Approved

Order № 2024-29/05

Hotel General Manager

/Filimonov F. N. /.

"29" May 2024

RULES
of hotel accommodation and use of hotel services at the Hotel Hyatt Regency Moscow Petrovsky Park.

1. General provisions

1. The basic concepts used in these Rules shall mean the following:

- **"Hotel services"** means a set of services for temporary accommodation at Hyatt Regency Moscow Petrovsky Park Hotel, including related services, the list of which is determined by the price list of the Hotel;
- **"Room Price (room rate)"** - the cost of temporary accommodation and other related services determined by the Contractor, rendered for a single price;
- **"Consumer", "Guest"** - a natural person who has the intention to order or purchase or who orders or purchases and (or) uses hotel services for personal and other needs not related to business activities;
- **"Contractor"** - Limited Liability Company "Hotel in Petrovsky Park" (LLC "OPP"), providing hotel services to Consumers (Customers) in the Hyatt Regency Moscow Petrovsky Park Hotel, hereinafter referred to as the "Hotel/Executor", located at the address: 125167, Moscow, Leningradsky pr., 36, bld. 33. Information about the Contractor is specified in Appendix No. 1 to these Rules;
- **"Customer"** - a natural or legal person or an individual entrepreneur who has the intention to order or purchase or who orders or purchases hotel services in favor of the consumer;
- **"Booking"** – reservation of a room (room space) in the Hotel to the Consumer under the conditions defined by the Consumer's (Customer's) application and confirmation of this application by the Hotel;
- **"Check-out time (billing hour)"** - the time set by the Hotel for the Consumer's departure;
- **"Check-in time"** means the time set by the Hotel for the Consumer's check-in;
- **"Early check-in"** means the Consumer's check-in before the set check-in time, subject to prior agreement of the said check-in with the Hotel;
- **"Late check-out"** means the Guest's departure after the check-out time (Check-out hour), subject to prior agreement of the said delay with the Hotel;
- **"Hotel's Notice"** means a written message of the Hotel sent to the Customer or the Guest in response to the Booking Application, containing the terms and conditions of the Booking, in the form set out in **Appendix No. 3** to these Rules.
- **"Reception"** means the service of the Hotel which carries out reception and registration of arriving guests;
- **"Waiting List"** - a list of guests waiting for an opportunity to confirm their reservation at the Hotel.
- **"Contract"** means a document containing the terms and conditions for the provision of personalized Hotel Services, executed by means of a single document (including electronic), signed by 2 parties - in the case of the Customer or being a public contract - in the case of the Guest.

- **"Hotel Website"** - a page on the Internet containing information about the Hotel and the provided Hotel services: https://hyattpetrovskypark-hotel.ru.

1.1 These Rules are developed in accordance with the current legislation of the Russian Federation, in particular with the Civil Code of the Russian Federation, Law of the Russian Federation "On Protection of Consumer Rights" and with the Decree of the Government of the Russian Federation of 18 November 2020 No. 1853 "On Approval of the Rules for the Provision of Hotel Services in the Russian Federation", as well as in accordance with the regulations on the classification of hotels, approved in accordance with Article 5 of the Federal Law "On the Basics of Tourist Activity".

1.2 Hyatt Regency Moscow Petrovsky Park Hotel is an accommodation facility - a property complex of the Limited Liability Company "Hotel in Petrovsky Park", which provides Hotel services in accordance with the category "Five Stars" assigned to the Hotel, which is confirmed by the Certificate of Category Assignment to the Hotel dated 04.03.2024 г. № 77/AA47/916-2024 issued by the accredited organization - LLC "SKYGATE". Type of the Hotel - city hotel (hotel).

1.3 The Hotel is intended for temporary accommodation of Consumers and provision of services related to their accommodation.

1.4 The maximum period of stay in the Hotel for citizens of the Russian Federation is not established. For foreign citizens in accordance with the terms established by the legislation of the Russian Federation and/or the validity of the visa, migration card.

1.5 The operating mode of the Hotel is **round-the-clock**.

1.6 The hotel check-in time at the Hotel is **3:00 p.m. Moscow time.**

1.7. The hotel check-out time (estimated departure hour) set for the consumer's departure from the Hotel is **12:00 a.m. (mid-day) Moscow time.**

1.8 The list of services included in the room rate is determined by the room category and set out in the price lists.

1.9 Information about the Service Provider and its services is available in the premises of the Hotel intended for the temporary accommodation of Consumers (in the information folder at the reception desk), as well as on the official website of the Hotel https://hyattpetrovskypark-hotel.ru.

1.10. The Hotel has the right to independently establish the rules of accommodation in the Hotel and use of the Hotel services, not contradicting the legislation of the Russian Federation.

1.11. Information on the procedure for staying at the Hotel and using hotel services, including these Rules, Fire Safety Rules (Appendix No. 5 to these Rules), is posted in the Hotel premises intended for the temporary accommodation of Consumers (in the information folder at the reception desk).

1.12. These Rules regulate the relations between the Hotel and the Guests and are binding for the mentioned parties.

1.13. These Rules, as well as information on additional services provided by the Hotel, which are not included in the Room Rate, and prices for additional services are intended and available to an unlimited number of persons during all working hours of the Hotel and are set out in the price lists placed in the Hotel premises intended for the temporary accommodation of the Consumers (in the information folder in the reception), as well as the Hotel is entitled to place this information on the website of the Hotel.

1.14. The Hotel may provide paid services by third parties engaged by the Hotel. The Hotel is liable for the actions/inactions of the engaged third parties as if they were its own.

2. Form, conditions and procedure for booking and cancellation of reservations.

2.1. Hotel services are provided by the Contractor on the basis of the Contract.

2.2. The contract with the Customer/Consumer shall be concluded in accordance with the provisions of the current legislation of the Russian Federation.

2.3. The written form of the Contract with the Guest shall be deemed complied also in case of confirmation by the Hotel of the application sent by the Guest, as well as in case of the Consumer's actions aimed at receiving the services (including the Consumer's payment of the relevant amount to the Contractor).

2.4. The information contained in these Rules, as well as posted on the Hotel's website or in the premises of the Hotel intended for the temporary accommodation of Consumers, is a public offer by virtue of Clause 2 of Article 437 of the Civil Code of the Russian Federation. Submission of the Application by a person (in any of the forms listed below) is an expression of intention to enter into the Contract on the terms and conditions set out in the offer.

2.5. The Contractor shall make reservations by accepting a completed form (application) from the Consumer, via online portals selling the Contractor's hotel services on the Internet. Reservations can also be made by accepting the information from the Consumer (Customer) to make a reservation via e-mail: reservation@hyattpetrovskypark-hotel.ru, by phone: +7 495 479 1234, directly via the Hotel's website: https://hyattpetrovskypark-hotel.ru, as well as by direct contact to the reception of the Hotel (reception).

2.6. Hotel room reservations are made within 24 hours of receipt of the request, subject to availability of hotel rooms, except for direct contact to the reception of the Hotel (reception).

2.7. The Contractor shall apply the following types of reservations:

a) **guaranteed booking** - a type of booking whereby the Hotel expects the Guest before the estimated check-out time on the following day after scheduled arrival. In case of late cancellation, delay or no-show of the Guest, the Guest (or the Customer) shall be charged for the actual room idle time, but not more than one night. In case of delay of more than one day the Contract shall be terminated;

b) **non-guaranteed booking** - a type of booking where the Hotel expects the Guest until 6:00 p.m. Moscow time, on the day of arrival, after which the Contract is terminated.

2.8. The reservation shall be deemed valid from the moment the Consumer (Customer) receives the reservation confirmation containing information about the Contractor, the Consumer (surname, first name, patronymic (if any), the hotel address, the room category and price, the period of stay in the hotel, the booking conditions and payment procedure, as well as other information determined by the hotel. In this case, the Agreement shall be deemed accepted from the moment of receipt by the Customer/ Guest of the booking confirmation (the form is set out in Appendix No. 3 to these Regulations).

2.9. The Contractor shall have the right to refuse to conclude the Contract if on the date indicated in the application there are no available rooms corresponding to the application.

2.10. The advance payment for booking a room shall be made by the Consumer (Customer) within the terms specified in the invoice issued by the Contractor or in accordance with the terms of the current special offers, information about which is posted on the Contractor's website in the Internet or on-line portals selling hotel services of the Contractor in the Internet.

2.11. If the Consumer (Customer) fails to make an advance payment by the due date, the reservation shall be deemed non-guaranteed, and the overdue invoice in terms of price shall become null and void. Payment of the Room Price under such reservation shall be made by the Consumer (Customer) at the price valid on the date of check-in.

2.12. Upon the Consumer's accommodation, the advance payment shall be credited against the room rate.

2.13. The Consumer is not entitled to demand that the Room Rate agreed at the time of booking confirmation be changed to the price in force at any other time, including at the time of accommodation at the Hotel.

2.14. The Consumer has the right to cancel the application (cancel the guaranteed reservation) without any sanctions until 4:00 p.m. on the day of arrival (Moscow time). For reservations made according to current special offers on the Contractor's website or on-line portals selling the Contractor's hotel services, other conditions of cancellation (cancellation of the guaranteed reservation) may be applied.

2.15. **Cancellation of the reservation** is made by accepting from the Consumer (Customer) the information for cancellation of the reservation by post, telephone, electronic and other communication, which allows to establish that the cancellation of the reservation comes from the Consumer (Customer). The list of information for cancellation of the reservation is set out in Appendix No. 4 to these Rules. Cancellation of a reservation via the Hotel's website shall be made by filling in the form on the website.

2.16. The contract with the Customer may establish a different cancellation form for each Customer.

2.17. In case of **untimely cancellation** of the reservation, late arrival or no-show of the Consumer, the Consumer (Customer) shall be charged for the actual room demurrage in the amount of the room rate for the first night of stay.

