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## **THE RULES OF ACCOMMODATION IN THE IMRUS HOTEL MOSCOW AND THE HOTEL SERVICES USE**

**Approved by the Order of the General Director of Garantiya M LLC No. 05/06 of December 06, 2022**

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### **1. GENERAL CONDITIONS**

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1.1. These Rules are developed in accordance with the Civil Code of the Russian Federation, the Law of the Russian Federation "On the Protection of Consumer Rights" and the "Rules for the provision of hotel services in the Russian Federation".

1.2. Under the hotel services in these Rules is understood a range of services to ensure temporary accommodation at the Imrus Hotel Moscow located at the address: 22 bld. 1 Novinskiy boulevard, Moscow Russia 121069 (hereinafter referred to as the "Hotel"), as well as additional services.

1.3. The maximum period of stay in the Hotel for citizens of the Russian Federation is not established; for foreign citizens - in accordance with the legislation of the Russian Federation on the stay of foreign citizens on the territory of the Russian Federation.

1.4. The operating mode of the Hotel is round-the-clock.

1.5. Opening hours of public catering establishments (restaurants, bars) Hotels - round the clock.

1.6. The time (Check-in time) set for the arrival of the Consumer is 2 pm.

1.7. The time (Check-out time) set for the Consumer's departure is 12 pm.

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

1.9. A link to information on the procedure for staying at the Hotel and using hotel services, including these Rules, the Fire Safety Rules (Appendix No. 4 to these Rules) and the Rules for the Use of Electrical Appliances (Appendix No. 6 to these Rules) is located on the information plate in each room of the Hotel.

1.10. Information about the provider of hotel services (hereinafter referred to as the "Contractor") and the services provided by him and the cost of rooms is located in the Hotel's premises intended for registration of temporary residence of Consumers (in the information folder in the Reception and Accommodation Service of the Hotel).

1.11. The list of additional services provided by the Contractor that are not included in the price of the room, as well as the prices for additional services, are set in the price lists located in the Hotel premises intended for registration of temporary residence of Consumers (in the information folder in the Reception and Accommodation Service of the Hotel).

1.12. In the Hotel, third parties may provide other paid services, the list of which is established by Appendix No. 5 to these Rules.

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### **2. THE FORM, CONDITIONS AND PROCEDURE OF BOOKING AND CANCELLATION OF BOOKING**

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2.1. The Contractor makes a reservation by accepting information from the Consumer (Customer) for making a reservation via postal, telephone and other communications, which makes it possible to establish that the application comes from the Consumer (Customer).

The list of information required for making a booking is set out in Appendix No. 1 to these Rules.

2.2. Booking a room through the official website of the Hotel is carried out by filling out the form installed on the website of the Hotel at the Internet address: <https://imrushotel.ru> or on other online services authorized by the Hotel that sell the Contractor's hotel services on the Internet.

2.3. When concluding a contract for the provision of services with the Customer, a booking application form may be established. The Customer in these Rules is understood as an individual or legal entity that intends to order or purchase or order or purchase hotel services in accordance with an agreement on the provision of hotel services in favor of the Consumer.

2.4. The Contractor applies the following types of booking: guaranteed booking; non-guaranteed booking.

2.5. The booking is considered valid from the moment the Customer receives the booking confirmation from the Contractor.

2.6. Booking confirmation is carried out by the Contractor in the form of a confirmation invoice containing the following information: the name (company name) of the Contractor, the Customer (Consumer), the category of the booked room and its price, the conditions of booking, the terms of stay at the Hotel, the deadline for paying the bill .

2.7. The Contractor has the right to refuse booking if there are no free rooms on the date specified in the application.

2.8. An advance payment, when booking a room, is paid by the Customer within the time specified in the confirmation invoice issued by the Contractor or in accordance with the terms of current special offers, information about which is posted on the Contractor's website on the Internet or on the Online services authorized by the Contractor that sell the Contractor's hotel services, on the Internet.

