



RULES OF ACCOMMODATION IN GRAND PETERHOF SPA HOTEL

These Rules comply with the Civil Code of the Russian Federation, as well as Law of the Russian Federation About Consumers' Rights dated February 7, 1992, #2300-1, Decree of the Government of the Russian Federation dated October 9, 2015, #1085, About the Approval of the Rights for Rendering Hotel Services in the Russian Federation, and other regulative legal acts as applicable. These Rules state the requirements to the Hotel activities and arrangements for compliance control. KEY

DEFINITIONS

1. Executor – Grand Peterhof Korkuli, Limited Liability Company, which provides Hotel services to consumers.
2. Hotel services – the complex of services on temporary Hotel accommodation, including the associated services, their list determined by the Executor.
3. Hotel – the property complex (the building, the premises, equipment and other property), which is designed to provide Hotel services.
4. Guest – a natural or legal person that intends to order or purchase hotel services under the agreement on providing Hotel services.
5. Check-out hours – time for check-in and check-out of the Guest, determined by the Executor.
6. Visitor – a person rightfully staying in the Hotel territory and using the services acquired in accordance with the pricelist fixed.
7. Key card – an electronic key accompanied by a paper holder featuring the room number that is provided for Guests and Visitors to use the services acquired without any restrictions.

GENERAL PROVISIONS 1. The Hotel is intended for temporary accommodation of: - citizens of the Russian Federation during the period approved by the Executor; - foreign citizens and persons without citizenship during validity periods of their visas; 2. The Hotel is open 24/7/365.



ACCOMMODATION RULES

1. Guests are accommodated after preliminary booking.
2. In case no booking has been made Guests are accommodated depending on availability.
3. At booking the room category is specified, while a specific room is determined at check-in.
4. Check-in time: 2 p.m. of the current day, local time.
5. Checkout: 12 noon of the current day, local time.
6. The Hotel is entitled to cancel the unpaid booking in case a Guest fails to arrive by 6 p.m. of the current day, local time.
7. Accommodation period can be prolonged depending on availability.
8. As soon as his or her accommodation period expires, the Guest undertakes to vacate the room by 12 noon of the current day, local time, otherwise the Guest will be charged in accordance with the price list.
9. A Guest can be accommodated in another room in case there are free rooms available and is entitled to give up the Hotel services in case not more than 1 hour has passed from checking in till moving to another room or unexpected leave, and in case a Guest hasn't used any comforts in the Hotel room and the services purchased in accordance with the price list.
10. Visitors, invited by accommodated Guests, are allowed to stay in the Hotel rooms from 8 a.m. till 11 p.m. and are entitled to purchase Hotel services in accordance with the price list.
11. After 11 p.m., the invited Guests shall leave the room or submit their documents to the Reception and Accommodation Service to be given the status of "accommodated Guest"; additional accommodation shall be paid in accordance with the price list, fixed by the Executor.



REGISTRATION PROCEDURE

1. At accommodation, every person shall submit a document, identifying him or her and verifying status in the Russian Federation, in particular: - Passport of the RF citizen - Birth certificate for persons below 14 - In case of underage children, adults that accompany them shall submit the documents to verify their rights – a power of attorney signed by parents, a decision about appointing the guardian/custodian. - Passport identifying the RF citizens, for persons, permanently residing out of the Russian Federation. - Foreign citizens shall submit their civil passports and visas permitting entry to Russia (in case other entry procedures aren't specified), migration cards. - Persons without citizenship shall submit their temporary or permanent residence permits.
2. In case the necessary documents haven't been submitted, the officer of the Reception and Accommodation Service is entitled to deny checking the Guest in.

PAYMENT PROCEDURE

1. Services in Grand Peterhof SPA Hotel are paid in accordance with the price lists approved by Director General of Grand Peterhof Korkuli Ltd.
2. The Hotel accepts payments in cash and by credit cards (Visa, Maestro, MasterCard, American Express).
3. Guests should pay for their accommodation at check-out; in case a Guest fails to check-out after 12 noon of the current day, local time, such Guest shall be charged as fixed by the Executor.
4. In case of delayed check-out, Guests will be charged as follows: - if delayed till 6 p.m. – for ½ day; - if delayed by 6 p.m. and later – for full day
5. In case children below 5 stay in one room with their parents and aren't provided with individual places, no payment is required.
6. Information on effective prices and services, included into the accommodation cost, are available at the stand of the Reception and Accommodation Service.
7. Information on additional services and their costs is available at the stand of the Reception and Accommodation Service or where they are rendered.