2.18. Untimely cancellation of a guaranteed reservation is a cancellation received by the Executor later than 4:00 p.m. on the day of arrival (Moscow time, unless otherwise stated in the Contract with the Customer) or the terms specified in special offers, information about which is posted on the Executor's website or on-line portals selling the Executor's hotel services on the Internet.

2.20. In case of delay of more than 21 hours after the check-in time (3:00 p.m. Moscow time), the guaranteed reservation shall be cancelled and the Consumer (Customer) shall be charged for the actual downtime of the room in the amount of the Room Rate for the first night. Accommodation in this case is possible subject to availability at the time of arrival and at the rates in effect at the time of arrival.

2.21. In case of a non-guaranteed booking, the Contractor shall wait for the Consumer until 6:00 p.m. of the current day of the scheduled arrival, after which the Contract shall be terminated.

.2.21. If there are no rooms available, the Hotel shall notify the Consumer in writing by e-mail, fax, sms-notification within 2 hours during the working hours of the reservation department from 09:00 to 21:00, in exceptional cases the Hotel has the right to refuse the reservation by phone. In case of refusal in booking, the Hotel offers to put the Consumer's (Customer's) request for booking on the Waiting List (at the request of the Consumer (Customer).

2.23. If the reservation is made by the Customer who is a legal entity or an individual entrepreneur, the conditions, amount, terms of advance payment, as well as other conditions of the reservation, including the right to make a reservation under the conditions stipulated for non-guaranteed reservation, may differ from those specified in these Rules and shall be determined by an agreement with the Customer.

2.24. The Hotel reserves the right to change the booking conditions/cancellation of the reservation during the period of mass cultural and sporting events, as well as during the periods of "Low", "Medium", "High" season, the conditions of which are posted at the reception desk of the Hotel (reception), as well as on the website of the Hotel.

3. Form, procedure and methods of payment for hotel services.

3.1 The price of a hotel room shall be set on the basis of the approved price list for the services of the Hotel. The price for accommodation in the Hotel shall be paid according to the billing hour / check-out time. The Hotel has established a daily rate for accommodation for a hotel room. Hourly accommodation as well as hourly tariffication of the cost of accommodation in the Hotel is not provided. The minimum rate for accommodation is the price of a hotel room per night.

3.2 Payment for additional services provided by the Hotel shall be made in accordance with the price lists approved by the Hotel Service Provider.

3.3 Price lists shall mean internal local normative acts of the Hotel Service Provider, which establish room categories and their parameters; room prices and the list of hotel services included in the room price; the price of providing an extra room (extra bed); the list of the Hotel property and its cost to be reimbursed by the Consumer in case of loss or damage to the Hotel property by the Consumer; the amounts for calculating the expenses actually incurred by the Provider; the list and the cost of additional services; the list of additional services to be provided to the Consumer; and the list and the price of additional services to be provided to the Consumer. Price lists are available in the Hotel premises intended for the temporary accommodation of Consumers (in the information folder at the Reception and Accommodation Service).

3.4 The prices set out in the respective price list are differentiated depending on the room category, number of persons staying in the room and other factors, and are valid for a limited period of time. The room price for each Consumer shall be set at the moment of confirmation of the booking by the Service Provider of hotel services according to the price list valid at that moment, and in the absence of prior booking - upon accommodation of the Consumer according to the price list valid at the moment of accommodation.

3.5 In case of reservation of accommodation in the Hotel by the Customers who are legal entities or individual entrepreneurs on the basis of contracts concluded with the Contractor, the Room Price shall be determined in accordance with the terms and conditions of such contracts.

3.6 Payment for the provision of hotel services shall be made in Russian Rubles.

3.7 Cash and credit cards of payment systems authorized by the current legislation of the Russian Federation, such as Visa, Visa Electron, MasterCard, Maestro, MIR, American Express, Union Rau, JCB are accepted for payment for Hotel services: Visa, Visa Electron, MasterCard, Maestro, MIR, American Express, Union Rau, JCB. Consumers can also pay by electronic link.

3.8 The Consumer's (Customer's) obligations to pay for the Hotel services is considered to be fulfilled from the date of receipt of funds on the settlement account or in cash at the front desk of the Hotel. When receiving payments from the Consumer (Customer), the Contractor shall issue to the Consumer (Customer) a cash voucher or electronic payment slip, as well as an information invoice upon check-out.

3.9. Customers who are legal entities or individual entrepreneurs may pay in non-cash form by transferring money to the settlement account of the Hotel in accordance with the agreements concluded with the Hotel.

3.10. The terms and conditions of the Hotel Services Agreement concluded between the Hotel and the Consumer require 100% prepayment by the Consumer for the entire period of stay at the Hotel, unless otherwise stated in the Agreement.

3.11. For the purpose of payment an accommodation means: on the first night of accommodation, the period from the check-in (set for arrival) time of the first night of accommodation to 12:00 a.m. of the next day; on the second and subsequent days of accommodation, the period from 12:00 a.m. of the current day to 12:00 a.m. of the next day.

3.12.1 In case of early arrival (i.e. before the established Hotel check-in time), accommodation in the Hotel is provided if there are available rooms of the relevant category prepared to accommodate the Consumer. Meals shall be paid additionally.

3.12.2 Check-in between 12:00 and 15:00 hours is subject to availability of rooms at no extra charge.

3.12.3 Guaranteed provision of a room between 00:00 and 15:00 hours is possible in case of its reservation from the previous date.

3.12.4 In case of check-in of the consumer from 0:00 a.m. to the set check-in time (early arrival) the accommodation fee is charged in the amount not exceeding the fee for a half a night.

3.12.5 If the period from the arrival time to the check-in time is more than 12 hours, the accommodation fee is charged from the consumer in the order established by the Contractor.

3.12.6 In case of delayed departure of the Consumer after the check-out time (late check-out), the accommodation fee shall be paid at the following rates:

- delay up to 6 hours after the estimated time - the accommodation will be charged at 50% of the daily room rate at the rate of the day of departure;

- delay from 6 to 24 hours after the checkout hour - the accommodation will be charged at the full daily room rate at the rate of the day of departure.

Upon agreement with the administration, the Guest may be given a favorable check-out time without additional payment, but not more than 2 hours after the estimated hour.

3.12.7 **If the Consumer leaves before the paid period of stay, the payment** shall be made for the actual time of stay, but not less than per night period in case of daily payment.

In case the amount exceeding the cost of actual accommodation and additional paid services is not rendered shall be refunded to the Consumer at the moment of check-out from the Hotel, unless otherwise agreed in the Contract with the Customer or in the tariff conditions.

3.13. **Children up to and including 6 years old** can stay in a room with their parents at no extra charge and without a separate bed. Valid for all rooms. Breakfast is charged separately. For children aged 0 to 3 years, a baby crib is available free of charge. A provision of a baby crib is possible in all rooms.

3.14. **Children from 7 years old and adults** are provided with an extra bed in rooms of all categories.

3.15. The cost of accommodation for a third person (extra bed) is 3000 Rub. 0% VAT. The price includes access to the fitness center. Breakfast is charged separately.

3.16. Access to the Regency Club lounge is an additional service, paid additionally or included in the room rate. Access to the Regency Club is granted for the length of stay in the hotel and only to the registered in a room guests. Surcharge for the access to the Regency Club is 4000 Rub including 20% VAT per guest per day.

3.17. If the Consumer wishes to use additional paid services (long-distance telephone calls, etc.), he/she shall pay a deposit at the time of accommodation in the Hotel, which means money in the amount specified in the relevant price list, unless otherwise agreed by the Parties when concluding the Contract. The deposit is a way of ensuring payment by the Consumer of additional paid services and the amount of damage caused to the Service Provider. The Contractor of the Hotel Services shall deduct from the deposit amount the cost of additional paid services consumed by the Consumer, as well as the amount of damage (in case of damage caused to the Contractor). The deposit amount is 7000 rubles per night, it can be paid in cash at the cash desk of the Hotel or by authorization on the Guest's bank card. Upon the Consumer's departure, the unused deposit amount shall be returned to the Consumer. The Consumer's (Customer's) consent to the deposit shall be deemed to be the conclusion of a Hotel Services Agreement between the Consumer (Customer) and the Contractor. In case of check-out from the Hotel without paying for additional services and without making a deposit, the reception staff of the Hotel has the right to withdraw the unpaid amount for the services rendered from the Guest's bank card.

3.17. The Consumer (Customer) is obliged to pay for the Hotel Services in full.

4. Conditions and procedure for registration of accommodation

4.1 In order to stay at the Hotel it is necessary to conclude a contract for hotel services in accordance with the procedure stipulated by these Rules and the current legislation of the Russian Federation. Before accommodation, the Guest must fill in the registration card at the reception desk of the Hotel with the administrator of the Hotel with detailed filling in of all items in it in accordance with the data of the identity document, and sign it with his/her own handwriting. In case of automated filling in of the registration card, the Guest is obliged to check the authenticity of all the information indicated therein and sign with his/her own hand. The Guest's signature on the registration card

means confirmation and authenticity of the information provided about himself/herself and agreement with these "Rules of Hotel Accommodation and Use of Hotel Services at Hyatt Regency Moscow Petrovsky Park Hotel". The registration card filled in and signed by the parties is a proper form of a contract for the provision of hotel services.

In case of acceptance of a completed form (application) from the Consumer, or through on-line portals selling hotel services of the Contractor in the Internet, the contract on provision of hotel services shall be deemed concluded from the moment of receipt by the Consumer of confirmation of the application sent to the Contractor, as well as in case of performance by the Consumer of actions aimed at obtaining services (including payment of the relevant amount by the Consumer to the Contractor).

