

"Approved in the new edition"
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Seal:

RULES OF ACCOMMODATION AT THE RIVIERA HOTEL

The present Rules for the provision of hotel services by the Riviera Hotel (hereinafter referred to as the Hotel) are developed on the basis of the Resolution of the Government of the Russian Federation dated November 18, 2020 N 1853 "On Approval of the Rules for the provision of hotel services in the Russian Federation" (hereinafter referred to as the Resolution) and are the terms on which the contract between the Guest and the Hotel is concluded. This document is an official offer (public offer) of Hotel Riviera LLC (Hotel Riviera). In accordance with paragraph 2 of Article 437 of the Civil Code of the Russian Federation (hereinafter - the Civil Code of the Russian Federation), a public offer is a proposal containing all the essential terms of the contract, which shows the will of the person making the offer to conclude a contract on the terms specified in the proposal with anyone who will respond to this proposal. Acceptance is the response of the person to whom the offer is addressed about its acceptance (Paragraph 1 of Article 438 of the Civil Code of the Russian Federation). Commitment by the person who received the offer, within the period established for its acceptance, actions to fulfill the terms of the contract specified in it (payment for services, ordering services by any means, etc.) is considered an acceptance, according to paragraph 3 of Article 438 of the Civil Code of the Russian Federation. In case of acceptance of the conditions set out below, the person who makes acceptance of this offer becomes a Counterparty (guest), (acceptance of the offer is equivalent to the conclusion of the contract on the terms set out in the offer).

1. HOTEL ACCOMMODATION CONDITIONS

- The Hotel works 24 hours a day, 7 days a week.
- Check-in to the hotel is carried out on the basis of presentation of identity documents, in accordance with clause 18 of the "Rules for the provision of hotel services in the Russian Federation". Such documents are:
 - 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 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 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 foreign citizen's identity document;
- f) 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;
- g) a temporary residence permit for a stateless person;
- h) residence permit of a stateless person.
- i) At the time of check-in, the guest pays for the entire planned period of stay.
- Accommodation services are rendered after the Guest has registered and signed the Guest's Guest Contract Registration Card, which confirms the conclusion of the contract between the Guest and the Hotel. Provision of accommodation services for guests with animals is regulated by Appendix No. 1 to these rules.

2. BOOKING CONDITIONS.

➤ The Hotel is entitled to conclude a reservation agreement by drawing up a document signed by both Parties, as well as by accepting a reservation request by postal, telephone, electronic communication, which allows to reliably establishing that the request comes from the Consumer.

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➤ In case of a guaranteed reservation, 100% prepayment of the cost for the entire period of stay or 100% prepayment for the first day of stay with subsequent payment upon arrival of the unpaid period of stay.

➤ If the Guest with a guaranteed reservation with 100% prepayment for 1 day of stay, does not use the accommodation service on the specified day of arrival, and does not cancel the reservation on the day of arrival, the prepayment for 1 day of stay is non-refundable. This reservation is canceled if the Guest has not received information about the confirmation of this reservation.

3. THE PROCEDURE OF PAYMENT FOR SERVICES PROVIDED BY THE HOTEL

- Payment for accommodation and services provided by the Hotel is made according to the approved price lists.
- Payment for accommodation and additional services is made in Russian rubles for cash and non-cash payment, as well as plastic cards.
- The hotel is obliged to provide a room after 3 p.m. In case of early arrival, the hotel can provide a room earlier if there are available rooms.
- In case of non-arrival of the guest, unless there is a timely (at least 1 day prior to the planned arrival) written notification of the cancellation or postponement of the reservation, the guest will be charged for the actual room idle time, but not more than for 1 day of stay at the rate of the specified room category.
- If the stay is extended for no more than 3 hours, the Hotel reserves the right to extend the stay in the room in exceptional cases without charging a fee, if the extension is possible.

