

The Order of LLC Hotel «“Sevastopol” and Spa»

From “___” _____ 20___
№ _____

General Manager
A.N. Zhirkov

RULES

**of hotel services providing
in LLC Hotel «“Sevastopol” and Spa»**

1. GENERAL REGULATIONS

- 1.1** The following rules were created in accordance with actual legal acts and other norms of the Russian Federation in order to organize the activities of Sevastopol Hotel LLC, which will be called the 'Hotel' in the following text, in the field of hotel service provision. The Hotel's activity is regulated by the Decision of the Government of the Russian Federation from October 9, 2015 №1085 'About Confirmation of Rules of Hotel Service Provision in the Russian Federation'.
- 1.2** The following rules regulate the order and the conditions for checking-in, booking, accommodation and other services offered in 'Sevastopol'. The representatives of all the structural subdivisions and administrative officials of LLC Hotel «“Sevastopol” and Spa», as well as guests and visitors of Sevastopol shall follow the Rules.
- 1.3** For the aim of the Rules the following terms have been used:
- 1.3.1** Guest is a person who is living in the Sevastopol Hotel.
- 1.3.2** Hotel is the Sevastopol Hotel, which offers the accommodation services in the hotel's apartments.

2. INFORMATION ABOUT SERVICES, REGISTRATION FORMALITIES AND HOTEL'S FEES

- 2.1** The Hotel is opened 24 hours.
- 2.2** During the registration process, a Guest shall deliver a document of identification and provide the payment for the whole period of stay in the Hotel.
- 2.3** The contract for the hotel service provision is concluded in case a Guest had provided a passport or another formally established identification document (p.2.5). A Guest shall sign the registration card and a Receptionist shall provide a Guest with a key card that proves that the contract had been signed.
- 2.4** The Hotel shall register the Guests in accordance with the following legal acts:
- The Order of the Interior Ministry of the Russian Federation from December 18, 2006 №1105 'About Confirmation of Administrative Regulation of the Federal Migration Service about State Service Provision in Delivery, Change and State Functions Completion Regarding Recording of the Passports of the

Russian Federation Citizens and Other Identification Documents of the Russian Federation Citizens at the Territory of the Russian Federation’,

- The Federal Law №115 from July 25, 2002 ‘About Legal Conditions for the Foreign Citizens in the Russian Federation’,
- The Federal Law №109 from July 18, 2006 ‘About Migration Registration of the Foreign Citizens in the Russian Federation’.

2.5 The following identification documents are required for successful completion of registration process in accordance with the actual legal requirements of the Russian Federation:

- Passport of a citizen of the Russian Federation which identifies a citizen at the territory of the Russian Federation;
- Passport of a citizen of the USSR which identifies a citizen of the Russian Federation before the passport reissuance for the passport of a citizen of the Russian Federation;
- Passport which identifies a citizen of the Russian Federation outside the Russian Federation, also valid for a person constantly living outside the Russian Federation;
- Birth certificate for the persons under the age of 14;
- Passport of a foreign citizen or another identification document recognized by the Federal Law or within the International Contract of the Russian Federation as an identification document of a foreign citizen temporarily located at the territory of the Russian Federation;
- A document issued by a foreign state and recognized in the Russian Federation within an International Contract of the Russian Federation as an identification document of a person without a defined citizenship;
- Permanent residence card issued by a foreign country and recognized in accordance with the international agreement of Russian Federation as an ID for a person without a permanent citizenship - a person who does not have a citizenship of any country, residing on the territory of Russian Federation.
- Temporal ID of a citizen of Russian Federation given to a citizen of Russian Federation for a period of passport execution of citizen of Russian Federation.

2.6 The underage guests are able to accommodate in the Hotel with their parents, the legal guardians or the authorized accompanying in case of presence of a notarized certificate given to the parents or the legal representatives.

2.7 The accommodation of the organized groups of children is possible in case of presence of guarding persons mentioned in the p. 2.6 the number of which corresponds to the specified standards. In addition, for each underage person a standard-issue medical certificate shall be provided.

