



Public Offer

for a Hotel Services Agreement

The text below is an official public offer provided by ALTAY VILLAGE, Limited Liability Company (further referred to as the Hotel) for the general public; the public offer pertains to signing a hotel services agreement in accordance with clause 2 article 437 of the Civil Code of the Russian Federation and the Rules for the Provision of Hotel Services in the Russian Federation, approved by the Decree of the Government of the Russian Federation No. 1085 on 9 October 2015.

The text of the public offer is posted on the website of ALTAY VILLAGE LLC, <http://altayvillage.com>, and is available at the administration desk of the hotel complex.

The Hotel Services Agreement (further referred to as the Agreement) is considered to have been signed and becomes effective after you have performed the actions provided for in the offer; by signing the Agreement, you expressly agree to all terms and conditions of the offer without any exceptions or restrictions.

1. GENERAL DEFINITIONS

The Agreement uses the following general definitions:

Hotel Complex means a group of buildings and premises of the hotel Altay Village Teletskoe situated at the address: Samysh area, Artybash settlement, Altay Republic, designed to provide Clients with hotel and additional services;

Hotel Services mean services associated with accommodation and temporary accommodation in the hotel complex, including accompanying services, i.e., breakfast included in the accommodation price (the list of related services can be supplemented at the Hotel's discretion);

Additional Services mean services rendered within the territory of the hotel complex, which are not included in the price of the accommodation, ordered and paid for additionally by the Guest;

Accommodation means a single or double room in a two-story mini-hotel or a freestanding cedar chalet within the hotel complex;

Price of Accommodation/Price of Hotel Services mean the cost of temporary accommodation and other related services in accordance with the applicable rate chosen by the Guest;

Guest means an individual intending to order or purchase, or ordering, purchasing and (or) using hotel services exclusively for personal and other needs not related to entrepreneurial activity;

Reservation Request means a verbal or written request* for a reservation of accommodation in the hotel within the period specified by the Guest;

Guaranteed Reservation means that the Hotel reserves the accommodation for the Guest after the latter has paid a security deposit, in which case the Hotel expects the Guest to arrive before the check-in time of the day following the day of the scheduled check-in. Should the Guest cancel their reservation untimely or fail to arrive at the hotel (on time), the Guest will be charged a fee for the room vacancy. Should the Guest arrive more than one day late, the Guaranteed Reservation shall be cancelled;

Security Deposit/Advance Payment means the amount of money paid by the Guest to the Hotel, which the hotel shall use as a credit against penalties or reimbursement for non-performance or improper performance of the contractual obligations by the Guest, or any other actions/inaction of the Guest inflicting damage on the Hotel.

* the local time is indicated here and further in the text (Moscow+4 hours)



Service Seasonality means periods of time in the year characterised by a certain level of demand for hotel services, depending on various external factors (climate, weather conditions, popular vacation period, etc.). The present Agreement differentiates between Low Season, Shoulder Season and High Season. The period of each season and prices shall be set by the Contractor.

Low Season means a period of low demand for the services and the lowest workload of the hotel complex.

Shoulder Season means a period of high workload of the hotel complex.

High Season means the period of the greatest workload of the hotel complex; usually, this period coincides with official holidays, popular vacation periods, etc.

2022 seasons:

Low Season: from 11 January to 27 April, and from 1 October to 27 December.

Shoulder Season: from 12 May to 30 June, and from 1 September to 30 September.

High Season: from 30 April to 11 May, and from 1 July to 31 August.

Check-in and Check-out Time: Check-in time at the Hotel Complex: 14:00.

Check-out time at the Hotel Complex: 12:00.

Hotel website - <http://altayvillage.com>

2. SUBJECT OF THE AGREEMENT

2.1. Under the Agreement, the Hotel undertakes to provide hotel services and additional services at the request of the Guest, and the Guest undertakes to pay for the services rendered on the terms provided for in this Agreement.

2.2. The description of the hotel complex and additional services are listed on the website www.altayvillage.com.

3. RIGHTS AND OBLIGATIONS OF THE PARTIES

3.1. *The Hotel shall:*

3.1.1. Provide the Guest with information about the hotel services and their prices, information about additional fee-based services, as well as about the Rules of Stay at the Hotel Complex by publishing this information on the Hotel's website;

3.1.2. Provide a Reservation Confirmation by phone/email/any other available method at the request of the Guest;

3.1.3. In case of a Guaranteed Reservation, the Hotel shall timely provide the Client with the accommodation specified by them in the reservation request;

3.1.4. Provide the Guest with documents regarding payment for the hotel services and duration of their stay;

3.1.5. Ensure round-the-clock check-in and check-out services for arriving and departing guests.

3.2. *The Hotel has the right to:*

3.2.1. Request that the Guest presents their identity document before reservation and for a security check;

3.2.2. Provision of accommodation may be declined by the hotel security service according to the document verification results without giving any reason;

3.2.3. Deduct the charge for the hotel services and/or additional services from the security deposit, in cases where the services have been provided to the Guest but have not been paid for by the Guest;

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3.2.3. Deduct a penalty of 100% of the price for one-day accommodation from the security deposit for each cancelled reservation, if the Guest has cancelled their reservation later than:

- during the Low Season: at least 7 calendar days prior to the change/cancellation,
 - during the Shoulder Season: at least 30 calendar days prior to the change/cancellation,
 - during the High Season: at least 30 calendar days prior to the change/cancellation,
- or if the Guest failed to arrive.