- 2.9. If the Customer fails to make an advance payment within the established period, the booking is considered non-guaranteed, and the overdue confirmation invoice regarding the price loses its legal force. Payment for the price of a room for such a booking is carried out by the Consumer at the price in force at the Hotel on the date of Check-in.
- 2.10. When placing the Consumer, the advance payment is counted towards the payment of the cost of living in the room.
- 2.11. The Consumer (Customer) does not have the right to demand a change in the room price agreed upon at the time of booking confirmation for the price in force at another time, including at the time of accommodation at the Hotel.
- 2.12. In general, the Customer has the right to cancel the application (refuse guaranteed booking) without applying any sanctions to him until 12 pm on the day preceding the date of arrival. For bookings made in accordance with the current special offers, on the Contractor's website on the Internet, as well as on the Online Services authorized by the Contractor that sell the Contractor's hotel services on the Internet, other cancellation conditions (refusal of a guaranteed booking) may be provided.
- 2.13. Cancellation of the booking is carried out by accepting information from the Customer to cancel the booking by post, telephone or other communication, which allows to establish that the cancellation of the booking comes from the Customer. The list of information for canceling a booking is set out in Appendix No. 2 to these Rules. Cancellation of a booking made on the Hotel's website is carried out by clicking on the appropriate link in the Booking Confirmation Letter sent to the Customer's contact email address.
- 2.14. An agreement with the Customer may establish its own cancellation form for each customer.
- 2.15. In case of untimely cancellation of the reservation, delay or no-show of the Consumer, the Consumer (Customer) is charged a fee in the amount of the cost of the booked services on the first day of stay. For reservations made in accordance with current special offers, other conditions may be provided on the contractor's website on the Internet.
- 2.16. Untimely cancellation of a guaranteed booking is a refusal received by the Contractor later than 12 pm on the day preceding the date of the scheduled arrival or the dates specified in the conditions of special offers, information about which is posted on the Contractor's website or online services authorized by the Hotel that sell the Contractor's hotel services, on the Internet.
- 2.17. If the Consumer is late for more than 24 hours, the guaranteed booking is canceled, and the Consumer (Customer) is charged for the actual downtime of the room in the amount of the price of the room for the first day.
- 2.18. In case of non-guaranteed booking, the Contractor expects the Consumer until 6 pm of the current day of the scheduled arrival, after which the booking is canceled.
- 2.19. If the booking is made by the Customer, which is a legal entity or an individual entrepreneur, the conditions, amount, terms for making an advance payment, as well as other booking conditions, including the right to book on the terms provided for non-guaranteed booking, may differ from those specified in these Rules and are determined by the contract with the Customer.

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### **3. THE PROCEDURE AND METHODS OF PAYMENT FOR HOTEL SERVICES**

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- 3.1. Payment for accommodation services and additional services provided by the Hotel is carried out in accordance with the Price Lists of hotel services approved by the Contractor. At the same time, consumer accommodation services are not provided without full advance payment for accommodation.
- 3.2. The Price Lists are internal local regulations of the Hotel Services Provider, which establish:
- room categories and their parameters;
  - prices of rooms and a list of hotel services included in the price of rooms;
  - the cost of providing an extra bed in the room (extra bed);
  - a list of the Hotel's property and its cost to be reimbursed by the Consumer in case of loss or damage to property by the Consumer;
  - amounts for the calculation of expenses actually incurred by the Contractor;
  - list and cost of additional hotel services, including the cost of breakfast, if it is not included in the price of the room.
- The price lists are placed in the premises of the Hotel intended for registration of temporary residence of Consumers or in the information folder in the Reception and Accommodation Service of the Hotel.
- 3.3. The prices set by the relevant Price List are differentiated depending on the category of the room, the number of people living in the room and other factors, and are valid for a limited time. The price of a room for each Consumer is set at the time of confirmation of the booking by the Hotel Services Provider according to the Price List valid at that time, and in the absence of a preliminary booking - when the Consumer is accommodated according to the Price List valid at the time of accommodation.
- 3.4. Payment for the provision of hotel services is carried out in Russian rubles.
- 3.5. Cash and non-cash funds are accepted for payment for hotel services, including bank cards of the following payment systems: Visa, Master Card, American Express, Union Pay, Diners Club, JCB, Discover, Mir.
- 3.6. When making settlements with the Consumer, the Contractor issues a cash receipt and an information account to the Consumer.
- 3.7. Customers who are legal entities or individual entrepreneurs can pay in a non-cash form by transferring funds to the Contractor's settlement account in accordance with the contracts concluded with the Contractor.
- 3.8. The Hotel has a daily payment for accommodation.
- 3.9. Daily payment for accommodation is used in cases where in the application (contract) for the provision of hotel services, the unit of measurement for the period of stay at the Hotel is the settlement day. Settlement days mean:
- on the first day of stay - the period from the check-out time (set for Check-in) of the first day of stay until 12 pm the next day;
  - on the second and subsequent days of stay - the period from 12 am of the current day to 12 am of the next day.
- 3.10. For daily rates, the following rules apply:

3.10.1. In case of early check-in (i.e. before the start of the check-out time set for check-in), accommodation at the Hotel is subject to the availability of rooms of the corresponding category prepared for the Consumer's accommodation.