2.8 The process of registration and accommodation of the foreign citizens in the Hotel is done in accordance with Law №115-FL from July 25, 2002 'About the Legal Conditions of the Foreign Citizens in the Russian Federation'.

- 2.9** Hotel's administration does not provide the services of temporary accommodation to the foreign Guests without citizenship in case no documents confirming their legal presence in the Russian Federation in accordance with the Federal Law № 109 from July 18, 2006 'About Migration Registration of the Foreign Citizens in the Russian Federation' were presented. The refund of the per-payment is not provided.
- 2.10** The visitors are allowed in the Guest's apartment from 8.00 till 23.00 o'clock in case of the mutual agreement between the Hotel's administration and the Guest. In case of necessity of a visitor to stay in the Hotel after 23.00 o'clock the visitor's presence in the Hotel is possible only in case of Guest's registration in the Hotel and the payment of 700.00 Rubles for the additional place for each additional Guest (in case the room type makes it possible) or the payment for another room (in case of presence of free rooms). The administration is not in charge for visitor's actions. Any damage done by the visitors to the Hotel's property will be charged from a Guest who invited the visitors in his/her apartment.
- This rule is a safety precaution aimed to provide the safety to the Guests, Guest's and Hotel's property, and to complete the responsibilities of the Hotel to register the citizens by the place of their presence established in accordance with the legislation. By nonobservance of the rules, the Guest has to complete the request of the Hotel's administration to release the apartment from the visitors.
- 2.11** The change of the bed cover is done every three days and the change of the towels is done on the daily basis. In the Ambassador Apartment, as well as in the Superior Suite and Junior Suite, the change of the bed cover and the towels is done on the daily base. By Guests requests, the change of the bed cover and towels can be done ahead of schedule for the additional payment in accordance with the price list for the additional services of the Hotel.

3. BOOKING CONDITIONS

- 3.1** The booking of an apartment in the Hotel is done by the completion of the document signed by two parties (the Hotel and a customer) as well as by sending the request to the Booking Department via mail, telephone or another type of communication channels, which allows confirming that the request was sent by the service consumer. Booking confirmation is done by informing a customer in a specific form and providing the booking confirmation number to the customer. In the presence of free rooms, the booking of an apartment is done in the period of 12 hours after the booking request was got. While booking, registering or walk-in accommodation, the Guest is free to choose the type of an apartment while the Hotel's administration is free to choose a specific room number of a category chosen by a Guest.
- 3.2** The booking can be guaranteed or non-guaranteed.
- 3.3** A booking is guaranteed when a 100% pre-payment is done for the whole period of stay in a booked room or a 100% pre-payment is done for the first day of stay with the following payment for the rest of the non-paid period of accommodation.

- 3.4** The cancellation of the guaranteed booking without any penalty duties (charge for the actual room downtime) is possible no later than 1 day before the actual day of arrival. If the Guest arrives after the period of cancellation of a guaranteed booking, the accommodation service will be provided in case of possibility presence and on the current actual conditions.
- 3.5** If the booking is guaranteed by 100% pre-payment for the first day of stay in the Hotel, the Guest will be expected to arrive before the check-out time of the day following to the day of the planned arrival. In case, of overdue booking cancellation or in case the Guest did not arrive in the before mentioned period, the Guest will be charged for the actual room downtime, but not more than for one day, and the booking will be cancelled.
- 3.6** If the Guest with the booking guaranteed by 100% pre-payment for the whole period of stay does not use the accommodation service in the day of planned arrival and does not cancel the reservation one day beforehand, the pre-payment for the first day of stay will be not refunded. The booking will be not cancelled until the Guest will provide a written cancellation request during the period for which the payment was done. In case, such a written request is not provided and the accommodation services are not used the payment for each day of accommodation service will not be refunded.
- 3.7** For a non-guaranteed booking, no pre-payment shall be provided. The cancellation of a non-guaranteed booking is possible at any time without any penalty duties (charge for the actual room downtime). A non-guaranteed reservation may be cancelled in the arrival date of a Guest at 18.00 o'clock in local time. The Hotel keeps the right to cancel a non-guaranteed booking in case a guaranteed booking was got and/or no free rooms in the Hotel left. In case, the Guest arrives after the period of cancellation of a non-guaranteed booking, the service can be provided on the actual conditions if such a possibility exists.
- 3.8** The Hotel is allowed to set the tariffs for the accommodation services in the Hotel different from those mentioned in the Rules in accordance with the agreement signed by both parties of an agreement.

