

Limited Liability Company «Ski Development Company  
«Rosa Khutor» (LLC «Rosa Khutor»)  
**Sochi JSC JSC «Rosa Khutor»**

**I affirm**

General manager  
hotel «Rosa Ski Inn»

\_\_\_\_\_ S.K.Horizonov  
(signature) (signature decryption)

\_\_\_\_\_ (date)

## **Hotel Rosa Ski Inn**

### **1. General provisions**

- 1.1. These Rules are drawn up in accordance with the Rules for the Provision of Hotel Services in the Russian Federation and also in accordance with the Law "On Consumer Protection".
- 1.2. The basic concepts used in these Regulations are:
  - Hotel - Rosa Ski Inn;
  - The guest is a citizen residing in the Hotel or intending to make use of the Hotel;
  - Customer - a natural or legal person interested in providing services of the Hotel;
  - A visitor is a person who does not live in the Hotel.
- 1.3. These Rules govern the relations between the Guest and the Hotel with regard to the provision of hotel services.
- 1.4. The Reception and Accommodation Service is open 24 hours a day.
- 1.5. The hotel operates a single billing hour - 12 hours of the current day according to local time.  
One hour of arrival - 14:00  
One hour of departure - 12:00.
- 1.6. While booking and accommodation, the guest chooses the category of room and the choice of the specific room belonging to this category is left to the hotel administration.

### **2. Reservation policy**

- 2.1. Booking at the Hotel is possible by sending an application to the Hotel Sales Service via e-mail, telephone and other means of communication.
- 2.2. Booking of rooms is carried out according to tariffs and conditions set by the Hotel.
- 2.3. Booking of a room is considered confirmed upon receipt of the Guest or Customer's confirmation with the unique reservation number.
- 2.4. When booking is guaranteed, prepayments are paid in the amount stipulated by the Hotel's sales policy. Prepayment of services of the Hotel can be made in cash, cashless or with the help of bank cards.
- 2.5. In the event that the Guest has not made use of the booking service on the specified day of check-in, the hotel is entitled to deduct the cost of the first day of stay as a penalty for no-show, unless the terms of the booking stipulate otherwise. Reservations will be cancelled if the Guest has not received confirmation information before 12:00 the day after the expected arrival date.
- 2.6. If the booking is not guaranteed (prepaid), if the Guest does not specify the exact time of arrival, or if the Guest has not received confirmation of this booking on the day of the

scheduled visit, the booking is cancelled before 18:00 Local Time and Settlement Dates are available.

2.7. Cancellation without penalty - according to the reservation conditions.

### **3. Settlement, residence and service arrangements**

3.1. Accommodation in the Hotel is subject to presentation of an identity document:

- Passport of a citizen of the Russian Federation;
- Birth certificate
- Diplomatic and service passports;
- Passport of a citizen of the Russian Federation for citizens permanently residing outside the territory of the Russian Federation;
- Temporary identity card for Russian citizens;
- Foreign passport or identity card;
- Temporary residence permit in the Russian Federation;
- Residence permit in the territory of the Russian Federation;
- Identity card of a recognized refugee.

Minors under the age of 14 may be registered in hotels on the basis of the identity documents of their parents or close relatives who accompany them, A document certifying the authority of the accompanying person and the birth certificates of these minors.

Foreign citizens must have a valid visa and migration card when entering the hotel, unless a different set of documents is established by the regulations.

3.2. If the Guest agrees with the Hotel and Lodging Regulations in force, the contract for hotel services is considered to be a prisoner.

3.3. Accommodation in the Hotel before one hour of check-in without prior approval is possible with available rooms.

3.4. At the request of the Guest, with the consent of the Hotel Administration, it is allowed to stay in the room from 08:00 to 23:00 hours

3.5. If the Visitor is in the Guest Room after 23:00, he must be registered in the Guest Room. Payment will be made according to the Hotel Price List.

3.6. The customer may terminate the service contract at any time by paying the contractor a part of the price proportional to the part of the service rendered. If more than 1 hour has elapsed between the time of your stay in the room and the date of termination of the contract, the Hotel will charge you one day's stay.

3.7. If you need to extend your stay or leave earlier, you must inform the Guest of this fact within 24 hours. The extension of the stay is possible only if there are free rooms.

3.8. Changes of bedding, towels and toiletries are carried out every three days.

3.9. The hotel provides additional services for the guest at his or her request according to the list and the price register for additional services.

3.10. The hotel provides the Guests with the following free services:

- Call for an ambulance;
- Use of a medical kit;
- Delivery to the number of correspondence on receipt;
- Wake-up time
- Provision of boiling water, needles, threads, one set of dishes and cutlery.