3.10.2. When placing the Consumer from 12 pm to 8 am hours of the day of arrival, the accommodation fee is charged in the amount of 100% of the room price for the first day of residence.

When placing the Consumer from 8 am to 12 pm on the day of arrival, a fee of 50% of the room price for the first day of stay may be charged for accommodation.

In all cases listed in this paragraph, the daily price of the room is determined based on the relevant Price List of the Contractor, valid on the day (date) of the Consumer's arrival for all Consumers (published tariffs). In this case, the price of the room set for the Consumer at the time of booking does not apply.

3.10.3. In the event of a delay in the departure of the Consumer on the day of departure after checkout time, payment for accommodation is carried out at the following rates:

- When leaving between 1 pm and 6 pm on the day of departure, the Consumer pays 50% of the cost of daily accommodation.

- When leaving after 6 pm on the day of departure, the Consumer pays 100% of the cost of daily accommodation.

In all cases listed in this paragraph, the daily price of the room is determined based on the relevant Price List of the Contractor, valid on the day (date) of the departure of the Consumer for all Consumers (published tariffs). In this case, the price of the room set for the Consumer at the time of booking does not apply.

3.10.4. In case of late arrival (i.e. after the Check-out time set for arrival), payment is made in the full cost of daily accommodation.

3.11. Children under the age of 6 full years stay at the Hotel free of charge. Breakfast and an extra bed are provided for an additional fee according to the current Price List.

3.12. The age of the child must be confirmed by a Birth Certificate or a corresponding entry in the passport of one of the parents.

3.13. When the Consumer checks out before the paid period of stay, the calculation is made for the actual time of stay, provided that the Consumer notifies the Hotel administrator about early Check-out, no later than 24 hours before the Check-out time of the actual Check-out date. In this case, the amount exceeding the cost of actual accommodation and additional paid services provided is returned to the Consumer at the time of departure from the Hotel.

3.14. At the time of accommodation at the Hotel, the consumer pays a deposit, which means money in the amount established by the relevant price list, unless otherwise agreed by the parties when concluding the contract. The deposit is a way to ensure the payment by the Consumer of additional services and the amount of damage caused to the Contractor. The Hotel Service Provider withholds from the deposit amount the cost of additional services consumed by the Consumer, as well as the amount of damage (in case of damage caused to the Contractor). When the Consumer leaves, the unused amount of the deposit is subject to return to the Consumer. The Consumer's consent to pay the deposit is recognized as the signing by the Consumer of an agreement on the provision of hotel services.

3.15. The consumer (Customer) is obliged to pay for hotel services in full.

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## 4. ORDER OF REGISTRATION OF STAY IN THE HOTEL

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4.1. To stay at the Hotel, it is necessary to conclude an Agreement (registration card) on the provision of hotel services at the reception desk with the Hotel administrator.

4.2. Registration of Consumers who are citizens of the Russian Federation at the place of stay in the Hotel is carried out in accordance with the "Rules for the registration and deregistration of citizens of the Russian Federation at the place of stay and at the place of residence within the Russian Federation", approved by the Decree of the Government of the Russian Federation of July 17 1995 N 713 "On approval of the Rules for the registration and deregistration of citizens of the Russian Federation at the place of stay and at the place of residence within the Russian Federation and the list of persons responsible for receiving and transferring documents to the registration authorities for registration and deregistration citizens of the Russian Federation at the place of stay and at the place of residence within the Russian Federation".

4.3. Registration of a foreign citizen and stateless person at the place of stay in the Hotel and deregistration at the place of stay are carried out in accordance with the Federal Law "On Migration Registration of Foreign Citizens and Stateless Persons in the Russian Federation" dated July 18, 2006 No. 109- Federal Law and the "Rules for the implementation of migration registration of foreign citizens and stateless persons in the Russian Federation", approved by the Decree of the Government of the Russian Federation of January 15, 2007 N 9 "On the procedure for the implementation of migration registration of foreign citizens and stateless persons in the Russian Federation".

