

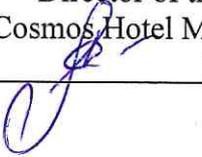
COSMOS

COLLECTION

IZUMRUDNY LES HOTEL

APPROVED

Director of the hotel complex
Cosmos Hotel Management LLC


M.A. Solovyova

January 1, 2026

**RULES FOR THE PROVISION OF HOTEL SERVICES
at Cosmos Hotel Management LLC**

**Moscow region, Klin urban district
2026**

GENERAL

1.1. The following rules, governing the provision of hotel services **at the COSMOS COLLECTION IZUMRUDNY LES 5* hotel, located at: 141624, Russian Federation, Moscow Region, Klin Urban District, Narynka Settlement, Izumrudny Les Estate, on behalf of Cosmos Hotel Management LLC (INN 5020087545; OGRN 1205000061155)**, hereinafter referred to as the “Rules”, have been developed in accordance with Federal Law of the Russian Federation No. 2300-1 dated 7 February 1992, “On Consumer Rights Protection,” Federal Law of the Russian Federation No. 132-FZ dated 24 November 1996, “On the Fundamentals of Tourist Activity in the Russian Federation,” and the Rules for the Provision of Hotel Services in the Russian Federation, as approved by

the Decree of the Government of the Russian Federation No. 1853 dated 18 November 2020, Federal Law of the Russian Federation No. 109-FZ dated 18 July 2006 “On Migration Registration of Foreign Citizens and Stateless Persons in the Russian Federation,” Federal Law No. 15-FZ dated 23 February 2013, “On Protecting the Health of Citizens from the Effects of Secondhand Tobacco Smoke and the Consequences of Tobacco Consumption,” and other regulatory legal acts of the Russian Federation governing the provision of hotel services.

1.2. These Rules govern the relationship between consumers (hereinafter referred to as “Guests”), i. e. individuals intending to or being in the process of booking or using the services of the Hotel, and the service provider, the Cosmos Collection Izumrudny Les 5* Hotel, which provides hotel and catering services, as well as other services.

1.3. Operating hours: 24 hours a day.

1.4. The key terms used in these Rules are defined as follows:

- “Hotel”/“Service Provider” refers to the Limited Liability Company Cosmos Hotel Management, located at: 129366, Moscow, intracity territory of the Alekseevsky Municipal District, 150 prospekt Mira, Room 406 (branch address: 141624, Moscow Region, Klin Urban District, Narynka Settlement, Izumrudny Les Estate, Building 11), comprising a complex of movable and immovable property intended for the provision of services in accordance with the Rules, including catering, entertainment, hotel and other additional services.

- “Guest” refers to an individual consumer who intends to, is in the process of, or has already booked the services for personal, family or other purposes, while not engaging in entrepreneurial activity.

- “Hotel services” refers to a range of services provided for the temporary accommodation of Guests at the Hotel, including related services as determined by the Service Provider, in accordance with the applicable requirements for the type and category of accommodation facility that forms a part of the movable/immovable property complex owned by Cosmos Hotel Management LLC. “Booking” refers to the reservation of a room for the Guest at the Hotel under the terms specified in the booking request, at the rate set by the Service Provider, and confirmation of this request by the Service Provider.

- “Check-in/check-out time” refers to the time set by the Hotel for Guest arrival and departure: the check-in (arrival) time is 5:00 pm. The check-out (departure) time is 2:00 pm.

- “Day” refers to a time period defined as follows: the first day is calculated from 5:00 pm on the day of check-in until 2:00 pm the following day; each subsequent day is calculated from 2:00 pm of one day until 2:00 pm of the next day.
- “Room rate” refers to the daily cost of temporary accommodation and other related services as determined by the Hotel and offered at a single price. The accounting unit is one day.
- izumrudnyles.cosmosgroup.ru refers to the official website of the Hotel on the Internet.