- 3.11. Hotel management is not responsible for valuables and documents left in the room. For storage of valuable items, guests are provided with safe deposit boxes located in the Reception and Accommodation Service. A guest who discovers the loss, lack or damage of his belongings immediately reports it to the Hotel Administration in the Hotel Reception Service. Otherwise, the hotel is exempt from liability for failure to protect its belongings.
- 3.12. In case of discovering forgotten items in the room, the Hotel Administration takes measures to keep them (except foodstuffs) and return them to the owners.
- 3.13. The guest notes and has no objection to the use of CCTV systems in the hotel premises (except for rooms and toilet cabins).
- 3.14. The Hotel Administration reserves the right to visit the room without consulting the Guest in case of smoke, fire, flooding, or violation of the Hotel Policy.
- 3.15. The hotel has the right to terminate the contract for the provision of hotel services unilaterally, or to refuse to extend the period of stay in case of infringement of the guest's residence rules, untimely payment of services, material damage to the Hotel, disturbance of public order, insults to hotel staff or guests, intoxication or exposure to psychotropic substances.
- 3.16. In the absence of the guest at the place of residence more than 6 hours from the arrival of the estimated hour and the impossibility of contacting the guest, the administration of the Hotel is entitled to create a commission and make an inventory of the property in the room. Material values in the form of money, precious metals and valuable documents, in this case the administration assumes its responsibility.
- 3.17. In the event of a consumer complaint, the administration takes all possible measures to resolve the dispute, as provided for by law.
- 3.18. Group I veterans and persons with disabilities are entitled to a 20 per cent discount from the applicable rate upon presentation of a supporting document (VV Veteran's Certificate, Disability Certificate); Group II and III disabled persons are entitled to a reduction of 10 per cent of the applicable rate for the presentation of a disability certificate. Discounts for the above-mentioned categories of citizens are not added up with discounts under the loyalty programme, active shares and special offers.
- 3.19. The following are entitled to reservations and priority accommodation:  
 Military personnel performing military service under contract, sent on official mission (Federal Law of 27.05.1998, art. 20 76-F «On the status of military personnel»),  
 Officers of the penal correction system who are assigned to a new duty station or on mission (art. 36 of the Federal Act of 21 July 1993, 5473-1 «On institutions and bodies that administer criminal penalties in the form of deprivation of liberty»);  
 - judges sent on official business (art. 19 of the Federal Law of 26.06.1992 3132-1 «On the status of judges in the Russian Federation»),  
 Employees of the Federal Fire Service who are coming to a new duty station or sent on official business (Federal Law of 21.12.1994, art. 8 69-FZ «On fire safety»),  
 - persons of the top staff of the Federal Feldjager Liaison Agencies, sent on official business trip (art. 9 of the Federal Law of 17.12.1994 67-F3 «On the Federal Feldjeuger Connection»),  
 are procuratorial staff sent on official business (art. 44 of the Federal Act of 17 January 1992, 2202-1 «On the Procurator's Office of the Russian Federation»),

- employees of the customs authority who are going to a new duty station or are sent on official business (Federal Law of 21.07.1997-114-F «On service in customs bodies of the Russian Federation», art. 44.1),  
are bailiffs sent on official business (Federal Law of 21 July 1997, art. 21, 118-FZ «On bailiffs»),  
Police officers proceeding to a new duty station or sent on official business (Federal Law of 07.02.2011 3-F3 «About the Police», art. 46).