8. Services provided without additional charges are: - calling emergency ambulance and other security services - using the first-aid kit (thermometer, blood pressure gauge, first-aid outfit, the exception is provided by medicines) - delivery of correspondence addressed to the consumer in case it is received - wake-up calls - providing boiling-hot water, sewings, needles, one set of tableware and cutlery - providing an iron and an ironing board - other services at the Executor's discretion

9. Services provided for a fee are: - Accommodation - Visa support service, registration fee - Transfer - Safety deposit box - Mikhailovsky Tavern, SPA-Bar - Billiard - 'Pearl' beauty SPA - Renting towels, bathrobes, slippers - Renting a conference hall - Souvenirs - Laundering and ironing - Single visit to SPA facilities- Flower decorations for the room

THE EXECUTIVE UNDERTAKES TO:

1. Provide purchased services to Guests and Visitors of the Hotel timely and to the full extent.

2. Make sure that the data about the Hotel Guests is private and is transmitted to third persons only if required by the law of the Russian Federation.

3. Ensure safety of accommodated Guests with the use of the video surveillance on the Hotel premises, but for Guest rooms and toilet rooms.

4. Ensure silence on the Hotel premises after 11 p.m., exclusion made for preliminary specified special occasions and entertainment programs.

5. Timely react to Guests' requests and take actions in regard to inconveniences, breakdowns in the rooms or other shortcomings of provided services.

6. Ensure full compliance of provided services with sanitary regulations.

7. Take responsibility for safety of valuables that Guests leave in safety deposit boxes of the Hotel.

8. In case any forgotten property is discovered, take action to return it to their rightful owner; if the owner can't be found, such property should be sold in accordance with the established procedure.

9. Keep migration records for foreign citizens and persons without citizenship in RF in accordance with Federal Law of the Russian Federation dated July 18, 2006, #109, About



Migration Registration of Foreign Citizens and Persons Without Citizenship” and Law of the Russian Federation dated June 25, 1993, #5242-1, About Rights of Citizens of the Russian Federation for Unrestricted Movement, Choice of Presence and Residence Locations in the Russian Federation, as well as process personal data provided by Guests.

THE GUEST UNDERTAKES TO:

1. Within the accommodation period, to keep moral standards, desist from abusing alcohol and using coarse language, respect rights to rest and leisure of other Guests, keep from doing violence to service personnel and insulting them.
2. Keep the rules established in regard to using the facilities of the Hotel infrastructure.
3. Report in case of discovering property damage or technical failures, or emergency situations (like flooding, fire, broken glass etc.).
4. Carefully use property and equipment of the Hotel, keep clean and order.
5. Observe fire safety rules.
6. Immediately report to the Reception and Accommodation Service in case of detecting or suspecting an infectious disease.
7. Follow dress-code rules when visiting the restaurant for breakfast and during the day.
8. Keep quiet at nighttime, from 11 p.m. till 8 a.m., and keep from causing inconvenience to other Guests.
9. Timely pay for purchased additional services assigned to his or her room, not exceeding the debt amount of 10 thousand rubles.
10. Follow Federal Law dated February 23, 2013, #15-FZ, About Civic Health Protection Against Passive Smoking and Tobacco Use Consequences (revised and amended), smoke tobacco only in places, specially provided on the Hotel premises and marked with special smoke enabling signs.
11. In case smoking is detected in rooms or other locations that aren't intended for doing so, indemnify the Hotel for the damage in accordance with the effective price list, approved by the Executor.



12. In case any property is damaged or destroyed, indemnify the Hotel for the damage in accordance with the effective law to the extent provided for in the price list, approved by the Executor; in case the damaged property is not on the price list, the damage shall be indemnified depending on the market value of damaged property, effective on the moment of its damaging.