4.2 Upon check-in the reception service of the Hotel (reception) shall register the Guest and issue a key-card providing access to the hotel room for the paid period of stay. The basis for issuing the key card for the hotel room is the Guest's completed registration card. With the Guest's consent, the services shall be paid for by the Guest at the time of arrival in full or by advance payment. For all Guest payments the Hotel shall issue a bill to the Guest.

4.3 Reception and accommodation service (reception) has the right not to accommodate in the Hotel persons who are supposedly in a state of alcoholic, toxic or drug intoxication. In case of violation of the rules of public order, the Hotel reserves the right to call law enforcement authorities to resolve disputes and observe the rules and norms of behavior in public places, and in case of aggressive behavior of the Guest, the Hotel has the right to use its own resources and means to apply to the person in question any legal measures to ensure the safety of other Guests of the Hotel, its employees and the safety of the Hotel property until the arrival of law enforcement authorities. The degree of threat (aggression) shall be determined by the Hotel independently, based on the actual circumstances and in accordance with internal instructions.

4.4 Check-in to the Hotel shall be carried out upon presentation by the Consumer of an identity document issued in accordance with the established procedure, including:

4.4.1 Russian citizens shall provide:

(a) a passport of a citizen of the Russian Federation certifying 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, certifying the identity of a citizen of the Russian Federation, until it is replaced by a passport of a citizen of the Russian Federation within the established period of time;

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

(d) a passport of a citizen of the Russian Federation certifying the identity of a citizen of the Russian Federation outside the Russian Federation, for a person permanently residing outside the Russian Federation;

(e) a temporary identity card of a citizen of the Russian Federation;

(f) other documents stipulated by the current legislation of the Russian Federation[1] .

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[1] In accordance with the Regulation on the state system of migration and registration registration, as well as the production, execution and control of circulation of identity documents, approved by Resolution of the Government of the Russian Federation No. 813 of 06.08.2015, identity documents are also understood as:

- a diplomatic passport;
- service passport;
- seafarer's identity card;
- refugee certificate;
- a travel document issued to a person recognised as a refugee on the territory of the Russian Federation in accordance with the procedure established by federal law.

To confirm the identity of a citizen of the Russian Federation residing outside the Russian Federation who has provided one of the above documents as identification, in addition to the passport of a citizen of the Russian Federation, the Guest must confirm the status of a person permanently residing outside the Russian Federation and provide:

mark, certificate, extract from the register or other confirmation of the diplomatic mission or consular office of the Russian Federation on the citizen's acceptance for consular registration in connection with permanent residence in a foreign country, certificate of registration at the place of stay in the Russian Federation.

4.4.2 Foreign citizens for registration at the Hotel shall provide:

(a) a passport of a foreign citizen 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 a foreign citizen (Article 10 of Federal Law No. 115-FZ of 25.07.2002 "On the Legal Status of Foreign Citizens in the Russian Federation");

(b) a migration card with a mark of the border control authority on the entry of this foreign citizen into the Russian Federation or with a mark of the territorial body of the federal executive authority in the field of migration on the issuance of this migration card to this foreign citizen;

(c) a document confirming the right to stay (residence) in the Russian Federation (visa, temporary residence permit, residence permit, etc.) (Resolution of the Government of the Russian Federation of 15.01.2007 No. 9 "On the procedure of migration registration of foreign citizens and stateless persons in the Russian Federation").

4.4.3 Stateless persons shall present one of the following documents:

(a) a document issued by a foreign state and recognized in accordance with an international treaty of the Russian Federation as a document certifying the identity of a stateless person;

(b) residence permit;

(c) a temporary residence permit;

(d) other documents stipulated by federal law or recognized in accordance with an international treaty of the Russian Federation as identity documents of a stateless person. (Art. 10 of the Federal Law No. 115-FZ of 25.07.2002 "On the Legal Status of Foreign Citizens in the Russian Federation").

4.5 If the Consumer fails to present a duly issued identity document, no contract for the provision of hotel services shall be concluded. Such Consumer shall not be allowed to temporarily stay at the Hotel.

4.6 Upon conclusion of the Hotel Services Agreement, the Consumer shall be provided with a key card.

4.7 Registration of Consumers who are citizens of the Russian Federation at the place of stay at the Hotel shall be carried out in accordance with the Rules for Registration and Removal of Citizens of the Russian Federation from Registration at the Place of Stay and at the Place of Residence within the Russian Federation, approved by Resolution of the Government of the Russian Federation No. 713 of 17 July 1995 "On Approval of the Rules for Registration and Removal of Citizens of the Russian Federation from Registration at the Place of Stay and at the Place of Residence within the Russian Federation".

4.8 According to subparagraphs 11 and 12 of paragraph 18 of the Rules for the provision of hotel services in the Russian Federation, approved by the Government of the Russian Federation from 18.11.2020 № 1853 Registration in the Hotel for minors under 14 years of age is carried out on the basis of identity documents of their parents (adoptive parents, guardians) or close relatives, accompanying person (persons), provided that such accompanying person (persons) provides the consent of the legal representatives (one of them) in writing.

The accommodation of underage citizens who have reached the age of 14 in the Hotel, in the absence of their legal representatives, shall be carried out on the basis of the identity documents of these minors, provided that the consent of the legal representatives (one of them), executed in writing without notarization, is provided.

Parents or other accompanying persons are responsible for the behavior of minor citizens and their compliance with these Rules.

4.9. Registration of foreign citizens and stateless persons at the place of stay in the Hotel and their deregistration at the place of stay shall be carried out in accordance with the Rules of migration registration of foreign citizens and stateless persons in the Russian Federation, approved by the Government of the Russian Federation on 15 January 2007 № 9 "On the procedure for migration registration of foreign citizens and stateless persons in the Russian Federation".

4.10. In the absence of the above documents, as well as in the event that the employees of the Hotel establish violations of the terms of stay, registration on the territory of the Russian Federation, other violations of the migration legislation, or identify errors in the documents, which equate these documents to invalid (torn pages, presence of foreign inscriptions, mechanical, chemical, other damage, etc.), the Hotel shall be entitled to refuse to provide the Guest with the Hotel services.

4.11. The total number of Consumers staying in a room shall not exceed the number of beds in the room - 3 persons. The exception is the stay of children under 6 full years of age together with their parents (adoptive parents, guardians), close relatives or other accompanying persons.

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mark, certificate, extract from the register or other confirmation of the diplomatic mission or consular office of the Russian Federation on the citizen's acceptance for consular registration in connection with permanent residence in a foreign country, certificate of registration at the place of stay in the Russian Federation.

4.12. Upon expiry of the Guest's declared period of stay at the Hotel and in case of the Guest's actual absence from the Hotel, but the room is not vacated, an employee of the Reception and Accommodation Service, shall contact the Guest or his/her representatives using the data provided at the time of booking in order to clarify the Guest's further plans related to the extension or non-extension of the stay. If it is not possible to contact the Guest, a commission consisting of an employee of the Reception and Accommodation Service and a security guard shall draw up an ACCT (Form of the Act on the Placement of the Consumer's Forgotten Items in Storage, Appendix No. 5 to these Rules) on the transfer of the items to the storage room of the Hotel. Valuable items in the form of money, jewellery ornaments, valuable documents are placed by the administration for free storage in a safe deposit box, located in the Reception and Accommodation Service.

5. Procedure for provision of hotel services

5.1 The Contractor shall provide round-the-clock service for Consumers arriving at and departing from the Hotel.

5.2 In case of non-payment for the Hotel services, they shall not be provided to the Consumer.

5.3 Entrance to the Hotel room is made by the Guest key card issued by the Contractor, which indicates the Guest's period of stay.

5.4 No entry to the room is allowed after the expiry of the period of stay at the Hotel.

5.5 The Contractor shall provide the following types of services (ancillary services) at the Consumer's request without additional payment:

- calling an ambulance;
- use of the medical kit;
- wake-up call at a certain time;
- delivery of correspondence upon receipt;
- provision of boiling water, tea and coffee set, mineral water, needle and thread set, one set of crockery and cutlery, extended menu of pillows, umbrella (in case of precipitation);
- air conditioning, electric kettle, tea ware, ironing board with iron;
- Each guest is provided with: terry bathrobe, slippers, hairdryer, towels, personal toiletries;
- daily room cleaning and change of bed linen (every two days) and towels (daily);
- individual safe deposit boxes (24 hours a day);
- provision of a baby cot (on request);
- security of the hotel territory (round the clock);
- gym services (24 hours a day);
- Access to the Club Lounge (for Club, Deluxe and Suite rooms) ;
- mini-bar stocked with products (in Suites);
- providing information on train and aeroplane timetables;
- taxi call;
- luggage storage (but not more than one day from the date of check-out);
- wireless internet (wi-fi) throughout the hotel;
- information about city transport, attractions, theatres, shops, restaurants, etc.

5.6 Consumers, when submitting an application (concluding a contract) for the provision of Hotel services, agree to the use of video surveillance systems in the premises of the Hotel (except for rooms and toilet cubicles).

5.7 Visits by third parties (hereinafter referred to as "Visitors") are allowed with the mutual consent of the Hotel and the staying Guest. Visitors are obliged to register at the reception desk of the Hotel, for which they must present a duly issued identity document (clause 4.4 of these Rules).

Staying in the room is allowed from 07:00 to 23:00 Moscow time. In case the Guest of the Hotel wishes his/her Visitor to stay in the room after 23:00 Moscow time, and the room category allows accommodation of an additional person in the room, the Hotel reserves the right:

- require the Visitor to present an identity document necessary for the Guest's registration at the Hotel, in accordance with clause 4.4 of these Rules;
- register the Visitor in accordance with the established procedure;
- to issue an invoice to the Visitor for the payment of accommodation services in accordance with the price list valid in the Hotel.

If Visitors fail to comply with these Rules, their visit may be time-limited or interrupted by the Hotel.