4. THE PROCEDURE OF PAYMENT FOR THE SERVICES OFFERED IN THE HOTEL

- 4.1** The payment for the accommodation and the services offered in the Hotel shall be done in accordance with the actual tariffs confirmed by the order of the General Manager of the LLC "Hotel "Sevastopol" and SPA". All payments shall be done in Russian Rubles in a form of cash payment, city ledger transfer on the bank account written in the agreement or with debit or credit cards. The fiscal bill and the invoice for the provided services is given during the check-out procedure.
- 4.2** The payment for the accommodation shall be done for the whole period of stay at once.

- 4.3** Check-out time is 12.00 o'clock by the local (Moscow) time. Check-in time is 14.00 o'clock by the local (Moscow) time.
- 4.4** If the period of stay is less than one day (24 hours) the payment shall be done as for the whole day regardless of time of arrival and check-in. If a Guest leaves the Hotel earlier than planned and does not inform about such a decision at least 6 hours beforehand, the payment for one day of accommodation is not refunded.
- 4.5** In a case of necessity to prolong the accommodation period in the Hotel, a Guest may contact the Front Office of the Hotel not later than 2 hours before the check-out time. If the free rooms are available in the Hotel for the requested dates, the period of accommodation can be prolonged (with or without changing the room category). If the accommodation period was prolonged the Guest shall pay 100% of the price for the prolonged period.
- 4.6** Additional services are provided for the additional payment. The Front Office provides the information about extra services and fees. The Hotel reserves the right to ask the guest to pay for the extra services before check out date.
- 4.7** Underage Guests younger than 8 can be accommodated for free if they live in the same apartments like parents or other legal guardians and no additional sleeping place is needed.
- 4.8** During the period of the state festivals and symbolic celebrations (the Navy Day, the City Day of Sevastopol etc.) the special tariffs for Hotel services are applied.
- 4.9** The Hotel offers the following types of services without any additional payment:
- Internet connection via Wi-Fi;
 - Medical emergency or other special services calls;
 - Usage of the first aid kit;
 - Delivery of the correspondence for the name of the Guest;
 - Wake-up service;
 - Order of the taxi service;
 - Providing information on the trains and planes schedule;
 - Providing information about the city and its sightseeing;
 - Provision of boiled water, sewing sets, iron and an iron board, one set of dishes and utensils in some specific places or in Guest's apartment.
- 4.10** By check-out, a Guest shall provide the final payment for provided services including the additional services and shall return the key card to the Reception.
- 4.11** If the check-out is done later than the standard time defined in the Rules a Guest will be charged with addition payment as follows:
- 4.11.1** If check-out is from 12.00 till 18.00, the payment has to be done for each hour based on the actual accommodation tariff.
- 4.11.2** If check-out is from 18.00 till midnight, a half of the price for the accommodation will be charged.
- 4.11.3** If check-out is after the midnight, 100% of the actual tariff for accommodation will be charged.

- 4.12** If a Guest arrives between the midnight and 14.00 o'clock the payment for the accommodation is charged in the amount of not greater than a half of a day based on the actual accommodation tariff.

