

## RULES FOR PROVIDING SERVICES IN THE AEROSTAR HOTEL MOSCOW<sup>1</sup>

Reception, accommodation and accommodation of citizens at the hotel is carried out in accordance with the "Rules for the provision of hotel services in the Russian Federation" No. 1853 dated November 18, 2020.

### Placement procedure, check-out time

Accommodation of the consumer in the Hotel is carried out on the basis of an agreement concluded upon presentation by the consumer of an identity document, drawn up in accordance with the established procedure, in accordance with the "Rules for the provision of hotel services in the Russian Federation" No. 1853 dated November 18, 2020, chapter IV, clause 18.

1. Check-in at the Hotel of minor citizens under the age of 14 is carried out on the basis of identity documents of the parents (adoptive parents, guardians) or close relatives, accompanying person(s) with them, subject to the provision of such an accompanying person (persons) a notarized consent of the legal representatives (one of them) of a document certifying the powers of the accompanying person(s), as well as birth certificates of these minors.

2. Accommodation at the Hotel is paid. The hotel does not accept hourly rates.

3. Upon arrival at the Hotel, the Guest pays the cost of living for the entire period of stay at the Hotel. Other services are paid upon the provision of these services. The guest can make a cash deposit to pay for additional services.

4. **Time of arrival at the Hotel (check-in time) – 2 p.m.** Accommodation before the specified time is not guaranteed by the performer. When checking in before the check-in time set at the hotel and subsequent stay, the room charge for the period from check-in time to check-in time is:

- from 00:00 to 01:59 – 100% of the cost of a day's stay;

- from 2 a.m. to 2 p.m. – 50% of the cost of one day of stay.

If there is no indication of a guaranteed early check-in in the booking request, accommodation is subject to the availability of free and clean rooms.

5. **Time of departure from the Hotel (check-out time) – 12:00.** The possibility of leaving after check-out time is not guaranteed by the contractor and must be confirmed by the reservation department or the reception and accommodation service.

If the reception and accommodation service or the booking department confirms the possibility of the consumer leaving after check-out time, an additional payment will be charged in the following order:

- upon check-out before 6 p.m. – 50% of the cost of a day's stay;

- when leaving after 6 p.m. – payment is made for a full day.

6. Children under 7 years old live without an extra bed for free in their parents' room. If you provide additional space, a fee will be charged. Baby cots or cots are available upon request.

7. The Contractor has the right to provide other paid services that are not included in the price of the room (space in the room) with the consent of the consumer.

8. The Contractor, at the request of the consumer, is obliged to provide the following types of services without additional payment:

a) calling an ambulance, other special services;

b) using a medical kit;

c) delivery to the number of correspondence addressed to the consumer upon receipt;

d) wake up at a certain time;

e) providing boiling water;

f) other services at the discretion of the contractor.

9. The Consumer (customer) is obliged to pay for hotel services and other paid services that are not included in the room price, in full after their provision to the Consumer, unless otherwise provided by the contract between the Consumer and the Contractor. If additional services have not been consumed, the deposit is refunded.

10. The extraordinary right to use the services has:

- disabled veterans;

- Heroes of the Soviet Union, Heroes of the Russian Federation and full holders of the Order of Glory;

- disabled people of I and II groups and their accompanying persons (no more than one person).

When paying for accommodation for participants in the Great Patriotic War, war invalids, invalids of I and II groups and accompanying persons with disabilities, the Contractor provides a 10% discount.

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<sup>1</sup> These Rules are an abbreviated version of the Rules for the provision of hotel services at the Aerostar Hotel Moscow. The full version of the Rules can be found at the Hotel Reception.

### **Rules for staying at the Hotel and using hotel services**

11. All consumers living in the Hotel have the same rights and are obliged to comply with the following rules for using hotel services established by the Contractor:

11.1 The Consumer (customer) is obliged to comply with moral and ethical standards, to refrain in public places from excessive consumption of alcohol and obscene expressions. To respect the right of others to rest, not to offend the Hotel staff with actions and words.

11.2 In order to ensure the safety of consumers and employees of the Hotel, 24-hour video surveillance is carried out in the guest zones and in the adjacent territory.

11.3 In the event of technical malfunctions during the use of additional paid services, in order to be exempt from payment, the Guest must immediately report these malfunctions to the Reception. Otherwise, the services are considered rendered and are payable in full.

11.4 It is strictly forbidden to take dishes, cutlery, food and drinks out of the restaurant without prior agreement with the administration of the restaurant.

11.5 The administration of the restaurant of the Business Hotel AEROSTAR LLC has the right to refuse service to the Guest if he appears in contaminated clothes, as well as in violation of generally accepted norms.

11.6 It is prohibited to use alcohol or other drinks brought with you, as well as food in public places of the Hotel: restaurant, bar and gym.

11.7 It is prohibited to climb the floors and store bulky luggage in rooms, the size of which in height, width or length exceeds 120 cm. Such luggage must be placed in the storage room without fail.

11.8 The administration is not responsible for valuables not deposited into the safe.

11.9 Loud sounding of music or other noise is not allowed in the Hotel.

11.10 It is prohibited to pollute the territory of the Hotel. There are bins for a garbage collection

11.11 When leaving the Hotel, the Guest is obliged to return the Guest card and the key card from the room to the Administrator of the reception and the accommodation service and pay for services indicated in the Guest's account. At the end of the calculation, the Guest is issued a final bill for accommodation with a breakdown of the services provided.

11.12 The book of reviews and suggestions is located in the reception and accommodation service and is issued at the first request of the Guest.

11.13 The administration of the Business Hotel AEROSTAR LLC may invite the guest to inspect the luggage in order to ensure safety and the presence of hazardous substances and objects, in his personal presence and in the presence of a security officer.

11.14 In order to comply with fire safety rules, consumers are prohibited from:

- use the non-standard (not provided for a room equipment) electric heating devices in rooms, as well as extension cords, adapters, etc.;

- use the faulty electrical appliances;

- store and carry flammable and flammable materials in rooms, highly toxic substances;

- smoke in any part of the Hotel. Smoking is allowed only in specially designated areas outside the hotel building. The smoking area is marked with a special sign. In case of violation of the Federal Law No. 15-FZ "On the prohibition of smoking in public places", a fine at the amount of 5,000 (five thousand) rubles will be charged.

The rules of conduct in case of fire and the evacuation plan are located on the door of the room.

11.15 In order to ensure order and safety of persons living in the Hotel, it is prohibited:

- transfer the key card from the room to unauthorized persons;

- leave the door open when leaving the room;

- accommodation of persons in the room who are not consumers of services and are not registered in the prescribed manner by the reception and accommodation service. The consumer is personally responsible for the stay of invited persons in the room.

11.16 Keeping pets in rooms of the Hotel is possible by agreement with the Contractor and only with a medical certificate of vaccinations. The owner of the animal is liable in the event of damage to the animals of the property of the Hotel, or to third parties. The Contractor reserves the right to move to another room or to evict the Consumer from the Hotel, upon receipt of complaints from other guests.

11.17 The consumer is responsible and compensates for damage in case of loss or damage due to his fault of the property of the Hotel. In case of damage, destruction or theft of the property of the Hotel, the consumer is obliged to compensate the damage caused to the Hotel in accordance with the approved Price List.