This procedure is a security measure aimed at ensuring the safety of the Hotel property, the property of the Guests staying at the Hotel and fulfilment of the statutory obligation of the Hotel to register Russian citizens at the place of stay (Art. 5 of the Law of the Russian Federation of 25.06.1993 No. 5242-1 "On the right of citizens of the Russian Federation to freedom of movement, choice of place of stay and residence within the Russian Federation") and to notify the migration registration authority of the arrival of a foreign citizen at the place of stay (Art. 20 of the Federal Law of 18.06.1993 No. 5242-1 "On the right of citizens of the Russian Federation to freedom of movement, choice of place of stay and residence within the Russian Federation").

5.8 If the accommodation includes breakfast, it shall be provided to the Consumer from the day following the date of arrival. Upon request, the Consumer may order breakfast on the day of arrival for an additional fee.

5.9 Extension of accommodation after the estimated hour of departure is subject to availability of rooms.

5.10. If the Guest wishes to extend the period of stay, he/she must inform the receptionist no later than 12 hours before the check-out time. If there are available rooms, the Guest may be provided with another room.

5.11. Payment for the extension of the period of stay must be made by the Consumer no later than the check-out hour of the day on which the Consumer has extended the stay.

5.12. Upon check-out from the Hotel, the Consumer is obliged to hand over the room and the Guest's key card to the receptionist and make the final payment for the accommodation and additional services.

5.13. Room acceptance shall be carried out during the Consumer's departure.

5.14. Subject to availability of rooms in the Hotel, the following categories of citizens shall have the priority right to accommodation: Heroes of the Russian Federation and the Soviet Union, Full Cavaliers of the Order of Glory, Participants of the Great Patriotic War, Disabled persons of the first, second, third groups and persons accompanying them; liquidators of the Chernobyl accident; Consumers with children under 6 full years of age; pregnant women; pensioners.

5.15. The Book of Comments and Suggestions is available at the reception desk of the Hotel, which is intended for the registration of the Consumers' temporary accommodation, in the Front Office (reception).

5.16. In the event of any dispute regarding the quality of service, both parties shall endeavor to resolve the matter on the spot. If the dispute is not resolved on the spot, the Guest should put his/her comments in writing and provide them within 1 (one) hour.

5.17. In case of impossibility to eliminate the revealed defects, an Act signed by the Guest and an authorized person of the Contractor in 2 copies shall be drawn up, indicating in it all the remarks.

5.18. If the Service Provider fails to remedy the detected defects within one hour, the Guest shall have the right to make a claim within 14 days.

5.19. The Customer (Consumer) has the right to cancel the Contract at any time on condition that the Contractor is paid the actual costs incurred.

5.20. Smoking in the rooms and public areas of the Hotel is prohibited in accordance with the Federal Law of the Russian Federation No. 15-FZ dated 23 February 2013 "On Protection of Citizens' Health from the Effects of Ambient Tobacco Smoke and the Consequences of Tobacco". If smoking is detected in the rooms or public areas, the Guest undertakes to pay a general cleaning fee of 15000 rubles.

5.21. If the room is found to be contaminated with vomit, blood, confetti, tinsel and other small rubbish, the cost of additional room cleaning will be 15,000 RUB, which the Guest agrees to pay in addition to the room rate.

5.22. The hotel grants the right to accommodate animals accompanying the Guest under the conditions set out in Appendix No. 9 to these Rules. The cost of general cleaning of the room in case of accommodation with animals (not more than 5kg, agreed with the administration) is 10,000 RUB.

5.23. The cost of luggage carrier service outside the Hotel at the request of the Guest shall be RUB 1000.

5.24. The Contractor shall not deliver food and beverages brought by third parties.

5.25. The amounts for calculation of the expenses actually incurred by the Contractor shall be determined by the relevant price list.

5.26. Children over 7 (seven) years of age may visit the pool only if accompanied by a legal representative or a chaperone at least 18 years of age who is responsible for their behavior. Children under 7 (seven) years of age are not allowed to use the swimming pool/sauna. Visiting the gym by persons under 16 years of age is prohibited.

6. Rights, duties and responsibilities of the Hotel

6.1 The Hotel undertakes to:

6.1.1 Provide the Consumer with the paid Hotel services in full and in a timely manner.

6.1.2 Ensure the quality of the services provided by the Hotel.

6.1.3 Ensure confidentiality of information about the Consumers and visitors of the Hotel.

6.1.4 Not to hold noisy events on the territory of the Hotel from 11.00 p.m. to 07.00 a.m. that disturb the peace and silence, in accordance with the requirements of the current legislation of the Russian Federation.

6.1.5 Provide full information about the services provided by the Hotel.

6.1.6 Ensure that each room has information on the Hotel accommodation procedure and fire safety rules.

6.1.7 Timely respond to the Consumer's requests to eliminate inconveniences, breakdowns in the room stock and infrastructure facilities of the Hotel.

6.1.8 In the event of an accident or failure of any equipment in the room and if the problem cannot be eliminated, , offer the Consumer a room not lower than the category paid by him/her. If this is not possible, make a refund.

6.1.9. Provide the Consumer with the Book of Comments and Suggestions at the first request of the Consumer.

6.1.10. Not to provide services provided for an additional fee without the Consumer's consent.

6.1.11. Provide a change of bed linen at least every 2 days and a change of towels daily. At the Consumer's request, bed linen and towels may be changed ahead of schedule.

6.1.12. Immediately consider the requirements and complaints of the Guests, take action on the complaints of the Guests.

6.1.13. The Contractor shall have the right to refuse to provide the Consumer with accommodation services and refuse further accommodation and stay on the territory of the Hotel, in cases of violation of these Rules, posing a threat to the health safety of citizens, the property of the Hotel and third parties, in case of violation of public order, late payment for the hotel room, in case of presence in the hotel room of unauthorized persons after 23:00 hours and before 07:00 hours (without observing the procedure for registration of these persons on the territory of the Hotel) with the obligatory drawing up of a report on the violation of these Rules. Upon eviction, the Guest shall be obliged to pay for the actual services rendered to him/her in accordance with the price list of the Hotel.

6.2 The Contractor shall not be liable to the Consumer for direct or indirect losses and/or loss of profit resulting from the temporary absence of telephone and/or mobile (cellular) communication and/or Internet access and/or interruptions thereof, as well as for other circumstances beyond the Contractor's control.

6.3 The Contractor shall not be liable for any damage to the Consumer's health if the Consumer consumes food and drinks purchased outside the Hotel or from third parties.

6.4 The Service Provider shall be liable for loss, shortage or damage to the items brought to the Hotel, except for money, other currency valuables, securities and other precious items.

6.5 An item brought into the Hotel shall be deemed to be an item entrusted to the employees of the Hotel or an item placed in a hotel room or other place intended for this purpose.

6.6 The Service Provider shall be liable for the loss of money, other currency valuables, securities and other precious items of the Consumer, provided that they have been accepted for storage or have been placed by the Consumer in a safe deposit box provided to him, regardless of whether this safe deposit box is located in his room or in another room of the Hotel.

The procedure for storage of the Guests' property and disposal (destruction) of forgotten items at the Hotel is set out in Appendix No. 10 to these Rules.

6.7 The Consumer who has discovered the loss, shortage or damage of his/her belongings shall report it to the administration of the Hotel without delay.

6.8 The Contractor shall be released from liability for the loss of items in the following cases:

- The Consumer who has discovered the loss, shortage or damage of his/her belongings and has not reported it to the Hotel administration in a timely manner;

- the lost item was left in unauthorised places - at the entrance to the Hotel, at the reception desk (if the item was not handed directly into the hands of an employee of the Hotel), etc..;

- the lost thing belongs to valuable things (money, jewellery, etc.) and was not handed over to the Contractor for storage or placed in a special individual safe;

- the lost item was in an individual safe, but under the conditions of storage, access to the safe without the Consumer's knowledge was impossible or became possible due to force majeure.

6.9 The period of storage of the Consumer's belongings at the Hotel shall be the period of the Consumer's stay at the Hotel.

6.10. Items found in the room to be released or left in the safe after the check-out hour shall be recognised as forgotten items and shall be placed by the Service Provider in the forgotten items room of the Hotel. The placement of things for storage shall be carried out by the Contractor's administration in the presence of at least 2 (two) representatives of the Contractor, and shall be formalized by the relevant Act on the placement of the Consumer's forgotten things for storage in the form set out in Appendix No. 5 to these Rules.

6.11. The Contractor shall inform the Consumer about the forgotten items only if requested by the Consumer, following the confidentiality policy.

6.12. The Contractor may, upon a separate order of the Customer and subject to the Customer's advance payment of delivery costs, deliver forgotten items to the address specified by the Customer.

6.13. The storage period for forgotten guest items is: for items of no special value (books, phone chargers, souvenirs, etc.) - 3 (three) calendar months; 12 (twelve) calendar months: money and valuable items (jewellery, watches, wallets or bank cards, documents, etc.); immediate disposal - perishable products (drinks, food).

The Contractor shall independently determine whether the forgotten items fall into one of the above categories.

6.14. Upon termination of the determined storage period, the items forgotten by the Customer shall be considered unclaimed and shall be disposed in accordance with the procedure established by the Contractor's local regulations.

6.16. The Hotel is not responsible for the operation of city services (emergency shutdown of electricity, heat and water supply). However, the Hotel is obliged to take measures to provide electricity and water supply to the Guests as far as possible.

6.17. The Hotel reserves the right to visit the room without the Guest's consent in case of smoke, fire, flooding, identified technical problems in the room, as well as in case of violation by the Guest of these Rules, public order, the order of use of household appliances and in cases if there are reasons to believe that the Guest needs emergency medical assistance or if the Hotel has no information about the Guest's condition for more than 24 (twenty-four) hours.