5. THE CONDITION FOR ACCOMMODATION OF THE GUESTS OUT OF TURN

- 5.1** In case of presence of free rooms in the Hotel, the following categories of people are accommodated out of turn:
- Heroes of the Russian Federation and the Soviet Union, full cavaliers of the Order of Glory;
 - The veterans of the Great Patriotic War;
 - Disabled people with disabilities of first and second group as well as people accompanying them;
 - Prosecutors, staff of the Ministry of Internal Affairs, law enforcement officials, staff of the State Courier Service, representatives of the federal authorities of the State Communication and Information while executing their service duties.
- 5.2** The veterans of the Great Patriotic War, disabled people with disabilities of the second and third group and people accompanying them have the priority in the accommodation as soon as the rooms become available. The payment for the accommodation of the veterans of the Great Patriotic War, disabled people and people accompanying the disabled people with disabilities of the first group is charged with the 10% discount from the actual tariff.

6. GUEST'S OBLIGATIONS

- 6.1** Each Guest shall fulfill the following obligations:
- 6.1.1** In case of losing or damaging any property of the Hotel, a Guest shall pay for the damage in accordance with the actual legislation of the Russian Federation. The extent of damage is defined according to the price list confirmed by the Hotel's Administration.
- 6.1.2** A Guest shall obey the confirmed rules of staying in the Hotel.
- 6.1.3** A Guest shall keep cleanness and order.
- 6.1.4** A Guest shall keep silence.
- 6.1.5** A Guest shall follow the fire safety rules and is in charge for obeying them.
- 6.1.6** A Guest shall close the taps, windows, and the entrance door and switch off the lights and other electrical equipment when leaving the room.
- 6.1.7** A Guest shall move out of the room before the defined check-out time when the accommodation period for which the payment was done is over.

7. LIMITATIONS FOR ACCOMODATION IN THE HOTEL

7.1 For all Guests of the Hotel, it is forbidden:

- 7.1.1** To leave the visitors in the apartment if the Guest who is originally living there is not in the apartment.
- 7.1.2** To give the key card to a third party.
- 7.1.3** To enter the Hotel and to live in the Hotel with animals, birds, reptiles etc.
- 7.1.4** To keep large size stuff, explosive and toxic materials and weapons in the apartment. For reason of comfort of cleaning and personal safety, keeping the boxes with the size greater than 50x50x103 is possible in the left-luggage office only. Weapons (for which a Guest has a formal license) and other valuables have to be kept in a safe.
- 7.1.5** To use the heating equipment with open heating elements like electric kettles, boilers, curling irons, hair dryers etc. except the equipment placed in the apartments or provided by the Hotel according to the Guest's request.
- 7.1.6** To move the furniture in the apartment without coordination of such an action with the Hotel's administration.
- 7.1.7** Based on the Art. 12 of the Federal Law from February 23, 2013 №15-FL "About Securing the Health of Citizens from the Tobacco Smoke and the Negative Impact of Tobacco Consumption", starting from June 1, 2014 the Sevastopol Hotel prohibits smoking in all the rooms of the Hotel including the whole room supply, lobby bar, conference halls and public places. When this rule is violated, the Hotel has to make additional works for cleaning the room supply and the public territory. The Hotel's Administration may charge the cleaning expenses from the trespasser based on the confirmed tariff for daily accommodation in a book apartment.
- 7.1.8** To disturb other Guests by producing loud noises.
- 7.1.9** To freely wear any kinds of special munitions and any type of civil, service or combat weapons which the Hotel's Guests have including the situations when they are fulfilling their service duties. Under the term 'weapons', one has to understand all the items mentioned in the law №150-FL of the Russian Federation from December 12, 1996 'About Weapons'.
- 7.1.10** To drink own alcoholic beverages and to consume any foodstuffs in the public places (lobby, floor halls etc.).
- 7.1.11** The Hotel Administration may not provide accommodation to people under the influence of alcohol, drugs or other intoxicants.

8. HOTEL'S OBLIGATIONS

- 8.1** In order to secure the level of hotel services provision, the Hotel shall fulfill the following obligations:
 - 8.1.1** To provide the services appropriate to the quality level declared by the Hotel.
 - 8.1.2** To provide all the required information about Hotel's services and their order of payment and place this information in the rooms in the Guest Folder or at the Front Desk.