- If it is necessary to extend the stay at the Hotel, the Guest may contact the Reception Department 2 hours before the estimated hour. If there are available rooms at the Hotel, the stay can be extended.
- When extending the stay at the Hotel, the Guest pays 100% of the accommodation cost for the extended period.
- Unauthorized persons may stay in the hotel from 7 a.m to 11 p.m hours at the request of the guest and upon notification of the porter on the basis of the visitor's identity document. After 11 p.m an additional person is considered to be staying in the room, regardless of the amount of time he/she stays in the room, and his/her stay in the room is paid extra according to the price list.
- Additional services are provided to the Guests at an extra charge. Information on the list and cost of additional services is provided by the Reception and Accommodation Department.
- In order for the Guest to receive long-distance and international telephone communication services, the Hotel for remuneration on behalf of the Guest undertakes on its own behalf and at the expense of the client to conclude an agreement on provision of long-distance and international telephone communication services with a specialized organization providing these services. The remuneration of the Hotel is determined in the form of the difference between the tariff assigned by the organization providing telephone communication services and the actual amount received from the Guest. Prices for long-distance and international telephone communication services including the agency fee are specified in the current price list of Hotel Riviera LLC.
- The Hotel is an intermediary when providing custom-made transportation. In this case, the Hotel undertakes on its own behalf, but at the expense of the Guest, to conclude a contract of carriage with a specialized transport company or other contract that allows the Customer to receive the specified service in the manner prescribed by law, as well as to settle accounts with the counterparty. The Contractor's remuneration is determined as the difference between the tariff assigned by the carrier and the actual amount received from the Guest. Prices for the above services, including the agency fee, are specified in the current price list of Hotel Riviera LLC.
- When providing the Internet, the Hotel is an intermediary. In this case, the Hotel is obliged to conclude a contract for the provision of Internet access with a specialized enterprise or with an enterprise that provides the Guest with the possibility of receiving this access, as well as to make settlements with counterparties with whom the Hotel will conclude contracts. The Contractor's remuneration is determined as the difference between the tariff assigned by the enterprise and the actual amount received from the Guest. Prices for the above services including the agency fee are specified in the current price list of Hotel Riviera LLC.
- By signing the registration card, the Guest confirms that he/she is aware of and agrees that the Hotel concludes a contract with a specialized organization to provide the Guest with long-distance and international telephone and Internet services.
- The Hotel may not perform additional services for a fee without the Guest's consent. The Guest may refuse to pay for such services and, if they have already been paid for, demand a return of the payment. It is prohibited to condition the performance of some services on the mandatory performance of other services.
- Children under three years of age are provided with free accommodation in the Hotel. If possible, the Hotel can offer an extra room for an additional fee in accordance with the current price list.

- The Hotel has price lists, the prices of which do not include additional services, as well as prices that include additional services,
- namely: breakfast (buffet from 6.30 to 10.30 h), visiting the water park (once per hotel day), the beach (in summer) other services specified in the price list. The price of a deluxe room includes access to the premium fitness club "Planet Fitness" and VIP beach area (in summer). The price of the "Presidential room" also includes access to the premium fitness club "Planet Fitness" and beach VIP-zone (in summer) and mini-bar. Depending on the hotel's busy schedule and other factors, the list of services included in the room rate may vary. The exact list is specified when booking a room.
- The Hotel has the right to engage third parties in the provision of services.
- The Hotel provides the following services to the Guests at no extra charge (clause 25 of the Rules for the provision of hotel services in the Russian Federation): calling an ambulance; using a medical kit; delivery of correspondence to the Guest's room; wake-up service by a certain time; provision of boiling water.
- When the Guest stays in the Hotel for more than 2 days, in all categories of rooms, bed linen is changed on the third day from the date of arrival, and then every other day, towels are changed daily. At the Guest's request, bed linen and towels can be changed early at no extra charge.
- Upon check-out, the Guest makes the final payment for all services provided.

4. CONDITIONS OF ACCOMMODATION IN THE HOTEL OUT OF TURN

The following persons are accommodated in the hotel out of turn, subject to availability of rooms:

- 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 and third groups and persons accompanying them.
- Employees of the prosecutor's office, employees of the internal affairs bodies, employees of judicial bodies, employees of courier communication, tax authorities, employees of federal governmental communication and information bodies (in the performance of their official duties).