6.18. In cases not stipulated by these Rules, the parties shall be guided by the current legislation of the Russian Federation.

7. Rights, duties and responsibilities of the Consumer

7.1. The Consumer is obliged to:

7.1.1. Comply with the procedure of accommodation in the Hotel, stipulated by these Rules and other local regulatory documents of the Contractor, which are available at the reception desk of the Hotel.

7.1.2. Upon check-in to the Hotel familiarize themselves with these Rules, including fire safety rules (Appendix No. 6 to these Rules) and comply with them throughout their stay at the Hotel.

7.1.3. To pay for the Hotel Services in full in a timely manner.

7.1.4. Respect the rights of other Consumers and Visitors of the Hotel.

7.1.5. Vacate the room upon expiry of the paid period of stay.

7.1.6. Immediately notify the administrator and security service in case of loss of the Guest's key card.

7.1.7. Compensate for any loss or damage to the property of the Hotel and/or third parties, personally or for an invited person (Appendix No. 7, 8).

7.1.8 When leaving the room, close water taps, switch off electrical appliances, lights, close windows.

7.1.9 .Observe the norms of behavior in public places.

7.1.10. Not to interfere into performance of Hotel employees of their official duties.

7.1.11. Observe the order of priority when making the placement.

7.1.12. To treat the property of the Hotel with care, to keep cleanliness, silence and order in the room and common areas of the Hotel.

7.1.13. In case of emergencies, strictly follow the instructions of the Hotel staff.

7.1.14. In case of detection of an infectious disease or suspected infectious disease in the Guest, the Guest should immediately notify the administration of the Hotel to take measures established by the Federal Law No. 52 "On Sanitary and Epidemiological Welfare of the Population" dated 30.03.1999.

7.1.15. Immediately notify the Hotel staff of any emergency situations that may cause any damage to the Hotel. If it is necessary to take urgent measures to prevent the occurrence or possible greater damage, the statement shall be immediately forwarded to the reception of the Hotel (reception).

7.2 The Consumer is prohibited from:

7.2.1 In order to comply with fire safety, use heating appliances (boilers, electric kettles, electric cookers, etc.) in the Hotel room and in the common areas, except for the appliances provided by the Service Provider;

7.2.2 Leave unauthorized persons in the room in their absence, as well as give the Guest's key card to unauthorized persons;

7.2.3 In accordance with the Federal Law No. 15-FZ dated 23.02.2013 "On Protection of Citizens' Health from Exposure to Ambient Tobacco Smoke and Consequences of Tobacco Consumption or Consumption of Nicotine Containing Products", smoking is prohibited in all hotel rooms, as well as in all public areas such as lobby bar, restaurant, floors, etc. in the Hotel. Administrative responsibility for violation of legislation in the sphere of protection of citizens' health from the impact of ambient tobacco smoke and consequences of tobacco consumption is established in accordance with the current legislation of the Russian Federation. The Hotel also charges a fee for forced additional cleaning of the premises in the amount of 15,000 (Fifteen thousand) rubles.

7.2.4 Bring and store weapons, explosive and easily inflammable, toxic, corrosive, poisonous, narcotic substances and materials, firearms and other dangerous items endangering the health and life of citizens.

7.2.5 Use of pyrotechnics (fireworks, sparklers, firecrackers, etc.)

7.2.6 Throw rubbish and other objects out of the windows;

7.2.7 Move, remove furniture, bedding and other property of the Hotel from the room;

7.2.8. Stay in the Hotel premises without the permission of the Hotel employees;

7.2.9 Gambling in the common areas of the Hotel;

7.2.10. Deface equipment and furniture, make inscriptions on walls and property, stick photos, drawings, clippings from newspapers and magazines on walls and equipment;

7.2.11. Littering of common areas;

7.2.12. Use open fire;

7.2.13. To exchange or sell items in the common areas of the Hotel;

7.2.14. Perform work or other actions that create excessive noise and (or) vibration, disturbing the normal living conditions of other consumers. From 11:00 p.m. to 07:00 a.m. the use of TV sets, radios, tape recorders and other loudspeaking devices is allowed only if the audibility is reduced to a degree that does not disturb other Guests;

7.2.15. Commit intentional actions that threaten his/her own life and health, as well as the life and health of others;

7.2.16. To openly carry any kind of civil, service and combat weapons, including in the performance of official duties.

7.2.17. Drink alcoholic beverages brought to the Hotel premises, as well as not to consume the brought foodstuffs in the common areas of the Hotel (lobby, floor halls, restaurants and bars).

7.2.18. To carry out photo and video filming on the territory of the Hotel without the agreement with the administration of the Service Provider.

7.2.19. Stay in the room with pets without the agreement of the Hotel administration;

7.3. It is forbidden to access and stay in the Hotel for persons in a state of alcoholic, narcotic or toxic intoxication, with aggressive behavior, not meeting sanitary and hygienic requirements, in beachwear.

7.4. Parents/legal representatives or other accompanying persons are responsible for the behavior of underage citizens and their compliance with these Rules.

7.5. The Consumer shall have the right to:

7.5.1. Use all Hotel services, subject to payment.

7.5.2. To receive full and reliable information about the rules of accommodation in the Hotel, the cost and the list of the Hotel services.

7.5.3. Contact the staff of the Reception and Accommodation Service regarding the quality of services rendered.

7.6. In case of loss of or damage to the property of the Hotel, the Consumer shall compensate the Hotel the damage in full according to the price list approved by the Contractor (Appendix No. 8).

7.7. The provisions of these Regulations relating to the Consumer shall equally apply to the Customer (if applicable).

APPENDICES:

1. List of information about the Contractor;List and working hours of companies providing additional services on the territory of the Hotel;
2. Booking confirmation notification form;
3. List of information for cancellation of reservation;
4. Form of the act of placing the Consumer's forgotten items in storage;
5. Fire safety regulations;
6. Procedure for compensation for damage caused to the property of Hyatt Regency Moscow, Petrovsky Park Hotel;
7. Hyatt Regency Moscow, Petrovsky Park Hotel Room Compensation Price List;
8. Rules for accommodation of animals in Hyatt Regency Moscow, Petrovsky Park Hotel;
9. Procedure for storage of Guests' property and disposal (destruction) of forgotten items at Hyatt Regency Moscow Petrovsky Park Hotel;

Annex No. 1
to the Rules of Hotel Accommodation and Use of Hotel Services at Hyatt Regency Moscow, Petrovsky Park Hotel
dated 29 May 2024.

LIST OF INFORMATION ABOUT THE CONTRACTOR

Limited Liability Company "Hotel in Petrovsky Park" (LLC "OPP")

Address of location (registration): 125167, Moscow, Leningradsky pr. 36, p. 31, floor 1, pom. 2, rooms 3-12
The address of the actual location is: 125167, Moscow, Leningradsky pr., 36, page 33

Tel: +7 495 479 1234 Fax: +7 495 479 1235 | E-mail: info@hyattpetrovskypark-hotel.ru

INN 7714954816 / KPP 771401001

Bank details:

P/s 40702810600160001192 in VTB Bank (PJSC)

K/s 30101810700000000187 in OPERU Moscow

BIC 044525187

OKATO	45277553000	OKPO	40458387
OCTMO	45333000	OKVED	55.10
GPCS	4210014	OCFS	16
OCOPF	12165	OGRN	1147748005481

40702840900160200731 - USD
40702978600160200589 - EUR

General Director - Dmitry Matveyevich Elizarov.

General Manager of the Hotel - Fedor Nikolayevich Filimonov acting on the basis of Power of Attorney No. 23 dated 01.08.2022.

Annex No. 2
to the Rules of Hotel Accommodation and Use of Hotel Services at Hyatt Regency Moscow, Petrovsky Park Hotel
dated 29 May 2024.

LIST AND WORKING HOURS OF COMPANIES PROVIDING ADDITIONAL SERVICES ON THE TERRITORY OF THE HOTEL

Additional services on the territory of the Hotel provide:

Name	Mode of operation	Location
Restaurant HERITAGE	07:00 - 23:00	1st floor
Bar PROMENADE	24/7	1st floor
ORIENTAL BAR	17:00 - 02:00	14th floor
Club lounge	06:00 - 23:00	13th floor
Room service	24/7	
Banqueting service	24/7	

Annex No. 3
to the Rules of Hotel Accommodation and Use of Hotel Services at Hyatt Regency Moscow, Petrovsky Park Hotel
dated 29 May 2024.

BOOKING CONFIRMATION NOTIFICATION FORM



Thank you for choosing Hyatt Regency Moscow Petrovsky Park! We would like to confirm your booking details:

Check-in date:	09.04.24	Check-out date:	15.04.24
Check-in time:	**from 15:00**	Check-out time:	**to 12:00**
Number of nights:	6		
Guest Name:			
Number of guests:	2/0		
Room type:	1VWK		
Reservation confirmation:	1914139		
Total amount (Rub) incl. VAT :			

Early check-in and late check-out may be provided upon availability and for extra charge according to hotel policies.

Cancellation policy:

-

Hotel services and benefits :

- Lobby-bar Promenade 24/7
- Room Sevice 24/7
- Oriental Bar 17:00-02:00
- 24h Fitness center 24/7
- Swimming pool
- SPA-center Ideal
- Complimentary WI-FI
- Luggage room
- Laundry services

Parking:

Our hotel features underground parking, price for hotel guests will be 150 Rub per hour or 1800 Rub per day. Payment should be proceeded at the Reception.
Smoking is strictly prohibited at the Hyatt Regency Moscow Petrovsky Park Congress Hotel, according to the Russian legislation. Smoking fee of 15 000 Rub will apply and will be charged to the room bill.
As per Russian legislation hotel guests are required to provide a valid identity document upon check in: a passport of a citizen of the Russian Federation that certifies the identity of a citizen of the Russian Federation on the territory of the Russian Federation; a birth certificate — for a person under 14 y.o.; a passport of a foreign citizen or other identity document established by federal law or recognized in accordance with an international treaty of the Russian Federation as a document proving the identity of a foreign citizen.
Payment can be made only by credit card issued by a Russian bank (Visa, MasterCard, Maestro, MIR) or by cash in Russian Rubles.
Spa-center is available for adults and children from 7 y.o.