- 8.1.3** To immediately provide the Book of comments and suggestions by Guests' requests.
- 8.1.4** To consider Guests' complaints and requests in the periods specified by the actual legislation of the Russian Federation.
- 8.1.5** Hotel's Administration may change the apartment initially offered to a Guest in there is a need to complete urgent maintenance or sanitary and epidemiological or other works aimed to liquidate the factors creating danger or preventing the Hotel from qualitative and secure service provision.
- 8.1.6** Hotel's Administration reserves the right to enter any room without prior consent with a Guest in the case of an alarm situation or in case a Guest had violated the rules of public order, fire safety rules or the rules of electrical equipment usage.

9. ADDITIONAL INFORMATION REGARDING THE CONDITIONS OF LIVING IN THE HOTEL

- 9.1** For reasons of living conditions security, a Guest shall register his/her visitors at the Front Desk.
- 9.2** If these Rules were violated, the Hotel reserves the right to deny in provision the following accommodation services to a Guest.
- 9.3** If a Guest rejects to accommodate in the Hotel at the day of his/her arrival, the full refund of the paid sum is possible in the case when a Guest contacted the Front Desk during first two hours after check-in and did not use the room (if the booking was non-guaranteed). Otherwise, the refund for the first day is not possible.
- 9.4** If a Guest had used the room (the shower, WC, bed(s) etc.) and contacted the Front Desk afterward to reject the accommodation services, the refund for the first day is not possible.
- 9.5** If the accommodation period of a Guest is over and a Guest is not present in the Hotel from 12.00 till 23.00 or from 23.00 till 12.00 and the accommodation period is not prolonged and paid for, the Hotel's Administration reserves the right to gather a commission of a minimum of three people to conduct the estate inventory present in the room and to vacate this room for its further selling. All the material items in the form of money, jewelry, noble metals, valuable documents shall be placed in a safe cell for free. All the other belongings shall be placed in the Lost and Found Desk.
- 9.6** According to the Article 925 of the Civil Code of the Russian Federation, the Hotel is in charge for the safety of a Guest's belongings except money and other currency assets, valuable documents, jewelry and other valuable items.
- 9.7** Each room in the Hotel is furnished with a safe, which a Guest may use for keeping the items. The Hotel is not in charge if Guest's money, any foreign currency, valuable documents, credit cards, jewelry and other valuable items not given to a deposit were lost.
- 9.8** If a Guest observes a loss or damage of the own belongings, a Guest shall immediately contact the Front Desk. Otherwise, the Hotel is free of charge for the belongings safety. The Administration is not in charge for the loss of valuable belongings if these Rules were violated.

- 9.9** If any lost belongings are found, the Hotel workers will immediately contact the owner if the owner is known. The lost belongings are kept in the Hotel during three months. Valuable items and money are kept during six months in accordance to the Regulation of Lost and Found Desk.
- 9.10** A Guest shall note and accept the fact that the video surveillance system is being used in the public territories of the Hotel except the WC cabins and the apartments. The Hotel's territory, as well as the entries, corridors and the hall, are controlled by the video recording equipment. All the information is recorded on the digital media and is stored during the period of 10 days. The video surveillance is conducted for reasons of safety of the Guests, Guests' and Hotel's property.
- 9.11** The Hotel owns the database of Guests' personal data and provides this information by the requests of the competent state bodies in accordance with the Federal Law of the Russian Federation №152-FL from July 27, 2006 'About the personal data' and the actual legislation of the Russian Federation.
- 9.12** According to the Government Decree of the Russian Federation №749 from October 13, 2008 (including the latest corrections) 'About the Specific Conditions of Assigning the Workers to the Business Trips', the Hotel is not entitled to make any recordings in the arrival and departure dates in any business travel authorization forms except the cases when LLC 'Hotel 'Sevastopol' and SPA' is the organization to which a Guest is sent to a business trip.
- 9.13** When resolving any conflict situations, a Guest and the Hotel shall follow the Law of the Russian Federation 'About Consumer Rights Protection' and Government Decree №1085 from October 9, 2015 'About Confirmation of the Rules of Hotel Service Provision in the Russian Federation'.