1.5. These Rules for the Provision of Hotel Services apply to all parties and throughout the entire Hotel premises.

1.6. Information about the Hotel and its services is available from the reception desk in a visible location, as well as on the website izumrudnyles.cosmosgroup.ru. Information on how to use the hotel services and fire safety regulations can be found in the Guest folder in each room. By submitting a booking request and/or paying invoices issued by the Hotel for hotel services and/or completing the Guest Registration Card, the Guest confirms that the Hotel has provided all the necessary and accurate information about the services. The Guest also confirms that they have read, understood and agreed to the terms, conditions, dates and pricing of the services offered by the Hotel.

1.7. The Hotel provides its services on the basis of a written agreement. An agreement concluded between the Hotel and an individual who is not an individual entrepreneur constitutes a public contract. The terms of an agreement concluded with a Client who is either a legal entity or an individual entrepreneur shall be determined on an individual basis and may differ from those specified in these Rules. This includes the amount and timing of advance payments, as well as other conditions relating to bookings and cancellations. In the event of any conflict between these Rules and the terms of such an agreement, the provisions of the agreement shall take precedence. The written form of the agreement is considered fulfilled if a single document (including an electronic one) is drawn up and signed by both parties, if the Service Provider confirms a booking request submitted by the Client, or if the Client takes action with the intention of receiving services (including paying in full for the entire accommodation period).

INFORMATION ABOUT SERVICES, CHECK-IN PROCEDURE AND PAYMENT FOR SERVICES

2.1. A service agreement shall be concluded when the Guest presents a valid original identity document issued in accordance with the established procedure within the territory of the Russian Federation (see Clause 2.3). The agreement for the provision of hotel services is formalised by completing a registration card, which is to be signed by the Hotel and the Guest. The Guest has the right to book a room in advance. Room reservations may be made by submitting a request via telephone, email, online booking services, or directly through the Hotel’s reception service. The Guest guarantees that any potential assignment of rights (including changes to the terms of stay or reservation, refunds in the event of unilateral early termination of accommodation services, and other related services) will be subject to prior written approval by the Hotel within the frame of making a reservation and/or concluding the agreement for the provision of hotel services. This condition shall be mandatory. Any rights or claims arising from the obligations specified in this clause may not be assigned to third parties without the prior written consent of the Hotel.

COSMOS

COLLECTION

IZUMRUDNY LES HOTEL

2.2.1. The room reservation request shall include the following: details of the legal entity or individual entrepreneur, or the identity document data of the individual; number of guests, their surnames and citizenship; check-in and check-out dates and times; number and category of rooms; form of payment; additional services not included in the service rate.

2.2.2. When booking a room at the reception desk, the Guest pays for the stay upon arrival, and the receptionist provides the Guest with a receipt, a guest card and a room key. If payment for accommodation is made by non-cash means, the receptionist shall provide the Guest with a guest card and a room key.

2.3. The service agreement with the Guest shall be concluded on the basis of the document provided for registration purposes, namely the document which certifies the identity of a citizen.

Documents that verify the citizen identity (in accordance with Clause 18 of the Rules for the Provision of Hotel Services in the Russian Federation):

- Passport of a Russian citizen that verifies their identity within the territory of the Russian Federation;
- Passport of a citizen of the USSR that verifies the identity of a citizen of the Russian Federation pending its replacement within the established time frame with a passport of a citizen of the Russian Federation;
- Birth certificate for individuals under the age of 14;
- Passport that verifies the identity of a citizen of the Russian Federation outside the territory of the Russian Federation;
- A temporary identity card of a citizen of the Russian Federation;
- A passport issued to a foreign citizen, or another document recognised under federal law or an international treaty of the Russian Federation as verifying the identity of a foreign citizen;
- A document issued by a foreign state that is recognised by the Russian Federation under an international treaty as verifying the identity of a stateless person;
- A temporary residence permit for a stateless person;
- A residence permit for a stateless person;
- A temporary identity card for a stateless person in the Russian Federation;
- During periods of mobilization, martial law, and wartime, based on a document identifying a military personnel of the Russian Federation.
- Citizens of the Russian Federation may also check in to the Hotel using identification and/or authentication via the Unified Biometric System\$
- In the absence of the documents confirming the identity of a citizen of the Russian Federation, specified above in this clause of the Rules, the consumer's check-in at the Hotel is carried out upon presentation of a driver's license.