With king regards,
Hyatt Regency Moscow Petrovsky Park
Leningradsky Ave, 36, Bldg. 33, Moscow, 125167
T. + 7 495 479 1234 | E. reservation@hyattpetrovskypark-hotel.ru

HYATT REGENCY

Annex No. 4
to the Rules of Hotel Accommodation and Use of Hotel Services at Hyatt Regency Moscow, Petrovsky Park Hotel
dated 29 May 2024.

LIST OF INFORMATION FOR CANCELLING A RESERVATION

1. Company name of the Contractor
2. Information about the Customer (Consumer);
3. Booking number;
4. The period of stay at the Hotel;
5. Full names of the Consumers for whom room reservations were made.

Annex No. 5
to the Rules of Hotel Accommodation and Use of Hotel Services at Hyatt Regency Moscow, Petrovsky Park Hotel dated 29 May 2024.

FORM OF THE ACT OF PLACEMENT OF THE CONSUMER'S FORGOTTEN ITEMS FOR STORAGE

ACT NO. _____
on discovery of forgotten items
"____" _____ 20____ r.

Location of discovery of forgotten items _____

Date and time of detection

_____

Full name of the employee who found the items

_____

Guest's full name, country of residence

_____

The duration of the guest's stay: from _____ by _____

The following items have been forgotten (inventory):

1._____

2._____

3._____

Found items are deposited with the Head Maid: Head Maid

_____ _____ _____
Full signature

Employee of LLC "OPP"

_____ _____ _____
Full signature

Security officer of LLC "OPP"

_____ _____ _____
Full signature

Accepted the found valuable things for safekeeping:
Reception and Accommodation Officer

_____ _____ _____
Full signature

Return of a forgotten item
Returning of the lost-and-found item

We, (position, full name)

_____

Issued to Mr (Guest's full name)/
Have returned to Mr/Ms/Mrs

_____

Who stayed in the room No. / Who from / to stayed in the room No.

_____ _____ _____

The things left behind in the hotel
The items left in the hotel
Items have been received /found items have been received (personally or based on Power of Attorney No.)

_____

I have no complaints

_____ _____ _____

date signature printed name

_____

guest's passport data

Note:

1. Be sure to specify new or used item(s);
2. Color, size, individual features;
3. For banknotes, indicate the number of notes and their denomination.

Annex No. 6
to the Rules of Hotel Accommodation and Use of Hotel Services at Hyatt Regency Moscow, Petrovsky Park Hotel
dated 29 May 2024.

FIRE SAFETY REGULATIONS

1. In the rooms and premises of the Hotel it is prohibited to:

- smoke and light fires, including on balconies (loggias);
- store flammable and combustible liquids, explosives, gas cylinders, goods in aerosol packaging and other explosive substances and materials, as well as heating and household electrical appliances; except for household hairdryers, electric tongs, electric shavers, etc. used for household purposes;
- obstruct passageways, corridors, vestibules, lift lobbies, stairwells, landing, staircases, as well as block evacuation exits with furniture, equipment and other items;
- clean the room with petrol, paraffin and other flammable and combustible liquids;
- use electric heating appliances (including boilers, electric kettles, electric irons, electric stoves) as well as improvised electric appliances, except for appliances provided by the Contractor;
- leave unattended plugged-in electrical appliances, televisions, radios, computers, printers, etc;
- use electrical appliances in violation of fire safety rules;
- Wrap electric lamps and luminaires with paper, cloth and other flammable materials, as well as operate them with the caps (diffusers) removed;
- independently lay transit electric wiring and cable lines in rooms, as well as through fire and explosion hazardous areas;
- use lighting fixtures (table lamps, floor lamps, sconces, etc.) with incandescent lamps with a power of more than 60 watts, as well as fixtures with a light source with a rated power higher than the permissible values specified in the passport or in the technical description;
- store combustible materials at a distance of less than 0.5 meters from lamps, electric wires and other electrical installations;
- use homemade boilers, cookers and other electric heating devices;
- use electrical installations and connecting cables with mechanical damage and (or) violations of the integrity of electrical appliances;
- use ventilation ducts as chimneys; close exhaust ducts, openings and grilles;
- burn off grease, dust, combustibles and condensate accumulated in the ducts;
- disconnect, lock out or remove building fire protection system equipment;
- store combustible materials closer than 0.5 meters from the ducts;
- store various equipment and materials in ventilation chambers.

2. Precautions:

Having arrived at the Hotel, take a few minutes to look at the location of the emergency exits on your floor. All exits are equipped with special illuminated signs and marked on the evacuation plans located in the corridors of the floors. Familiarize yourself with the evacuation plan located in your room and the location of nearby fire extinguishers and fire alarms.

Hotel Security Service

The safety of the guest is the primary concern of the Hotel.

Security Service employees work round the clock and are ready to provide you with qualified assistance in any situation.

Security systems

The hotel is equipped with an automated fire safety system in all rooms, corridors and public areas. In case of a fire hazard, the fire alarm system is automatically activated and there is a voice alarm system.

The corridors and halls of the Hotel are equipped with a video surveillance system.

All rooms of the Hotel are equipped with electronic locks.

In the event of an emergency

Immediately call the Reception by dialing **0**, state your room number and briefly state what has happened (fire, smoke, etc.). If you are outside your room, please activate the button of the nearest manual fire alarm call point by pressing it. Listen carefully to the messages broadcast over the public address system. Remain calm. Strictly follow the instructions of the Hotel Services staff.

When evacuating from the Hotel

Take the key to your room. If necessary, bring a blanket and/or towels, as well as documents, money, valuables.

If the corridor is smoke-free, walk down the corridor to the nearest "Exit" according to the evacuation plan. In case of smoke, breathe through a wet cloth. Close the room door, but do not use the lifts.

In case the evacuation from the room is problematic or impossible

Place wet towels under the door, covering the gaps completely.

Call the Reception by dialing **0,** giving your name and room number. When the fire brigade arrives, go to the window and sign for help.

When an explosive device is detected or a bomb threat is reported

Do not touch, approach or move the detected suspicious object. Do not smoke, do not use radio communication devices, including mobile phones, near the object. Report the suspicious object to the Reception by dialing **0**, specify its location, time and circumstances of discovery.

To avoid panic, please report any suspicious object only to the Hotel staff.

Annex No. 7
to the Rules of Hotel Accommodation and Use of Hotel Services at Hyatt Regency Moscow, Petrovsky Park Hotel
dated 29 May 2024.

REIMBURSEMENT PROCEDURE
Damage caused to property of HYATT REGENCY MOSCOW PETROVSKY PARK Hotel

1. In accordance with the Resolution of the Government of the Russian Federation dated 18 November 2020 N 1853 "On Approval of the Rules for the Provision of Hotel Services in the Russian Federation", the Guest shall be liable and shall compensate the real damage in case of breach of obligations under the contract, as well as loss of or damage to the property of the Hotel through his/her fault in accordance with the legislation of the Russian Federation and the said Rules.

This Procedure shall apply to the visitors of the Hotel (persons invited by the Guest, persons receiving additional services provided by the Hotel, etc., if the said damage occurred on the premises of the Hotel through the fault of the said persons).

2. The Guest is obliged to treat the property and equipment of the Hotel with care, to observe cleanliness and the established order of accommodation. If the Guest loses or damages the property of the Hotel, he/she shall compensate the cost of the damage caused on the basis of the price list of the Hotel (Appendix No. 8 to these Rules) is available at the reception desk of the Hotel (reception) and is publicly accessible) at the time of the claim, as well as for the damage caused to the life, health of the staff and/or third parties, including as a consequence of violation of the rules on the prohibition of smoking. Damages shall be compensated on site, prior to the Guest's departure. If the damage is determined upon the Guest's departure, the damage shall be determined and compensated in accordance with the procedure established herein.

3. In case of damage, this fact shall be established by the officials of the Hotel by drawing up an "Act of damage to the property of the Hotel" (hereinafter referred to as the "Act") with the participation of the Guest, and in case of the Guest's absence and impossibility of his/her arrival to fix this fact - by the officials of the Hotel unilaterally.

4. The act shall be drawn up in duplicate: one copy shall be kept at the Hotel and the second copy shall be handed to the Guest. In case of the Guest's absence, it shall be immediately sent to the Guest to the contact details provided. In the absence of motivated, documented objections, the damage established by this Act shall be reimbursed by the Guest within 7 (seven) days of receipt of this Act. If the Guest refuses to reimburse the damage, the Hotel reserves the right to judicial defence of its interests.

5. In case of damage, the Guest undertakes to compensate the Executor for the losses related to the downtime of the room during repair, replacement of furniture, etc. within 7 (seven) days from the moment of the Executor's request.

6. The Hotel reserves the right not to apply this Indemnity Policy if the Guest has caused minor and minor damage due to negligence.

Annex No. 8
to the Rules of Hotel Accommodation and Use of Hotel Services at Hyatt Regency Moscow, Petrovsky Park Hotel
dated 29 May 2024.