4.4. In accordance with the procedure and conditions for the provision of hotel services, determined by Decree of the Government of the Russian Federation of 10/09/2015 N 1085 (as amended on 11/30/2018) "On approval of the Rules for the provision of hotel services in the Russian Federation", the Agreement (registration card) for the provision of hotel services is concluded upon presentation by the Consumer of an identity document drawn up in in the prescribed manner, including:

a) a passport of a citizen of the Russian Federation, proving the identity of a citizen of the Russian Federation on the territory of the Russian Federation;

b) birth certificates - for persons under 14 years old;

c) a passport proving the identity of a citizen of the Russian Federation outside the Russian Federation - only for persons permanently residing outside the Russian Federation;

d) passport of a foreign citizen or other 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;

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

f) permission for temporary residence of a stateless person;

g) residence permit of a stateless person.

4.5. In accordance with the procedure and conditions for registration of foreign Guests, determined by Federal Law "On migration registration of foreign citizens and stateless persons in the Russian Federation" dated July 18, 2006 No. 109-FZ, the Agreement (registration card) for the provision of hotel services to foreign citizens is concluded upon presentation by the Consumer of the following documents:

a) a passport with which a foreign citizen entered the territory of the Russian Federation.

b) migration card.

c) visa (for countries that have a visa regime with Russia).

4.6. If the Consumer fails to present the documents required for registration and conclusion of the Agreement on the provision of hotel services (registration card), drawn up in the prescribed manner, the Agreement for the provision of hotel services is not concluded. Such a Consumer cannot be admitted to temporary residence in the Hotel.

4.7. The total number of Consumers living in the room should not exceed the number of seats in the room. An exception is the residence of children under 6 full years old with their parents (adoptive parents, guardians), close relatives or other accompanying persons.

4.8. When concluding an agreement on the provision of hotel services, the Consumer is issued a Card - an electronic key to the room.

4.9. The hotel reserves the right to refuse accommodation to persons who are presumably in a state of alcoholic or drug intoxication.

4.10. Registration at the Hotel of minors under 14 years old is carried out on the basis of documents proving the identity of their parents (adoptive parents, guardians) or close relatives, accompanying person (persons), a document certifying the authority of the accompanying person (persons), as well as the birth certificates of these minors.

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## 5. PROCEDURE OF PROVISION OF SERVICES

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5.1. The Contractor provides round-the-clock service to Consumers arriving at the Hotel and departing from the Hotel.

5.2. In case of non-payment for hotel services, they are not provided to the Consumer.

5.3. Entrance to the hotel room stock is carried out using an electronic Guest Card issued to the Consumer by the Contractor.

5.4. Entrance to the room stock after the expiration of the period of stay is not allowed in the Hotel.

5.5. According to the Decree of the Government of the Russian Federation "On approval of the rules for the provision of hotel services in the Russian Federation" dated 09.10.2015,

The Contractor, at the request of the Consumer, provides the following types of services (related services) at no additional charge:

- calling an ambulance and other special services;

- use of a medical kit;

- delivery to the number of correspondence addressed to the Consumer upon receipt;

- wake up at a certain time;

- provision of one set of crockery and cutlery.

5.6. When signing an application (contract) for the provision of hotel services, the consumer agrees to the use of video surveillance systems in the Hotel's premises (with the exception of rooms and toilet cabins).

5.7. Guests of the Consumer, at his request, and with the notification of the employee of the reception and accommodation service of the Hotel, can stay in the Hotel until 11 pm, subject to the presentation of an identity document.

If the Consumer's guest is in the room after 11 pm, his stay in the Hotel must be issued.

5.8. If breakfast is included in the services, it is provided to the Consumer from the day following the date of arrival. The consumer, if desired, can order breakfast on the day of arrival for an additional fee.

5.9. Extension of stay after the check-out time is subject to availability.

5.10. If it is necessary to extend the period of stay, the Consumer is obliged to notify the Contractor about this no later than the Check-Out Time of the day on which the Consumer must leave the Hotel, and the Contractor, subject to availability, extends the period of stay.

5.11. Payment for the extension of stay must be made by the Consumer no later than the Check-out Time of the day on which the Consumer extended the stay.

5.12. When leaving the Hotel, the Consumer is obliged to hand over the room and the Guest Card to the Hotel employee and make the final payment for accommodation and additional services.