2.3.1. Minors under the age of 14 shall be accompanied by a parent, adoptive parent or legal guardian when checking in to the Hotel. If another person is accompanying the minor, they shall present the consent of the legal representative(s) of the minor, along with the minor's birth certificate.

Minor citizens of the Russian Federation under the age of 14 may check in to the hotel using the Unified Biometric System under one of the following conditions:

COSMOS

COLLECTION

IZUMRUDNY LES HOTEL

(a) Identification and/or authentication of the minor and the accompanying parent(s), adoptive parent(s) or legal guardian(s) via the Unified Biometric System. This also applies to any other accompanying person(s), provided they present written consent from the relevant legal representative(s).

(b) Identification and/or authentication of the minor using the Unified Biometric System and presentation of the identity documents of the accompanying parent(s), adoptive parent(s) or legal guardian(s). If the accompanying person(s) is/are not the parent(s), adoptive parent(s) or legal guardian(s), they must present written consent from the legal representative(s).

2.3.2. Minors aged 14 or above can check in to the Hotel without their legal representative(s) present, provided they present an identity document and consent is submitted from their legal representative(s).

Minor citizens of the Russian Federation aged 14 or above may also check in without their legal representatives present if they are identified and/or authenticated using the Unified Biometric System and if they have the consent of their legal representatives (one of them).

2.3.3. Upon arrival, Guests shall present either a booking confirmation for a prepaid reservation or proof of payment for the full cost (100%) of their stay at the Hotel, and complete a registration card. The Guest shall be responsible for the accuracy of the provided data.

2.3.4. The service rates indicated in the Hotel's promotional materials and media are not final. The Hotel management shall reserve the right to change the official rates for Hotel services. You can view the official rate applicable on the date of your booking on the official website at izumrudnyles.cosmosgroup.ru. Alternatively, you can contact the Reservations Department by calling +7-495-402-02-02.

The official rate stated in the confirmed booking request is final and cannot be changed unilaterally.

2.4. According to Clause 34 of the Rules for the Provision of Hotel Services in the Russian Federation, approved by Decree of the Government of the Russian Federation No. 1853 dated 18 November 2020: "The consumer shall be liable and shall compensate for any loss or damage to hotel property caused through their fault, in accordance with the legislation of the Russian Federation and these Rules." In such cases, the Hotel and the Guest shall jointly prepare a tripartite damage and compensation report. If the Guest refuses to participate in drafting the report, the Hotel shall reserve the right to draw up the report with the involvement of third parties.

2.5. Payment for Hotel services shall be made in accordance with the current Price List.

2.6. The Service Provider shall ensure round-the-clock check-in (registration) of Guests arriving at and departing from the Hotel.

2.7. In accordance with Federal Law No. 109-FZ dated 18 July 2006, "On Migration Registration of Foreign Citizens and Stateless Persons in the Russian Federation," the Hotel management shall process and submit notifications of the arrival/departure of a foreign citizen or stateless person at their place of stay within the territory of the Russian Federation. In accordance with Federal Law No. 109-FZ dated 18 July 2006, the Hotel does not provide temporary accommodation services to foreign citizens or stateless persons who do not possess documents confirming their legal stay in the Russian Federation.

COSMOS

COLLECTION

IZUMRUDNY LES HOTEL

2.7.1. Foreign citizens and stateless persons shall be accommodated upon arrival for a period not exceeding the validity of their documents permitting stay in the Russian Federation.

2.8. Accommodation is charged based on the check-out time of 2:00 pm on the current day, Moscow time.

In the case of a guaranteed (prepaid) reservation and check-in before the standard check-out time, for a stay exceeding one day, the reservation shall be made starting from the previous day, and an additional day's rate shall be charged.

If a Guest with a guaranteed same-day reservation (from 5:00 pm) checks in earlier than the check-out time and rooms are available, the following charges shall apply:

For check-in between 9 am and 5 pm, fifty percent (50%) of the daily room rate. The rate does not include breakfast on the day of arrival.