PRICE LIST FOR COMPENSATION FOR DAMAGES IN HOTEL ROOMS
"Hyatt Regency Moscow Petrovsky Park"

This Price List for Room Compensation at Hyatt Regency Moscow Petrovsky Park Hotel (hereinafter referred to as the "Hotel") has been developed on the basis of the Rules of Hotel Services at Hyatt Regency Moscow Petrovsky Park Hotel and approves the cost of the following items:

Name	*Cost (rub.)*
Lamp shade	12 700
Bath tab	120 000
Small flower vase, pcs	1 500
Large flower vase, pcs	3 500
Entrance door	80 000
Rubbish bucket	5 000
Ironing board	3500
Granite worktop (bathroom), suite room	45 000
Granite worktop (bathroom), standard room	30 000
Decorative cushion, pcs	5 000
Sofa cushion, pcs	150 000
Sofa corner (white)	721 400
Sofa corner (of 2 segments, suite room)	1 377 552
Shower (with fixtures)	12 000
Coffee table (diplomat room)	248 400
Mirror	25 000
Headboard	70 000
Bed frame	15 000
Cornice	140 000
Artwork, picture	25 000
Carpeting	7 000 p/m2
Console at the entrance	208 300

Coffee table in the living room	142 000
Chair (standard room)	142 000
Living room chair (black)	126 900
Bedroom armchair (corner)	126 900
Desk chair	97 500
Bracket	150 000
Round table	105 000
Kitchen appliances (suite room)	203 900
Bedside table lamp	62 665
Chandelier in the dining room (suites room)	283 900
Mattress, King room	45 000
Mattress, Suite room	50 000
Mattress, Twin room	40 000
Minibar	22 700
Set of 2 curtains	107 375
Floor lamp (standard room)	45 100
Floor lamp for bedroom (suite room)	121 356
Floor lamp for living room	139 240
Floor standing TV stand	1 186 238
Table lamp (on the wall)	107 020
Table lamp in the office (suite room)	37 329
Table lamp for the sofa	56 987
Dining table (suite room)	425 810
Blanket King room, pcs	15 000
Blanket Twin room, pcs	10 000
Mattress cover King room, pcs	5 000
Mattress cover Twin room, pcs	3 000
Pillowcase, pcs	1500
Duvet cover King room, pcs	5000
Duvet cover Twin room, pcs	3500
Bed sheet King room, pcs.	3500
Bed sheets Twin room, pcs	2000
Pillow, pcs	8 000

Decorative items (caskets, figurines, cachepots, etc.), pcs.	15 000
Bedside bench in DIPL and PRES	120 000
Bedside table	58 400
Round bedside table	108 580
Chair side table	79 400
Side table round	98 100
Pouffe for dressing table	29 500
Pouffe to the dressing table	58 300
Plaid, pcs	10 000
Desk (standard room)	45 000
Oval work table	364 282
Sink	35 000
Face towel, pcs	500
Hand towel, pcs	2000
Bath towel, pcs	5000
Electronic safe	14 500
Electronic safe (suite room)	18 950
Glass door in the bathroom	40 000
Glass shelf (suite room)	10 000
Desk chair	88 853
Grafin, jug, pcs	1 500
Vodka shot glass, pcs	300
Rocks glass, cognac, martini, pcs	1000
Highball glass, pcs	1000
Wine and champagne glass, pcs	1000
Tea pair	2000
Coffee pair	1800
Microwave oven	45 000
Plate 27-32 cm, pcs	3500
TV (King room)	45 000
TV (Suite room)	58 000
TV in the bathroom	199 422

Thin tulle curtain	20 013
Tropical shower	18 000
Toilet	35 000
Iron	3 500
Hairdryer	5 000
Coffee machine	18 000
Wardrobe	7 000
Kettle	4 400
Clock (bathroom)	1 770
Scales	15 000
A wide bedside table	153 008

Annex No. 9
to the Rules of Hotel Accommodation and Use of Hotel Services at Hyatt Regency Moscow, Petrovsky Park Hotel dated 29 May 2024.

RULES
FOR ACCOMMODATION WITH ANIMALS
AT THE HYATT REGENCY MOSCOW PETROVSKY PARK HOTEL

1. At the Hyatt Regency Moscow Petrovsky Park Hotel is allowed to accommodate with pets, meaning dogs, except for animals included by law in the list of animals prohibited to keep (hyena dog, etc.) (hereinafter referred to as "Pet"), accompanying the Guest, subject to prior approval of this accommodation with the Hotel.
2. The written confirmation provided by the Hotel as part of the Guest's booking procedure for the accommodation of the Pet shall constitute unconditional approval of the accommodation of the Pet.
3. In case of reservation subject to the Pet's accommodation, the Hotel reserves the right: 1) to determine the possibility of accommodation of the declared Pet; 2) to provide rooms of a certain category.
4. The Pet may be accommodated on the territory of the Hotel provided that it has veterinary documents of the established form (veterinarian's certificate with a record of all vaccinations) and the Pet corresponds to the weight category established by the Hotel, not exceeding 5 (five) kilograms. (weight exceptions apply to dogs performing a service or social function (guide dogs, etc.) documented by the Guest).
5. The Guest is obliged to bring a special mat or a special cage/carrier, as well as feeding and drinking utensils for the Pet, hygiene bags, mats and other accessories necessary for the Pet. In case of any of the above-mentioned needs, the Guest may make a request to the reception of the Hotel;
6. It is the Guest's responsibility to provide their own food for the Pet.
7. **Not allowed:**

7.1 The presence of the Pet in the common areas of the Hotel in the absence of the Guest or without supervision (not on a leash, in a carrier, in a cage). The presence of the Pet in the common areas of the Hotel, provided that the above conditions are met, is allowed in three cases: check-in/check-out of the Guest, for the purpose of walking the Pet outside the territory of the Hotel;

7.2 Feed the Pet from dishes belonging to the Hotel;

7.3 Wash the Pet in the bathroom or shower of the room, use towels, sheets and other bedding belonging to the Hotel. In case of the above-mentioned needs, the Guest may make an appropriate request to the Hotel Reception Service (reception);

7.4 Walk the Pet on the Hotel premises or the area adjacent to the Hotel.

8. The Guest is obliged to notify the Hotel reception if the Pet is left unattended in the room.
9. The Guest is obliged to ensure that the Pet is not present when the room is cleaned by the Hotel staff or to place a "Do Not Disturb" sign (in this case no cleaning will be performed).
10. The Guest is obliged to clean up the Pet's waste products themselves.
11. The Guest assumes all responsibility for the feeding, cleaning, and walking of the Pet.
12. All responsibility and expenses for possible damage to the property of the Hotel by the Pet shall be borne by the Guest in accordance with the rules of damage compensation and the Hotel Price List (Appendix No. 7, 8 to the Rules of Hotel Accommodation and Use of Hotel Services at Hyatt Regency Moscow Petrovsky Park Hotel).
13. All risks related to and arising from the behavior of the Pet and the time and conditions of its stay in the Hotel room shall be borne by the Guest.
14. The Hotel reserves the right to refuse the Guest further accommodation in the Hotel in case of aggressive, inadequate, noisy behavior of the Pet, as well as on the basis of complaints from other Guests of the Hotel.
15. For the purpose of additional cleaning and disinfection of the room after the departure of the Guest staying in the Hotel with the Pet, a fee of 10,000.00 (Ten thousand) rubles shall be charged immediately upon arrival of the Guest, except for dogs performing a service or social function (guide dogs, etc.) documented by the Guest.

Annex No. 10
to the Rules of Hotel Accommodation and Use of Hotel Services at Hyatt Regency Moscow, Petrovsky Park Hotel
dated 29 May 2024.

STORAGE ORDER OF GUESTS' BELONGINGS AND DISPOSAL (DESTRUCTION) OF FORGOTTEN ITEMS AT HYATT REGENCY MOSCOW PETROVSKY PARK HOTEL

1. GENERAL CONDITIONS

The Hotel is responsible for the safety of the Guest's personal belongings deposited in the Hotel, except for: money, other currency valuables, valuables and securities, as well as jewellery. The Hotel shall be liable for the loss of the Guest's money, valuables, securities and jewellery, provided that they have been accepted by the Hotel for safekeeping or placed by the Guest in a safe deposit box provided to him/her. The Guest who has discovered the loss or damage of his/her belongings shall immediately notify the reception of the Hotel (reception). Otherwise, the Hotel is released from responsibility for the non-safety of the Guest's belongings, the Hotel is also not responsible in case of loss / abandonment of belongings in public areas.

An item brought into the Hotel shall be deemed to be an item entrusted to the employees of the Hotel or an item placed in a hotel room or other designated place.

The Hotel shall be exempt from liability for non-safety of the contents of the safe deposit box if it proves that under the conditions of storage access to the safe deposit box without the Guest's knowledge was impossible or possible due to force majeure, as well as if the code of the safe deposit box became available to a third party.

In the event that the Guest's staff discovers forgotten items and (or) documents after the Guest's departure or the end of the period of provision of the Hotel services, the Hotel shall notify the Guest by the contact details provided by the Guest, having processed the said items in accordance with the requirements of the current legislation and internal instructions of the Hotel.

If the person who has the right to claim the forgotten item (in case the item is found in public areas and the owner cannot be identified) or its place of residence is unknown, the forgotten items shall be handed over to the forgotten items room of the Hotel. These terms and conditions also apply to the Guest, who is the identified owner of the forgotten items left in the hotel room.

In case the owner is not found or does not take action to return the forgotten/lost items, the Hotel shall keep these items for a period of time:

12 (Twelve) calendar months: money and valuables (jewellery, watches, wallets or bank cards, documents, etc.);

3 (Three) calendar months - items of no particular value (books, phone chargers, souvenirs, etc.);

Immediate disposal - perishable products (drinks, food).

It is up to the hotel to assign forgotten items to one of the above categories.

Items, irrespective of their value, determined by the Guest for disposal (including by mistake) shall be disposed of automatically by the Hotel without any claim against the Hotel.

The Hotel informs the owner about his/her forgotten items by the contact data provided by the owner, the Hotel does not establish the contact data independently.

