10. The period of custody of personal belongings at the Hotel is the same as the period of a guest's stay at the Hotel.

6.11. Personal belongings found in a room which has to be vacated or things left in a safe after the specified check-out time are considered to be forgotten property and are placed by the Provider into the Lost Property Room in the Hotel. Transfer of the forgotten things to storage is carried out by the Provider's administrative workers in the presence of at least 2 (two) representatives of the Provider and is registered in accordance with a corresponding Act of a guest's lost things transferred to storage in the form specified in Attachment #3 to the current Rules.

6.12. The Provider advises a consumer of his/her forgotten personal belongings through the contacts left by a consumer.

6.13. The Provider may deliver lost things to the address specified by the guest in case of a specific order, and prior payment for delivery, by the guest.

6.14. Lost things are stored by the Provider for a period of 6 (six) months. Throughout this period no storage fee for lost things is charged.

6.15. At the expiration of the specified period a guest's lost things are considered unclaimed property and come under disposal in accordance with the order established in the local regulatory acts of the Provider.

## **7. Rights, obligations and responsibility of the user.**

7.1. The guest is obliged to:

7.1.1. Abide by the policies of the Establishment outlined by these rules and other local regulations of the Provider, which can be found in the information folder in each room of the hotel.

7.1.2. Comply with fire safety regulations.

7.1.3. Respect the rights of other guests and visitors of the Hotel.

7.1.4. Leave the room at the expiration of the paid period of accommodation

7.1.5. Immediately notify the Reception Desk and Security service in case you lose your room card.

7.1.6. Compensate for damages in the event of loss or damage to property by you personally or by somebody invited by you.

7.1.7. Make sure the faucets, appliances and lighting are turned off and the windows are closed when leaving the room.

7.1.8. Observe the standards of conduct in public places.

7.1.9. Not interfere with the proper performance of their duties by the employees of the Hotel.

7.1.10. Observe your place in line when registering for accommodation.

7.1.11. Gently treat the property of the Hotel, maintain cleanliness, quiet and tidiness in your room and common areas of the hotel.

7.1.12. Strictly follow the instructions of the hotel workers in the case of an emergency.

7.2. The Guest is prohibited:

7.2.1. To use heating devices (boilers, electric kettles, electric stoves, etc.), except for devices provided by the Hotel, in a hotel room and facilities for common use. These rules are in order to comply with the fire safety rules.

7.2.2. To leave third parties alone in a room in your absence, as well as provide them with your guest card;

7.2.3. To smoke in the rooms and other areas of the hotel, as well as the surrounding territory, not designated for smoking;

7.2.4. To bring in and store arms, explosives and flammable, toxic, corrosive, poisonous, narcotic substances and materials, firearms and other dangerous objects, which can cause threats to the health and life of citizens.

7.2.5. To use pyrotechnics (fireworks, sparklers, firecrackers, etc.)

7.2.6. To keep in the room, insects, birds and other wild animals;

7.2.7. To throw trash and other items out of windows;

7.2.8. To rearrange or carry out of the room sheets, towels, furniture and other property of the hotel;

7.2.9. To be situated in the working areas of the Hotel without the permission of the hotel workers;

7.2.10. To gamble in common areas of the hotel;

7.2.11. To damage the equipment and furniture, draw graffiti on the walls and property, paste on the walls and equipment photos, drawings, clippings from newspapers and magazines;

7.2.12. To litter in public places;

7.2.13. To make outdoor fires;

7.2.14. To exchange or sell things in the common areas of the hotel;

7.2.15. To perform work or engage in other activities that generate noise and/or vibration, violating the normal living conditions of other guests. From 23.00 to 07.00 hours the use of televisions, radios, tape recorders and other loud devices is only permitted if it does not violate the peace of others;

7.2.16. To commit intentional acts that threaten their own life and health and the lives and health of others;

- 7.2.17. To openly carry any kinds of civil, service and military weapons, including in the line of duty.
- 7.2.18. To drink alcohol, as well as consuming food in the common areas of the hotel (lobby, halls floors), with the exception of food enterprises.
- 7.2.19. From smoking in the rooms and other areas of the hotel. Also in other areas not specifically allocated as “smoking areas”.
- 7.3. Access to and staying in the hotel is prohibited to persons in a state of alcoholic, narcotic or toxic inebriation, with aggressive behavior, those who do not meet hygienic requirements, in beach clothes, unaccompanied minors or visitors with animals.
- 7.4. Parents or guardians are responsible for the behavior of minors and their compliance with these rules.
- 7.5. The guest shall have the right to:
- 7.5.1. Enjoy all hotel services provided that the guest will pay for them.
  - 7.5.2. Receive complete and reliable information about the rules of staying in the hotel, the cost and the list of hotel services.
  - 7.5.3. Contact reception staff concerning the quality of services rendered.
- 7.6. In the case of loss of or damage to property, the guest shall compensate the Hotel for any damage to the Hotel in full, according to the price list confirmed by the Hotel.