For stays of less than 24 (twenty-four) hours, the full daily rate shall apply.

In the event of a guaranteed reservation and a no-show on the scheduled day of arrival, a one-night charge shall be applied in accordance with the terms of the applicable rate.

If the Guest arrives more than one day late, the reservation will be cancelled. In this case, accommodation is provided based on availability. In accordance with Russian Federation legislation, the Hotel management reserves the right to charge for actual room downtime, but not for more than one (1) night.

The following charges apply in case of a late check-out:

Until 7:00 pm: fifty percent (50%) of the last day's rate; after 7:01 pm: one hundred percent (100%) of the current day's open rate.

2.9. The total number of guests staying in a room shall not exceed the number of available beds in that room, including additional beds.

2.9.1. Children under the age of four may stay in the same room as their parents free of charge, provided an extra bed is not required. A baby crib is provided free of charge, subject to availability.

2.9.2. An additional bed may be provided for children aged 4 to 12 upon request, subject to a charge in accordance with the Hotel Price List.

2.10. Third parties may visit Hotel Guests, provided that this is agreed by the Hotel management and the registered Guest. Visitors who are not staying overnight shall register at the reception desk, present an identity document (passport or other form of identification), and sign a registration card. Visitors are permitted to stay in the Guest room between 06:00 am and 23:00 pm Moscow time. If a Guest remains in their room after 23:00 pm Moscow time, the Hotel management reserves the right to charge them for an additional bed.

2.11. When checking out of the Hotel, Guests shall pay the final bill for all services provided, including any additional services, and return the room key to the receptionist. If the Guest did not use, or only partially used, additional services, the Hotel will issue a full or partial refund of the security deposit based on a written request submitted by the Guest.

2.12. Guests have the right to use all Hotel facilities during the operating hours established by the regulations. Guests may request information about facilities' opening hours, place advance orders for services, enquire about their account status, and make interim payments. The Guest undertakes to comply with the rules for using the children's playgrounds located on the Hotel

premises and accepts full personal responsibility for any damage or harm to their health resulting from a violation of these rules.

2.13. The Hotel uses a per-night billing system for the provision of temporary accommodation services.

2.14. Additional beds may be provided in applicable room categories at the Guest's request. They will be charged according to the current rate list approved by the service provider.

2.15. The Service Provider guarantees the Guest's stay at the Hotel only for the paid period. After the paid period ends, accommodation may be extended at the Guest's request, but only if rooms are available.

2.16. Once the paid accommodation period ends, the Guest may use other Hotel services at the rates in effect at that time, as approved by the Hotel.

2.17. The Guest shall pay in full for any rental services booked, including bicycle, electric scooter and other equipment rentals, as well as massage services, the shooting range, the multifunctional hall and the padel and tennis courts. Payment shall be made at the time of booking, in accordance with the Hotel Price List.

If a Guest cancels a massage appointment with less than three hours' notice, or fails to attend their appointment, the Hotel reserves the right to charge a cancellation fee equivalent to 50% of the prepaid amount.

If a Guest cancels a reservation for the shooting range, yoga hall, multifunctional hall or padel/tennis courts with less than twelve (12) hours' notice or fails to arrive before the start of the rental period, the Hotel reserves the right to charge a cancellation fee equivalent to 50% of the prepaid amount.

RIGHTS AND RESPONSIBILITIES OF HOTEL GUESTS

3.1. The following individuals shall be entitled to priority service at the Hotel:

- Heroes of the Russian Federation and the Soviet Union, and full Cavaliers of the Order of Glory.
- Individuals with childhood disabilities, persons with Group I disabilities, and one accompanying person.
- Veterans and disabled participants of the Great Patriotic War.
- Other categories of citizens who are granted the right to priority service at public service establishments in accordance with current legislation of the Russian Federation.