5.13. Acceptance of the number is carried out in the process of departure of the Consumer.

5.14. If there are free rooms in the Hotel, the following categories of citizens 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;

- invalids of the first, second, third groups and persons accompanying them;

- liquidators of the Chernobyl accident.

5.15. The "Book of reviews and suggestions" is located in the premises of the Reception and Accommodation Service of the Hotel.

5.16. The consumer has the right to refuse to perform the contract at any time, subject to payment to the Contractor of the expenses actually incurred by him.

5.17. The Contractor has the right to unilaterally refuse to perform the contract if the Consumer violates the terms of these Rules. At the same time, the Consumer reimburses the Contractor for the expenses actually incurred by him.

5.18. The amounts for calculating the expenses actually incurred by the Contractor are determined by the relevant Price List of the Hotel.

5.19. If the Consumer caused damage to the property of the Hotel, the administrator of the Hotel, in the presence of 3 (three) representatives of the Contractor, draws up an Act on damage to the property of the Hotel, on the basis of which the Contractor debits the relevant funds from the bank card of the Consumer (Customer). The amount for calculating the Contractor's damage is determined by the current Price List of the Hotel.

5.20. If the Consumer does not pay for the additional services received by the Contractor, including the cost of the used contents of the minibar, the Hotel administrator, in the presence of 3 (three) representatives of the Contractor, draws up an Act on the basis of which the Contractor writes off the relevant funds from the bank card of the Consumer (Customer). The amount for calculating the Contractor's damage is determined by the current Price List of the Hotel.

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## 6. THE RIGHTS, OBLIGATIONS AND RESPONSIBILITIES OF THE CONTRACTOR

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6.1. The Contractor undertakes:

6.1.1. Timely and in full provide the Consumer with paid hotel services.

6.1.2. To ensure the quality of the services provided by the Hotel.

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

6.1.4. Not to hold noisy events on the territory of the Hotel after 11 pm, except for holidays and entertainment programs agreed in advance.

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

6.1.6. Ensure that each room contains information about the procedure for staying at the Hotel, the Fire Safety Rules and the Rules for the Use of Electrical Household Appliances.

6.1.7. Respond in a timely manner to the Consumer's requests to eliminate inconveniences, breakdowns in the room stock, at the infrastructure facilities of the Hotel.

6.1.8. In the event of an accident or failure of any equipment in the room and it is impossible to eliminate this problem, offer the Consumer a room not lower than the category he paid for. If the latter is not possible, we will refund the money.

6.1.9. To provide, at the first request of the Consumer, the "Book of reviews and suggestions".

6.1.10. Do not provide services provided for an additional fee without the consent of the Consumer.

6.1.11. Ensure bed linen is changed at least every 3 days, towels are changed daily. At the request of the Consumer, early change of bed linen and towels can be carried out free of charge.

6.1.12. Immediately consider the requirements and complaints of the Consumer and take appropriate measures.

6.2. The Contractor has the right to refuse to provide the Consumer with accommodation services, evict the Consumer from the Hotel and expel him from the territory of the Hotel in cases of violations of these Rules that pose a threat to the safety and health of citizens, the property of the Hotel and third parties, with the obligatory drawing up of an act on this incident and an invitation (if necessary) employees of the competent authorities.

6.3. The Contractor shall not be liable to the Consumer for direct or indirect losses and / or lost profits resulting from the temporary absence of telephone and / or mobile (cellular) communications and / or access to the Internet and / or interruptions in their implementation, as well as for other circumstances beyond the control of the Contractor.

6.4. The Contractor is not responsible for causing damage to the health of the Consumer in the event that he consumes food and drinks purchased outside the Hotel and from third parties.

6.5. The Contractor is responsible for the loss, shortage or damage to things brought by the Consumer to the Hotel, which occurred through the fault of the Contractor, with the exception of money, other currency values, securities and other precious things.

6.6. An item brought into the Hotel is considered to be an item entrusted to the employees of the Hotel, or an item placed in a hotel room or in another place designated for this purpose.

6.7. The hotel is responsible for the loss of money, other currency values, securities and other precious things of the Consumer, provided that they were accepted for storage or were placed by the Consumer in an individual safe provided to him, regardless of whether this safe is located in his room or in another room Hotels.

6.8. The consumer, who discovers the loss, shortage or damage of the items brought in, is obliged to notify the Hotel Administrator about this without delay.