In order to prove the ownership of a forgotten/lost item, if it is not obvious that it belongs to a certain person, the owner is obliged to provide:

I.D;

a detailed description of the item, the estimated time and place of loss;

a completed missing persons return form.

The hotel may, with a separate order from the owner and on condition that delivery and storage costs are paid in advance (provided that this service is compensated for), deliver forgotten items to the address specified by the owner.

Upon expiry of the established storage period, forgotten items shall be considered unclaimed and shall be disposed of in accordance with the procedure established by the local regulations of the Hotel.

2. CERTAIN TYPES OF STORAGE

2.1 The Procedure for Storage of Guests' Property and Disposal (Destruction) of Forgotten Items at Hyatt Regency Moscow Petrovsky Park Hotel (hereinafter referred to as the "Procedure") is developed and shall apply to the services provided by the Hotel for storage of items not only placed on the premises of the Hotel by Guests, but also entrusted by Guests to the employees of the Hotel (accepted for storage) both on a reimbursable and non-reimbursable basis, namely those deposited at the Hyatt Regency Moscow Petrovsky Park Hotel:

- Luggage room,
- Safe Deposit Boxes,

2.2 By accepting the storage services provided for in this section of the Procedure, the Guest confirms the fact of familiarisation with the "Procedure for storage of guests' property and disposal (destruction) of forgotten items at Hyatt Regency Moscow Petrovsky Park", and accedes to their terms and conditions.

2.3 Procedures for the use of the storage room:

2.3.1 The luggage storage room is located on the ground floor of the Hotel, the equipment of the luggage storage room fully complies with the requirements of the current legislation. In order to use the services of the luggage storage room, the Guest must contact the reception of the Hotel (reception).

2.3.2 The storage of luggage in the luggage storage room is performed both through gratuitous provision of services and within the framework of reimbursable provision of services:

The Guest is entitled to use the services of the storage room on a free of charge basis, provided that the following conditions are met: use of the storage room for a period not exceeding 24 hours and fulfilment of the requirements of clause2.3.3 of the Procedure (hereinafter - "short-term storage");

Guest shall be entitled to use the services of the storage room on a reimbursable basis provided that the following conditions are met: the use of the storage room for a period of more than 24 hours and fulfilment of the requirements of clause 2.3.3 of the Procedure (hereinafter referred to as "long-term storage").term of long-term storage may not exceed 6 (Six) calendar months from the date of acceptance of the Guest's baggage for storage, the consequences of the Guest's breach of this term are set out in clause3.9 of the Procedure.

2.3.3 The following items shall not be deposited in the storage room:

products, living organisms;

flammable and toxic objects, weapons, other prohibited substances

items of known high value/valuable items (notebooks, video cameras, jewellery, cash, priceless business papers, etc.)

fragile things;

bulky items.

In case of transfer of the said property to a storage room without the knowledge of the Hotel, the Hotel shall not be liable for the safety of the said property. Items that are flammable, explosive or otherwise dangerous in nature may be neutralised or destroyed by the Hotel at any time without compensation to the Guest, as well as if the Hotel discovers other violations of this clause by the Guest. The Guest shall be liable for damages caused by the storage of items prohibited by this clause to the Hotel, other Guests and/or third parties.

Limitations on the volume of baggage accepted for storage are set by the Hotel and prohibit the storage of oversized baggage exceeding the parameters of the baggage:

size 450 cm according to the sum of three measurements (length + width + height),

weighing 100kg or more.

2.3.4 When accepting baggage for short-term storage, the Guest is given a baggage tag, a second copy of the baggage tag is placed on each piece of baggage transferred for storage.

Short-term storage shall be free of charge, but the Guest shall be obliged to reimburse the Guest for the necessary storage costs incurred by the Guest, if any (extraordinary costs).

2.3.5 Baggage shall be issued on the basis of the baggage tag provided by the Guest, executed in accordance with the form established by the Hotel. The luggage shall be given to the Guest only after it has been established that he/she is its legal owner. Baggage may be handed over to the Guest's representatives, at the Guest's request, only in the presence of a power of attorney from the owner of the baggage. In case of loss of the baggage tag or in case of doubt as to the identity of the baggage owner, the Guest shall:

describe in detail the contents of the luggage, indicate the dates of its previous or current stay at the Hotel

provide the Guest's identity document.

2.3.6. If the Guest violates the short-term storage period and the luggage is unclaimed (if the Guest fails to fulfil his/her obligation to take back the luggage transferred for storage, including his/her evasion from receiving the luggage), the second and subsequent days of storage shall be governed by the provisions of clause2.3.2. of the Procedure, whereby the Hotel shall be liable for loss, shortage or damage to the items accepted for storage after the Guest's obligation to take the items back has occurred only in case of intent or gross negligence on its part.

2.3.7. The Hotel undertakes to return the luggage transferred for storage in the condition in which it was accepted for storage, taking into account its natural deterioration or other changes due to its natural properties.

2.3.8. In case of losses caused to the Guest by the loss, shortage or damage to the luggage through the fault of the Hotel, compensation shall be made:

1) for loss and shortage of items - in the amount of the documented value of the lost or missing items, taking into account their amortisation (depreciation);

2) for damage to things - in the amount of the amount by which their value has decreased from the value existing on the date of damage, taking into account actual amortisation (depreciation).

If, as a result of damage for which the Hotel is responsible, the quality of the deposited item has changed to such an extent that it cannot be used for its original purpose, the Guest has the right to refuse it and demand that the Hotel reimburse the value of the item, taking into account its amortisation (depreciation). Determination of the degree of damage shall be carried out by the Hotel together with the Guest.

A guest who discovers the loss, shortage or damage of his/her belongings is obliged to report it to the Hotel administration without delay. Otherwise, the Hotel shall be released from responsibility for the non-safety of the belongings.

The Hotel shall be liable for the luggage handed over to it for storage in the form in which it is presented. Responsibility for the safety of the contents of the luggage, in the absence of an inventory of the property within the framework of the deposit, does not apply, except in the case of obvious damage (opening) of the luggage after the deposit to the Hotel. In this case, the Guest is obliged to document the presence of the items that were in the luggage on the date of deposit.

9.3.9. In case of unclaimed luggage upon expiry of the storage period declared by the Guest in case of long-term storage, the Hotel shall contact the Guest (by phone, e-mail) to determine further actions with the luggage.

In case of impossibility to contact the Guest by the contacts left, the Hotel sends the Guest a registered letter with notification by Russian Post to the address of the Guest's permanent registration. In case of failure to receive a reply to the registered letter, the Hotel keeps the luggage for 6 (six) months after the date of receipt of notification of the correspondence delivery. Upon expiry of 6 (six) months the luggage shall be disposed of by the Hotel.

2.4 The Hotel does not accept food and beverages for storage. In case of transferring these goods to the Hotel, the Hotel is not responsible for their consumer quality and safety.

2.5 The procedure for using the safe deposit box.

2.5.1. Safety deposit boxes (safes) are located in the reception area. The service of using the safe deposit box is provided on the basis of a receipt issued by the Hotel, according to the form established by the Hotel, as well as the key to the safe deposit box issued to the Guest.

The second key is held by the receptionist of the Hotel. The deposit box can be opened only if both keys are present, i.e. in the presence of the Guest and a member of the Hotel staff. Each opening of the safe deposit box, as well as the return of the key to the Hotel, shall be recorded by an employee of the Hotel in the receipt issued to the Guest.

The hotel guarantees only one set of keys to the corresponding safe deposit box, there are no duplicate keys.

In the case of small-sized property, the property must be packed in an envelope and the envelope must be sealed by a receptionist.

2.5.2 The period of storage of the Guest's valuables in the deposit box shall not exceed the period of the Guest's stay at the Hotel. In case of violation of this term through the fault of the Guest, the Hotel, having previously notified the Guest of the need to vacate the deposit box by any means available to the Hotel, shall open the deposit box within 24 (twenty-four) hours from the moment of the Guest's departure from the Hotel, and shall store and then dispose of the valuables in accordance with the internal instructions of the Hotel.

2.5.3 Prohibited for placement in a safe deposit box:

- narcotic, explosive, toxic and other prohibited substances,
- of cold and firearms,
- of living organisms,
- products and items, including those requiring special storage conditions, etc.

In case of violation of this condition and detection of such violation by the Hotel, the Hotel has the right to open the deposit box without warning the Guest, in which case the Guest shall not be reimbursed for any losses.

2.6 The total amount of valuables stored by the Guest in the safe deposit box shall be limited by the law of the Russian Federation. The conditions and procedure for using the safe deposit box shall strictly comply with the requirements of the law and these Rules.

2.7. Compensation for damage caused by the established fault of the Guest shall be made in accordance with the procedure stipulated by the current legislation of the Russian Federation and these Rules. In case of damage, the Guest shall document the placement in the deposit box of the lost property and its value. The Hotel shall be released from liability for non-safety of the contents of the deposit box if it proves that under the conditions of storage access to the deposit box without the Guest's knowledge was impossible or became possible due to force majeure.

2.8 In case there is a claim to the provided service of keeping the property in a safe deposit box, the said claim must be submitted without delay and in any case before the Guest's departure from the Hotel. Otherwise, the Hotel shall be released from liability for non-security of the property.

2.9 In case of loss of the key to the deposit box, the Guest shall immediately notify the Reception and Accommodation Service. In case of loss of the key, the Guest undertakes to reimburse the cost of its restoration in the amount of 5,000.00 (five thousand) rubles. The hotel has the right to deduct this amount from the Guest's deposit (if any).

2.10. The service of safekeeping in a safe deposit box shall be free of charge.

2.11. Placement of a vehicle by the Guest on the territory of the car park does not constitute the conclusion of a Storage Agreement. OPP LLC shall not be responsible for the safety of vehicles, their damage and loss, as well as for the safety of other property placed in the territory of the car park, including that left in vehicles.