#### **APPENDICES:**

1. The list of information to make reservations;
2. List the details for cancelling a reservation;
3. The form of the Act relating to the placement of forgotten things consumer.
4. Fire safety rules;
5. A list of other paid services rendered to third parties in the hotel.

**Commercial Director**

**I. A. Berseneva**

## **Appendix № 1**

To the rules of stay in the hotel  
and using hotel services,  
confirmed by order of the General Director  
of JSC «Hotel «Zolotoy Kolos»  
No. 50/OV-15 dated Dec. 31, 2015.

### **List of information for booking**

1. Name of Provider;
2. Information about the customer (guest);
3. Full name of guest(s) for whom the booking is being made;
4. Information about the proposed room;
5. Room price;
6. Expected dates of arrival and departure;
7. Booking conditions
8. Payment period;
9. \_\_\_\_\_

**Appendix № 2**  
To the rules of accommodation  
and use of hotel services,  
confirmed by order of the General Director  
of JSC «Hotel «Zolotoy Kolos»  
No. 50/OV-15 dated Dec. 31, 2015.

**List of information for cancelling a reservation**

1. Name of Provider
2. Information about the customer (guest);
3. Reservation number;
4. The period of their stay in the hotel;
5. Full name of guest(s), for whom the booking was made;
6. \_\_\_\_\_

**The form of the Act of transfer of lost or forgotten things to storage**

**THE ACT  
of Transfer of lost or forgotten things to storage**

Moscow

«\_\_»\_\_\_\_\_20\_\_

This act was written out in the Hotel \_\_\_\_\_

by the workers of the company \_\_\_\_\_:

\_\_\_\_\_

about the following:

1. On \_\_\_\_\_ 20\_\_ in the room Number \_\_\_\_\_, which should have been emptied, and payment for which was expired (by which the owner hasn't notified the Hotel administration about extending his stay), were found the following items, which we assume belong to:

\_\_\_\_\_

2. The items listed in point 1 of this act were forgotten by the guest and placed in temporary storage in the Hotel's Forgotten Things Room, which is located at:

\_\_\_\_\_.

Signatures of those who wrote out this act:

\_\_\_\_\_/\_\_\_\_\_

\_\_\_\_\_/\_\_\_\_\_

## **Appendix № 4**

To the rules of accommodation  
and use of hotel services,  
confirmed by order of the General Director  
of JSC «Hotel «Zolotoy Kolos»  
No. 50/OV-15 dated Dec. 31, 2015.

### **Fire-safety Rules**

#### **1. In rooms and spaces of the Hotel one isn't allowed:**

- to smoke in places not specifically designated for smoking;
- store flammable and combustible liquids, explosives, gas cylinders, products in spray cans and other explosive substances and materials
- clutter passageways, corridors, lobbies, elevators, platforms, stairs, ladders, marches and evacuation exits with furniture, equipment and other objects;
- to conduct room cleaning with gasoline, kerosene and other flammable and combustible liquids;
- to use electrical appliances (including water boilers, electric kettles, hot plates);
- to leave unattended appliances, televisions, radios, computers, printers, etc. that are plugged in;
- use electrical appliances not in accordance with fire safety regulations;
- wrap bulbs and lamps with paper, cloth and other combustible materials, as well as operate them without their covers (diffusers);
- lay by yourself transit wiring and cable lines in the rooms, as well as through flammable and explosive areas;
- use portable lamps (table lamps, floor lamps, sconces, etc.) with a bulb having a wattage exceeding 60 watts, as well as lamps with a light source, rated power above the permissible values given in the instructions or the technical description;
- storing inflammable materials at a distance of less than 0.5 meter (20 in.) from wiring, lamp fixtures and other electrical installations;
- use self-made boilers, stoves and other electric heaters;
- use electrical installation and connecting electrical cables that have mechanical damage and /or other damage to the appliance;
- use air ducts as chimneys;
- close the exhaust channels, holes and covers;
- burn the accumulated fat, dust, inflammable substances and condensate in air ducts;
- disable or remove fire safety equipment from the building;
- Keep combustible materials closer than 0.5 m (20 in.) to ducts;
- keep in ventilation chambers various equipment and materials.

**Appendix № 5**  
To the rules of accommodation  
and use of hotel services,  
confirmed by order of the General Director  
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No. 50/OV-15 dated Dec. 31, 2015.

**A list of other paid services provided to other third parties in the hotel.**