6.9. The Contractor is released from liability in the following cases:

- the consumer, who discovered the loss, shortage or damage of his belongings, did not notify the Hotel administration about this in a timely manner;

- the lost thing was left in places not designated for this - at the entrance to the Hotel, at the reception desk, if the thing was not handed over directly to the Hotel employee, etc.;

- the lost thing refers to valuable things (money, jewelry, etc.) and was not transferred to the Contractor for storage or placed in a special individual safe;

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

6.10. The period of storage of the Consumer's things in the Hotel is the period of residence of this consumer in the Hotel.

6.11. Items found in the room to be vacated or left in the safe after the check-out time are recognized as forgotten and placed by the Contractor in the forgotten items room of the Hotel. Placement of things for storage is carried out by the administration of the Contractor in the presence of representatives of the Contractor in the amount of at least 3 (three) people, and is drawn up by the relevant Act on the placement of forgotten things of the consumer for storage in the form established in Appendix No. 3 to these Rules.

6.12. Forgotten things are registered in the "Logbook of registration of things left by the Guest". Each item is packed in a separate package and stored together with the Discovery Report and the Inventory of Forgotten Items.

6.13. Food products with opened packaging are not subject to long-term storage and must be disposed of. If the packaging of food products is not broken, they are handed over to the storage room according to the general rules and are subject to storage for 1 week.

6.14. Wines, cognacs, caviar jars and other goods with intact packaging are treated as forgotten items and are subject to long-term storage (taking into account the shelf life indicated on the packaging).

6.15. Forgotten items for personal use (toothbrushes, combs, underwear) are registered in the "Logbook of things left by the Guest" and are stored for a week if they are found in a clean state. If personal items (including underwear) are not found in their pure form, they are also subject to storage for 1 week, while the Hotel staff takes measures to find the owner of the items. If the owner is not found, after the expiration of the specified period, the items are subject to disposal in accordance with the procedure established by the local regulations of the Contractor.

6.16. The Contractor informs the Consumer about the things he has forgotten using the contact information provided by the Consumer to the Contractor.

6.17. The Contractor may, subject to a separate order of the Consumer and subject to advance payment by the Consumer of the delivery costs, deliver the forgotten items to the address indicated by the Consumer.

6.18. Forgotten things are stored by the Contractor for 6 (six) months, things of foreign citizens - 1 (one) year.

6.19. After the expiration of the established storage period, the things forgotten by the Consumer are considered unclaimed and are subject to disposal in accordance with the procedure established by the local regulations of the Contractor.

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## 7. RIGHTS, OBLIGATIONS AND RESPONSIBILITIES OF THE CONSUMER

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### 7.1. Consumer Responsibilities:

7.1.1. Comply with the procedure for accommodation in the Hotel, provided for by these Rules and local regulatory documents of the Contractor, compliance with the requirements can be clarified in the Reception and Accommodation Service of the Hotel.

7.1.2. Comply with fire safety regulations.

7.1.3. Respect the rights of other Consumers and visitors of the Hotel.

7.1.4. Release the room according to the prepaid period of stay.

7.1.5. Immediately notify the porter and security service in case of loss of the Guest Card.

7.1.6. Compensation for damage in case of loss or damage to the property of the Hotel, as well as the Invited person.

7.1.7. Exit the room by hiding the faucets, turning off electrical appliances, lighting, closing the window.

7.1.8. Observe the rules of conduct in the surrounding areas.

7.1.9. Be sure to always follow the rules for visiting the Hotel of your official.

7.1.10. Keep order in the design of the room.

7.1.11. Carefully protect the property of the Hotel, maintain cleanliness, silence and order in the premises and the wide distribution of Hotels.

7.1.12. In case of emergency, strictly follow the instructions of the Hotel staff.

### 7.2. The consumer is prohibited from:

7.2.1. In order to comply with fire safety, use heating devices (boilers, electric kettles, electric stoves, etc.) in the Hotel room and in common areas, with the exception of devices provided by the Contractor.

7.2.2. Leave unauthorized persons in the room in your absence, as well as transfer the Guest Card to unauthorized persons.

7.2.3. In accordance with Federal Law No. 15, from 06/01/2013 it is forbidden to smoke in the rooms and other premises of the Hotel, as well as in the adjacent territory in places not designated for this. In accordance with Art. 20.4. Violators of the Code of Administrative Offenses of the Russian Federation are fined administratively. In case of smoking in the room, the Consumer undertakes to pay the Hotel a fine and compensation for the subsequent general cleaning of the room, according to the current Price List of the Hotel.