THE FOLLOWING ACTIONS ARE PROHIBITED IN THE HOTEL:

1. Staying and taking rest on the Hotel premises with animal companions.
2. Smoking in the Hotel rooms, public zones and other places that aren't specially designed for that purpose;
3. Visiting the swimming pool and saunas under the influence of alcohol.
4. Bringing and consuming drinks and food products in the restaurant that were purchased beyond the Hotel premises (but for baby food).
5. Bringing and consuming drinks in glass containers in the SPA facilities.
6. Carrying and storing weapons, explosives, fire accelerants, caustic and poisonous substances. Guests that are by vocation allowed to carry and store weapons, must submit documents verifying that right as demanded by the Hotel administration. Weapons stand for means provided in Federal Law of the Russian Federation dated December 13, 1996, #150-FZ, About Weapons.
7. Storing and use pyrotechnic products and candles without permission.
8. Using electric heating devices that aren't provided and installed in the Hotel room, including microwave ovens, hot-water boilers, electric heaters and teapots.
9. Move furniture in the Hotel room and/or remove it.
10. Leave the room open when it is leaved during the accommodation period.
11. Hand over keys from the Hotel room to unauthorized persons.
12. Leave underage children unattended at the swimming pool, fitness machines, the playing room, playgrounds.
13. Leave transport means at entrances and exits of the Hotel, as well as at interior fire passageways.



THE EXECUTOR'S RIGHTS, THE GUEST'S LIABILITIES

1. The Hotel administration is entitled to deny Guests and Visitors of the Hotel providing certain services from the price list due to medical conditions and/or in case a Guest is aggressive towards the staff and/or other persons having rest, or in case a Guest takes any action threatening safety of property and health of other people.
2. In case of serious violation of the rules of conduct, the established accommodation policies and safety precautions, in particular, by Guests and Visitors, the Hotel administration is entitled to deny such Guests and Visitors further staying in the Hotel territory. In such a case a certificate regarding this violation shall be conducted and, if necessary, law enforcement officials will be called.
3. The Executor isn't responsible for wellbeing of the Guests in case the latter consume drinks and food products purchased out of the Hotel.
4. The Hotel administration doesn't accept responsibility for security of documents, money, and other valuables but for valuables left in the rented safe deposit boxes.
5. The Hotel administration reserves the right to visit rooms without the Guest's approval in case of smoke formation, fire, flooding, or in case the Guest violates these accommodation rules, social order, and/or rules of using household appliances.
6. In case the Guest is absent in the place of his or her accommodation for more than 1 day or as soon as 6 hours expire since the check-out time has passed, the Hotel administration is entitled to call up a committee and make a register of the Guest's belongings present in the room, remove such property from the room and located it at a temporary storage place. In this case, the Hotel administrations accepts responsibility for safekeeping of all the monetary items, precious metals and valuable documents.
7. The Hotel administration isn't responsible for security of the transport means left on the Hotel premises.
8. The Hotel administration isn't responsible for work of municipal services (like emergency shutdown of electrical and heating energy, or water supply), as well as for performance of preventive maintenance on the television.



DISPUTE SETTLEMENT

1. In case of any complaints on the Guest's side, the Hotel administration will take every possible effort to solve the conflict within a reasonable period of time.
2. In case of any issues regarding the service quality, the Hotel Guest should take effort to solve the problem by appealing to the Reception and Accommodation Service. If the problem can't be solved there and then, the Guest should state his or her wishes in writing. Not doing so may result in complete or partial refusal to satisfy the claim.
3. The Hotel administration isn't considered materially liable in case it manages to prove that it has failed to perform its obligations due to some actions of insuperable force (Force Majeure) or due to the Guest's fault.
4. These Rules are obliging for both the Guest and the Executor within the entire accommodation period or within the period while a citizen is legitimately present on the Hotel premises. In cases that aren't covered by these Rules, the Hotel administration and the Guest should use the effective legislation of the Russian Federation as a guide.
5. The Customer charter is held by the Reception and Accommodation Service, and the administrator shall hand it out upon request.