#### **4. Arrangements for hotel services**

- 4.1. Accommodation and services are charged at the price of the price list approved by the hotel management. Payment is made in rubles, in cash, by a cashless transfer or by the use of bank cards.
- 4.2. Accommodation is charged according to a single reference hour. With guaranteed and unsecured booking hours are always 12:00 and you will be charged 100% of the cost of the room per day, which guarantees that the guest has room from 14:00 of the current day until 12:00 of the next day at any time of arrival.
- 4.3. If the stay is not more than 24 hours, the charge is charged per day regardless of the estimated hour.
- 4.4. Payment for hotel accommodation is made in the following order:
  - From 14:00 to 00:00 the fee is charged in the amount of 24 hours and the estimated hour is 12:00 in the following days;In the case of early arrival up to the estimated time of 14:00, the fee is charged as follows:
  - from 00:00 to 08:00 - 50% of the room price (breakfast is extra paid);
  - from 08:00 to 12:00 - 30% of the room price (breakfast is paid in addition);
  - from 12:00 to 14:00 - free of charge if there are ready-made rooms.
- 4.5. In the event of a delay in the Guest's departure after the scheduled hour, if rooms are available, payment is made as follows:
  - From 12:00 to 18:00 hourly rates;
  - from 18:00 to 20:00 - 50% of room price.
  - c 20:00 is the total cost of the room.Late departure must be notified by the reception and accommodation service before 12:00 of the departure day.
- 4.6. F3 of 29.07.2017,214-F3 "On the conduct of an experiment on the development of spa infrastructure in the Republic of Crimea, Altai Territory. Krasnodar Krai and Stavropol Krai" and Krasnodar Krai Law of 27.11.2017. 3690-K3 "On the introduction of a spa gathering in the territory of Krasnodar Krai" and amending the law of Krasnodar Krai "On administrative offences"", from 16.07.2018 the fee for the resort fee is charged in the amount of 10 rubles per day from one natural person who has reached the age of 18 and lives in the accommodation facility for more than 24 hours.
- 4.6.1 The following are exempt from payment of holiday tax:
  - 1) Persons who have been awarded the titles of Hero of the Soviet Union, Hero of the Russian Federation or full cavalry of the Order of Fame;
  - 2) Persons who have been awarded the title of Hero of Socialist Labour or Hero of Labour of the Russian Federation or have been awarded the Order of Labour Glory with three degrees;
  - 3) Participants in the Great Patriotic War;

- 4) Veterans of combat operations from among the persons referred to in sub-paragraphs 1 - 4 of paragraph 1 of article 3 of the Federal Act of 12 January 1995 N 5-F «On veterans»;
- 5) persons awarded with the «Resident of the blockading Leningrad»;
- 6) Persons who worked during the Great Patriotic War in air defence facilities, local air defence, construction of defence installations, naval bases, airfields and other military facilities within the rear borders of active fronts, operational zones of active fleets, on the front-line sections of railways and roads, as well as members of crews of vessels of transport fleet interned at the beginning of the Great Patriotic War in ports of other States;
- 7) War invalids;
- 8) Members of the families of the victims (deceased) of the war invalids, participants in the Great Patriotic War and veterans of combat operations, members of the families of the members of the self-protection groups of the objects and emergency teams of the local air defence, As well as members of the families of the deceased employees of hospitals and hospitals in Leningrad;
- 9) Persons exposed to radiation as a result of the disaster at the Chernobyl nuclear power plant and as a result of the nuclear tests at the Semipalatinsk test site, and persons assimilated to them;
- 10) Groups I and II disabled persons;
- 11) persons accompanying Group I disabled persons and disabled children in accordance with the Federal Act of 17 July 1999 N 178-F «On State Social Assistance»;
- 12) Low-income families, indigent citizens living alone and other categories of citizens provided for in the Federal Act of 17 July 1999 N 178-F «On State Social Assistance», who have an average per capita income below the subsistence level, Established at their place of residence in the relevant constituent entity of the Russian Federation;
- 13) Persons who have come to the experimental territory to receive specialized, including high-tech, medical assistance or medical rehabilitation after specialized, including high-tech, medical assistance in the conditions of sanatoriums and sanatoriums; Health resorts and the person accompanying them, if the patient is a child under 18 years of age;
- 14) Persons suffering from tuberculosis;
- 15) Persons under 24 years of age who are studying full-time at educational institutions located in the experimental territory;
- 16) Persons permanently working in the experimental territory on the basis of an employment contract or service contract;
- 17) Persons residing in the experimental territory;
- 18) Persons who own (own) and (or share) dwellings (ownership) in the experimental area;
- 19) Athletes, coaches, sports judges and other experts in the field of physical culture and sport who have come to participate in official sporting events on the territory of the experiment.
- 20) Persons residing in the territory of Krasnodar Krai.

### **Rights and duties of Hotel Guests**

#### 4.7. The guest must:

- Respect the hotel's accommodation policy;
- Keep the room and the Hotel clean, quiet and in public order;
- Comply with fire safety regulations;
- When leaving the room, close the water taps, windows, lights, TV and other electrical appliances, close the room;
- Compensation for loss, damage or damage to the Hotel's property. Damage is assessed on the basis of a price list for damage to property;
- Be responsible for the actions of those invited to their rooms;
- Pay all hotel services on time and in full.

#### 4.8. The Hotel does not allow:

- Smoking on the premises, except in designated areas. Smoking is prohibited in the guest rooms, public areas and corridors of the Hotel;
- Leave outside persons in the room and hand them the room key;
- Store bulky items, flammable materials, weapons, chemical and radioactive substances, mercury;
- Move and move furniture without consulting the hotel;
- Use heating appliances, except those installed in the room;
- live in a room with pets.