5. THE GUEST'S DUTIES INCLUDE:

- The guest, in accordance with the Hotel's approved price list, shall compensate for damages to the Hotel's property and shall also be liable for other offenses.
- The guest is obliged to maintain cleanliness and order;
- The Guest is obliged to observe silence;
- Each Guest is obliged to familiarize himself with the Fire Safety Rules (described on the registration card, which the Guest signs at check-in) and strictly comply with them.
- Leaving the room it is necessary to close water taps, windows, turn off lights and other electrical appliances.
- Upon expiry of the paid period of stay - vacate the room in a timely manner, make full payment for the services provided and hand over the room and key card to the receptionist.

6. NOT ALLOWED IN THE HOTEL

In order to ensure the order and safety of guests at the Hotel, it is prohibited to:

- leaving unauthorized persons in the room, as well as giving them the room key card and guest card;
- keep bulky things, flammable, explosive, toxic, narcotic materials and substances, weapons in the room;
- rearrange furniture in the room;
- keep animals and birds in the room without the approval of the hotel administration;
- smoke cigarettes, cigars, cigarillos, cigarillos containing tobacco, including electronic devices, hookahs and other devices containing tobacco both in the room and throughout the hotel;
- disturb other guests by creating noise;
- be under the influence of alcohol;
- use coarse language; talk loudly, sing, disturb the peace and quiet of guests and hotel staff;
- invite additional guests to the room after 23:00 without paying extra for their stay;
- drink alcoholic beverages and consume food in the public areas of the hotel (lobby, floor halls).

7. HOTEL DUTIES

- To ensure the quality of services provided by the Hotel.
- Provide full information about the services provided by the Hotel, the form and procedure of payment; place the information in the room in the "Guest Folder" or in the Hotel's Reception Department.
- At the first request of the Guest, provide the "Book of Comments and Suggestions", which is located in the Hotel's Reception Department.
- Handle Guest's requests and complaints without delay.
- The hotel is not responsible for the operation of city utilities (water, light, heat), but it is obliged to inform guests in advance, if possible, about possible restrictions in the provision of public utilities.

8. ADDITIONAL INFORMATION ABOUT THE TERMS AND CONDITIONS OF ACCOMMODATION

- The Hotel has the right to refuse the Guest's further stay in the Hotel in case of violation of these Rules and untimely payment for the services of the Hotel.
- In case of expiry of the Guest's stay at the Hotel in the absence of the Guest at the place of accommodation, if the stay is not extended and not paid in time, the Hotel administration has the right to create a commission and make an inventory of the property in the room of the absent Guest, to vacate the room.
- If after the Guest's departure it is discovered that the Guest has not paid for any services received by the Guest (for example, mini-bar products, etc.), the Hotel, with the Guest's consent, has the right to use his/her bank card data to receive the missing payment or to send him/her a notice of the need to make a settlement for these services. In this case, the Guest is obliged to make a settlement with the Hotel not later than 5 working days from the date of receipt of the notice.

- The procedure and rules for keeping and retrieving property from the "Chamber of Forgotten and Found Items", approved in the Hotel, are in the Housekeeping Service.
- The hotel administration is not responsible for the safety of documents, money, valuables, jewelry left in the room. Jewelry, money, documents, etc. should be kept in individual safes in the rooms.
- If any personal belongings are found missing from the room, the Guest is obliged to immediately notify the Hotel administration to take measures to search for the missing items.
- By these Rules the Guest is warned about the fact of using in public areas of the hotel (except for rooms and toilet cubicles) video surveillance systems installed to ensure the safety of residents.
- When resolving conflict situations the Guest and the Hotel shall be guided by the Law of the Russian Federation "On Protection of Consumer Rights" and the Resolution of the Government of the Russian Federation dated November 18, 2020 No.1853 "On Approval of the Rules of Provision of Hotel Services in the Russian Federation".