7.2.4. Bring and store weapons, explosive and flammable, toxic, caustic, poisonous, narcotic substances and materials, firearms and other dangerous items that pose a threat to the health and life of citizens.

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

7.2.6. Keep animals, insects, birds and other fauna in the room.

7.2.7. Throw trash and other items out of windows.

7.2.8. Rearrange, remove furniture, bedding and other property of the Hotel from the room.

7.2.9. Stay in the office premises of the Hotel without the permission of the Hotel employees.

7.2.10. Play gambling in the public areas of the Hotel.

7.2.11. Damage equipment and furniture, make inscriptions on walls and property, stick photographs, drawings, clippings from newspapers and magazines on walls and inventory.

7.2.12. Clog public areas.

7.2.13. Use open fire.

7.2.14. To exchange or sell things on the territory of the public areas of the Hotel.

7.2.15. Perform work or perform other actions that create increased noise or vibration that violate the normal living conditions of other consumers.

From 11 pm to 7 am hours, the use of TVs, radios, tape recorders and other loud-speaking devices is allowed only if the audibility is reduced to a degree that does not disturb other Guests.

7.2.16. To commit intentional actions that threaten one's own life and health, as well as the life and health of others.

7.2.17. Openly carry any type of civilian, service, military weapons, including in the performance of official duties.

7.2.18. Drink alcoholic beverages, as well as consume food in the public areas of the Hotel (lobbies, halls of the floors), with the exception of catering establishments.

7.3. It is forbidden to access and stay in the Hotel to persons in a state of alcoholic, narcotic or toxic intoxication, with aggressive behavior that does not meet sanitary and hygienic requirements, in beach clothes, unaccompanied minors, visitors with animals.

7.4. Responsible for the behavior of minors and their compliance with these Rules are their parents or other accompanying persons.

7.5. The consumer has the right:

7.5.1. Use all Hotel services subject to payment.

7.5.2. Receive complete and reliable information about the rules of accommodation in the Hotel, the cost and the list of Hotel services.

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

7.6. In case of loss or damage to the property of the Hotel, the Consumer undertakes to compensate the Hotel for the damage in full, in accordance with the Price List approved by the Contractor.

**Applications:**

1. List of information for making a booking.
2. List of information for canceling a booking.
3. The form of the act on the placement of the forgotten things of the consumer for storage.
4. Fire safety rules.
5. List of other paid services provided at the Hotel by third parties.
6. Rules for the use of electrical household appliances.

**Application No. 1**  
to the "The Rules of accommodation in the Imrus Hotel Moscow and the Hotel services use",  
approved by the Order of the Operations Manager of Garantiya M LLC No. 05/06 dated December 06, 2022

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**LIST OF INFORMATION FOR BOOKING**

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1. Name of the Contractor.
2. Information about the Consumer.
3. Consumers full name (for whom the booking is made).
4. Information about the number provided.
5. Cost of the room.
6. Period of stay at the Hotel.
7. The booking conditions.
8. Due date for invoice payment.

**Application No. 2**  
to the "The Rules of accommodation in the Imrus Hotel Moscow and the Hotel services use",  
approved by the Order of the Operations Manager of Garantiya M LLC No. 05/06 dated December 06, 2022

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**LIST OF INFORMATION FOR THE BOOKING CANCELLATION**

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1. Name of the Contractor.
2. Information about the Consumer.
3. The booking number.
4. Period of stay at the Hotel.
5. Full name of the Guests for whom the booking was made.

**Application No. 3**  
to the "The Rules of accommodation in the Imrus Hotel Moscow and the Hotel services use",  
approved by the Order of the Operations Manager of Garantiya M LLC No. 05/06 dated December 06, 2022

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**FORM OF THE ACT ON STORAGE OF FORGOTTEN ITEMS OF THE CONSUMER**

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ACT  
on the placement of the forgotten things of the Consumer for storage  
Moscow, «\_\_»\_\_\_\_\_20\_\_.

This Act was drawn up at the Imrus Hotel Moscow by the employees of the Garantiya M LLC Management Company:

\_\_\_\_\_,  
\_\_\_\_\_,  
\_\_\_\_\_.

about the following:

1. «\_\_»\_\_\_\_\_20\_\_ in the room No. \_\_\_ to be vacated, and the payment for which ended (at the same time, the Consumer did not notify the Hotel administration about the extension of his stay), the following things were found, allegedly belonging to the Consumer:

\_\_\_\_\_  
\_\_\_\_\_.