3.2. The Guest is required to:

3.2.1. Comply with the Hotel's established rules for accommodation and payment for services provided.

3.2.2. Maintain cleanliness and treat the Hotel's property and equipment with care.

3.2.3. When visiting the fitness and wellness centre, children's club, spa complex, or food and beverage venues, review and follow the applicable rules for each facility, including the restriction on visiting the Aquamarine pool with children under 12 years old outside the designated time period of 9:30 am to 7:00 pm.

COSMOS
COLLECTION

IZUMRUDNY LES HOTEL

3.2.4. Compensate the Hotel for any damage or loss of its property in accordance with legislation of the Russian Federation. The amount of damage shall be determined based on the property damage price list effective on the date the damage is discovered.

3.2.5. Refrain from disturbing other Guests staying at the Hotel, maintain quiet and order in the room, and respect public order throughout the Hotel premises.

3.2.6. Bear full responsibility for their own life and health, as well as that of their family members and/or third parties, when travelling around the Hotel premises using electric transport, including scooters, electric scooters, golf buggies, and other types of electric vehicles.

3.2.7. Compensate for any damage caused to Hotel property and/or third parties, including harm to Hotel staff and/or third parties' life and health, resulting from the use of electric transport, such as scooters, electric scooters, golf carts and other electric vehicles, on Hotel premises.

3.2.8. Avoid creating conditions that could lead to accidents involving the Hotel's electrical, water, heating, and other technical and engineering systems and equipment.

3.2.9. Strictly follow fire safety rules and prevent the occurrence of any fire hazards.

3.2.10. Pay in full and on time for any additional services provided by the Service Provider that are not included in the room rate. If the Guest fails to pay for the services in question on time, they will be suspended until the outstanding balance has been paid in full.

3.2.11. When leaving the room, turn off all water taps, close the windows, and switch off the lights, the television and other electrical appliances.

3.2.12. Vacate the room upon the expiration of the paid accommodation period.

3.3. If the Guest discovers any deficiencies in the services provided, they have the right to request free correction of said deficiencies.

3.4. The following behaviour shall be prohibited for Guests on Hotel premises:

3.4.1. Leaving unauthorised persons in the room or handing them the room key.

3.4.2. Storing bulky items, flammable materials, weapons, chemicals, radioactive or explosive substances, mercury.

3.4.3. Openly carrying any type of weapon (civilian, service or combat) in the Guest's possession, including when performing official duties, as well as carrying special equipment. Guests who are authorised to carry and store weapons by the nature of their occupation shall present documents confirming this right upon request by Hotel management.

3.4.4. Storing or using pyrotechnic items.

3.4.5. Using personal electric heating appliances.

3.4.6. Rearranging furniture in the room without permission.

3.4.7. Using open flames on the premises, including in rooms and suites (e.g., sparklers, candles, etc.).

3.4.8. Smoking on Hotel premises, in rooms and spaces (including public areas such as restaurants, bars, lobbies, etc.), as well as on children's and sports playgrounds not designated for smoking, except in specially designated smoking areas marked with appropriate signage.