Rules of accommodation for guests with pets

1. Pets weighing up to 20 kg, service dogs and guide dogs (hereinafter referred to as "pets") can stay in the hotel together with the Guest.

Accommodation with pets is allowed only with the consent of the hotel administration.

Without the consent of the administration, the Guest may only stay with a service dog upon presentation of a document confirming that the Guest accompanying the service dog is an employee of the canine service of a federal executive authority and a document confirming the special training of the service dog, as well as with a guide dog upon presentation of a document confirming the disability of the visually impaired Guest and a document confirming the special training of the guide dog.

2. The hotel reserves the right to determine whether a particular pet can stay in the room.

3. Before booking a room, the Guest is obliged to inform the Hotel about the type of his/her pet (including age and size) and to find out if there are any special conditions for its accommodation (conditions may change depending on the decisions of the Hotel administration, the Hotel load, planned events).

4. When staying at the Hotel with a pet, the Guest is obliged to familiarize himself/herself with the "Rules of accommodation of guests with animals", to conclude an agreement on the accommodation of the pet and to sign a signature confirming the agreement to comply with these Rules.

5. Accommodation with the animal is allowed in the presence of an international veterinary passport (the form of the passport and requirements for its execution established by the Uniform Veterinary (veterinary and sanitary) requirements for goods subject to veterinary control (supervision), approved by Decision of the Commission of the Customs Union of June 18, 2010 № 317), which contains data on the animal and its owner, as well as information on the necessary vaccinations and vaccinations, with the date of vaccination against rabies should be at least 30 days and no more than 12 months prior to check-in.

6. When checking into the Hotel, the Guest is obliged to bring:

- a special mat or a special cage for the pet;
- special dishes for feeding the pet;
- a special litter tray.

7. The guest is obliged to:

- walk animals according to their needs, excluding the lawns of the adjacent territory of the Hotel;
- walk medium and large sized dogs with a muzzle and on a leash;
- ensure that animals such as rodents, ferrets, rabbits, birds, monkeys, raccoons are kept in special cages both inside and outside the room;
- to be present in the room when it is cleaned or to ensure that the pet is out of the room;
- when leaving the Hotel, the Guest must call the reception at least 1 hour in advance to check the room for possible damage.

8. The Hotel prohibits:

- to take the pet to the restaurant, bars, water park, beach and other places of public use of the Hotel;
- to leave a pet in the hotel room and on the territory of the hotel unattended;
- wash pets in the Hotel's showers and bathrooms;
- use towels, sheets and other bedding belonging to the Hotel for pet care, except for special towels and sheets issued by the Hotel.
- combing, cutting (shaving and plucking) hair/feathers and clipping the claws of animals in the room and on the territory of the Hotel;
- feed pets from dishes belonging to the Hotel, except for dishes specially provided by the Hotel.

9. The hotel is not responsible for the disappearance of the pet from the room, nor for the safety of the pet outside the room.

10. The guest assumes all responsibility for solving the problems of feeding, cleaning, walking and keeping the pet.

11. All responsibility for the pet, its behavior and possible damage to the health of third parties rests with the Guest (pet owner). In case of such damage, the Guest is obliged to compensate for it in full.

12. The Guest shall bear all costs associated with damage and/or destruction of the Hotel property by the pet. In case of damage caused by the animal to the Hotel, the Guest shall be obliged to reimburse the losses in full by paying additional money in the amount necessary to cover the losses.

13. Accommodation of Guests with pets is a paid service and is paid at prices set by the Hotel.

14. On the day of arrival at the Hotel with a pet, the Guest undertakes to provide a security payment in the amount of 10,000 rubles as a guarantee of payment for possible damage caused by the animal during the period of stay at the Hotel. If there is no damage, the security payment shall be returned to the Guest in full upon departure from the Hotel.

15. In case of violation of these rules, as well as in case of aggressive, inadequate, noisy behavior of the pet, the Hotel reserves the right to terminate the agreement with the Guest on the stay of the pet on the territory of the Hotel and demand the eviction of the pet from the Hotel.