2. The things specified in clause 1 of this Act are recognized as forgotten by the Consumer and placed for temporary storage in the room of forgotten things of the Hotel, located at the address: 22 bld. 1 Novinskiy boulevard Moscow.

3. Signatures of the persons who drew up the Act:

\_\_\_\_\_/\_\_\_\_\_/\_\_\_\_\_  
\_\_\_\_\_/\_\_\_\_\_/\_\_\_\_\_  
\_\_\_\_\_/\_\_\_\_\_/\_\_\_\_\_.



**Application No. 4**  
**to the "The Rules of accommodation in the Imrus Hotel Moscow and the Hotel services use",**  
**approved by the Order of the Operations Manager of Garantiya M LLC No. 05/06 dated December 06, 2022**

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**FIRE RULES**

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In the rooms and premises of the Hotel it is prohibited:

- smoking in places not designated for this;
- store flammable and combustible liquids, explosives, gas cylinders, aerosol products and other explosive substances and materials, as well as heating and household electrical appliances;
- clutter up walkways, corridors, vestibules, elevator lobbies, landings, flights of stairs with furniture, equipment and other items, as well as clog emergency exits;
- clean the premises using gasoline, kerosene and other flammable and combustible liquids;
- use electric heaters (including boilers, electric kettles, electric irons, electric stoves);
- leave unattended electrical appliances, TVs, radios, computers, printers, etc. connected to the network;
- use electrical appliances in violation of fire safety rules;
- wrap electric lamps and lamps with paper, cloth and other combustible materials, as well as operate them with caps (diffusers) removed;
- independently lay transit electrical wiring and cable lines in the rooms, as well as through fire and explosion hazardous areas;
- use local lighting fixtures (table lamps, floor lamps, sconces, etc.), incandescent lamps with a power of more than 60 watts, as well as lamps with a light source, the rated power is 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, electrical wires and other electrical installations;
- use homemade boilers, stoves and other electric heaters;
- use electrical installations that have mechanical damage and (or) violation of the integrity of electrical appliances;
- use ventilation ducts as chimneys; .close exhaust ducts, openings and grilles;
- to burn the fatty deposits which have accumulated in air ducts, dust, combustible substances and condensate;
- turn off or remove fire-retardant devices;
- store combustible materials closer than 0.5 meters from air ducts;
- store various equipment and materials in ventilation chambers.

**Application No. 5**  
**to the "The Rules of accommodation in the Imrus Hotel Moscow and the Hotel services use",**  
**approved by the Order of the Operations Manager of Garantiya M LLC No. 05/06 dated December 06, 2022**

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**LIST OF OTHER PAID SERVICES PROVIDED IN THE HOTEL BY THIRD PARTIES**

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1. Meeting / seeing off at the airport or railway station.
2. Laundry and dry cleaning services.

## **RULES FOR USE OF HOUSEHOLD APPLIANCES**

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1. In accordance with the requirements of fire safety "Rules for electrical installations" is prohibited:
  - use of electrical appliances, detection of external damage, damage;
  - use of electric heaters in the room (boiler, electric stove, etc.);
  - use of damaged sockets, electrical cords with damaged insulation;
  - allow small children to use electrical appliances;
  - leaving the hotel room, left with electrical appliances (except for the mini-bar and TV set) plugged into the network.
2. Safety requirements for the operation of the mini-bar
  - mini-bar is obligatory from the mains when cleaning is present;
  - in case of pronounced manifestations of a short circuit to the case (tingling when touching metal parts), disconnect the mini-bar from the mains;
  - it is forbidden to touch the switched on mini-bar and a significant, natural foundation (heating radiators, water taps, etc.) at the same time.
3. Safety requirements for the operation of the TV:
  - to prevent fire or short circuit, do not expose to moisture;
  - do not insert objects into the slots and covers of the TV case;
  - It is strictly forbidden to open the TV case.
4. Safety requirements for the operation of the air conditioning system
  - with the smell of burning, the air conditioner with a remote control is immediately turned off;
  - handle the remote control with care, do not drop it, do not get it wet.
5. In the event of any devices, you can notify the Administrator of the Reception and Accommodation Service by phone: +7 495 690-4444.