3.4.9. Staying in rooms with any type of domestic or wild animals.

3.4.10. Lighting campfires in undesignated areas.

3.4.11. Bringing or consuming beverages in glass containers in areas designated for wellness and spa services.

COSMOS

COLLECTION

IZUMRUDNY LES HOTEL

- 3.4.12. Disturbing the peace of other Guests.
- 3.4.13. Bringing third parties into the Hotel without registration at the Reception.
- 3.4.14. Staying on Hotel premises while under the influence of drugs or alcohol.
- 3.4.15. Hosting large-scale entertainment events that disturb the peace and rest of others without prior approval from the Hotel.
- 3.4.16. Playing music using amplification devices before 07:00 am or after 11:00 pm local time.
- 3.4.17. Violating sanitary and epidemiological regulations or Russian Federation legislation on public health and epidemiological safety.
- 3.4.18. Using noise and lighting effects, laser pointers or similar devices in the Hotel.
- 3.4.19. Using pyrotechnic items (e.g., party poppers, firecrackers, signal flares, etc.) without prior approval from the Hotel.
- 3.4.20. Using sports equipment that poses a danger to others (e.g., bows, crossbows, air rifles, air pistols and similar items).
- 3.4.21. Storing explosive, flammable or toxic substances or materials.
- 3.4.22. Altering the layout of interior spaces, façades or access roads.
- 3.4.23. Moving or relocating large items or other Hotel property.
- 3.4.24. Moving items intended for specific zones (e.g., beach towels and slippers) to other areas.
- 3.4.25. Changing locks (including door and safe locks) independently.
- 3.4.26. Modifying the security or fire alarm systems, installing water filters, pumps, plumbing fixtures or household appliances.
- 3.4.27. Conducting video and/or photo shoots without prior written consent from the Service Provider. This restriction does not apply to personal or non-commercial photo and video recording by Guests.
- 3.4.28. Starting fires, or setting up picnic or entertainment areas outside the areas designated by the Hotel management.
- 3.4.29. Firing any type of firearm or air gun, or storing any type of firearm, melee weapon or other weapon.
- 3.4.30. Being on Hotel premises in swimwear, bathrobes, or without outerwear (except for the pool or spa complex).
- 3.4.31. Engaging in close contact with wild animals that roam freely in the forest areas located on the Hotel premises, including: attempting to feed, pet, catch, or harm them in any way (causing pain and/or suffering, whether for amusement and/or for personal gain, resulting in injury or death), approaching them on bicycles, scooters, and similar means. The Hotel bears no responsibility for any adverse consequences resulting from the Guest's violation of the requirements outlined in this clause, including harm to the Guest's life or health or any material damage.
- 3.4.32. Operating any vehicles powered by internal combustion engines on the Hotel premises, including those equipped with exhaust gas neutralisers, as well as any vehicles (including cars intended for public roads) powered by one or more electric motors using an independent power source (batteries, fuel cells, capacitors, etc.). An exception shall be made for the guest parking area

COSMOS

COLLECTION

IZUMRUDNY LES HOTEL

located near the reception zone, marked with the special road sign 6.4 “Parking (parking space)” (the English letter “P” on a blue background), in accordance with the Government Decree of the Russian Federation No. 1090 dated 23 October 1993, “On the Rules of the Road.” If this requirement is violated, the Hotel reserves the right to impose a fine of one hundred thousand (100,000) Russian roubles for each offence recorded.

3.5. In the event of a violation of any of the prohibitions listed in Clauses 3.4.1–3.4.31 of these Rules, the Hotel reserves the right to unilaterally terminate the provision of hotel services to the Guest, and impose a fine of seventy thousand (70,000) Russian roubles for each violation committed by the Guest.

The Guest undertakes to pay this fine to the Hotel no later than the date of completion of the hotel services provision by the Hotel.

3.6. Children aged six or under are only allowed on Hotel premises when accompanied by an adult. Children aged seven and above may move around the Hotel independently, provided they inform their guardian of their whereabouts. Accompanying adults shall not leave children unsupervised for extended periods during their stay.

3.7. Accompanying persons may include parents of minors, other legal guardians or individuals over the age of 18 who have official written consent from the legal representative of the minor, authorising them to accompany the minor. These individuals are fully responsible for the minors in their care.

3.8. To prevent accidents, any adults accompanying minors shall inform them of the rules for using the children’s playgrounds and play areas located on the Hotel premises. This includes adhering strictly to the age and other usage restrictions for the playground equipment, as indicated on the information signs near each area. Minors are required to comply with all posted rules and regulations.

3.9. Acrobatic movements such as flips or other dangerous jumps are strictly prohibited within playground areas or when using children’s play equipment. These actions may result in injury to the child performing them or to other nearby guests. In addition, children under the age of 12 are not allowed in the swimming pool area or the fitness center without an adult.

3.10. Accompanying adults shall ensure that children treat Hotel property with care. The legal representatives shall bear full financial responsibility in the event of damage.

3.11. Accompanying adults shall supervise minors at all times while they are on the Hotel premises. They shall always be aware of the location of every child in their care.

3.12. The legal representatives or other accompanying adults of minors shall be responsible for their behaviour and ensuring they comply with these Rules. The Hotel management shall not be liable for any negative consequences resulting from non-compliance with these Rules.

RULES FOR STAYING ON HOTEL PREMISES

4.1. The Hotel reserves the right to carry out routine maintenance and construction work on its premises during the daytime on weekdays. Noisy work shall be prohibited at night, except in cases of emergency, natural disaster or urgent repair.

4.2. A security video surveillance system operates throughout the Hotel premises (excluding shower areas, restrooms and guest rooms). Video recording (including sound) may be conducted for the purposes of ensuring safety, improving service quality and enhancing Hotel performance, as

well as protecting the safety of all Guests, staff and other individuals on the Hotel premises. The Guest acknowledges and agrees to the use of surveillance systems under the conditions set out in this clause.

4.3. The following are prohibited in the Hotel's restaurants: wearing swimwear or untidy, soiled clothing or footwear; being undressed; taking food and drinks outside the restaurant areas.

RIGHTS AND RESPONSIBILITIES OF THE HOTEL

5.1. The Service Provider may refuse to provide hotel services to the guest in the following cases:

- No available rooms are left at the Hotel;
- The Guest violates any of the terms outlined in these Rules;
- Without explaining the reasons for the provision, provided that the Guest is fully compensated for the losses incurred.

5.2. The Service Provider is required to display the following information in a designated Consumer Information Corner and provide it upon the client's request: rules for the provision of hotel services, complete information about the services offered at the Hotel, payment procedures and terms, legal and other relevant information necessary for the provision of services on the Hotel premises.

5.3. The Service Provider shall offer the following services to Guests free of charge:

- In-room sanitary and hygiene items.
- Daily towel change.
- Bed linen change at least once every three days.
- Television in the room.
- Telephone in the room.
- Parking space on Hotel premises (subject to availability).
- Emergency medical assistance call.
- Access to a first aid kit.
- Delivery of correspondence addressed to the Guest upon receipt.
- Wake-up call service at a specified time.
- Provision of hot water.

DISPUTE RESOLUTION

6.1. Claims regarding the quality of services provided by the Hotel shall be reviewed no later than ten (10) business days from the date they are received by the Hotel.

6.2. If a Guest discovers the loss, shortage, or damage of their belongings, they shall report it to the Hotel management to clarify the circumstances.

6.3. The Hotel shall not be responsible for the Guest's health if food or beverages consumed were purchased outside the Hotel, or if harm to the Guest's health was caused by third parties or the Guests themselves.

6.4. The Guest Book for feedback and suggestions is available in the designated Consumer Information Corner and is provided upon request.

6.5. In matters not covered by these Rules, both the Hotel and the Guest shall be guided by the applicable laws of the Russian Federation.

FIRE SAFETY REQUIREMENTS

7.1. To prevent fire hazards, the following actions are prohibited:

- Starting campfires anywhere on the Hotel premises or outside the Hotel in unauthorised areas.
- Storing flammable liquids, combustible gases or explosive substances in rest or living areas.
- Using electric irons, kettles or other heating appliances without placing them on non-combustible stands.
- Leaving electrical appliances, heating devices, televisions, radios, chargers and similar equipment plugged in and unattended.
- Modifying the electrical wiring in living or recreational areas, installing unauthorised outlets or lighting fixtures, or using homemade electrical heating devices or temporary wiring.
- Using faulty electrical appliances, damaged sockets, switches or other electrical installations.

7.2. In the event of a fire or signs of fire (such as smoke, burning smell, rising temperature, etc.), the following actions shall be taken:

- Immediately report the incident to the fire department by calling 101, 01, or 112. Clearly state your location, the site of the fire, and your surname.
- Alert all individuals in the living or public areas about the fire.
- Use the available firefighting equipment to attempt to extinguish the fire. If this is not possible, evacuate the area immediately, following the evacuation plan and any voice fire alarm instructions.

If it is impossible to evacuate the building, go out onto a balcony or another open area if available, close the door tightly behind you and report your location by calling 101, 01, or 112.