3.2.4. If the Client would like to check-out before the end of their stay, the Client shall notify the Hotel thereof by 12:00 of the day prior to their departure, otherwise the Client shall pay the Hotel a penalty of 100% of the price for each room for one (1) day at the reservation rate. Should the Guest notify the Hotel after 12:00 on the day preceding the departure date, the notification shall be considered to have been accepted on the next day.

3.2.5. Deduct the amount of penalty from the security deposit in case of any loss or damage to the Hotel's property or property of other parties, for whose safety the Hotel is responsible.

3.2.6. Cancel a confirmed reservation and/or an accommodation agreement before the Guest checks in, if it is not functionally possible to accommodate the Guest during the period specified in the request and/or the accommodation agreement.

3.3. *The Guest shall:*

3.3.1. Make a security deposit in a timely manner and pay in full the provided hotel and additional services at the prices applicable at the time of payment.

3.3.2. Reimburse the Hotel for their expenses in accordance with the market value of the damaged property in the event of loss or damage to the Hotel's property or property of third parties, for whose safety the Hotel is responsible;

3.3.3. Observe the accommodation rules according to the Rules of Stay in the Hotel Complex;

3.3.4. Make full payment for all services provided in the hotel complex before departure.

3.4. *The Guest has the right to:*

3.4.1. Pay for the hotel and/or additional services in advance using any method that suits the Client (by credit card, transferring funds through bank branches using the details posted on the Hotel's website, or paying funds directly at the Hotel's cash desk).

3.4.2. Demand that the Hotel refunds the full amount of payments made (security deposit and advance payment), if the Client cancelled their reservation not later than:

- during the Low Season: at least 7 calendar days prior to the change/cancellation,
- during the Shoulder Season: at least 30 calendar days prior to the change/cancellation,
- during the High Season: at least 30 calendar days prior to the change/cancellation.

4. RESERVATION, CHECK-IN AND PAYMENT FOR THE SERVICES

4.1. The Guest can make their reservation request by phone 8-800-444-1444 or e-mail reservation@altayvillage.com, via messengers WhatsApp, Telegram +7-923-002-91-85 (offline reservation).

4.2. The Guest shall pay 50% of the amount due for the ordered services that have been confirmed by the Hotel within five (5) banking days from the date of the invoice; the Guest shall pay the remaining 50%:

- during the Low Season: within at least 7 calendar days prior to the start of the provision of the services ordered;
- during the Shoulder Season: within at least 30 calendar days prior to the start of the provision of the services ordered;
- during the High Season: within at least 30 calendar days prior to the provision of the services ordered;
- for Urgent Reservations: at least 24 hours prior to the date of arrival or the start of service provision.

The date of payment shall be the date on which the funds have been credited to the Hotel's current account or received at

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the Hotel's cash desk.

4.3. The Guest shall make a security deposit and pay for the hotel and/or additional services in full or in part at their discretion; the prices apply according to the rates applicable at the time of payment and according to the invoice issued by the booking administrator.

4.4. In case of offline reservation, the Guest shall pay directly at the Hotel's cash desk or by transfer to the Hotel's account according to the details posted on the Hotel's website.

4.5. The security deposit shall be made within five (5) banking days from the date of the invoice. Upon expiration of this period, the request shall be cancelled.

4.6. Accommodation is guaranteed to be booked for at least a day (from 14:00 to 12:00 of the next day).

4.7. The Guest shall pay for early arrival (before the check-in time) as follows:
from 09:00 to 14:00, the Hotel shall charge for half of one day of stay;
before 09:00, the Hotel shall charge for one day of stay.

4.8. The Guest shall pay for late departure (after the check-out time) as follows:
from 12:00 to 18:00, the Hotel shall charge for half of one day of stay;
after 18:00, the Hotel shall charge for one day of stay.
Early check-in and late check-out are not guaranteed and subject to prior confirmation by the Hotel.

4.9. Should the Guest cancel their accommodation reservation and/or additional services no later than 7 days before the date of check-in during the Low Season and 30 calendar days before the date of check-in during the Shoulder and High Seasons, the security deposit and advance payment shall be refunded in full.

4.10. Should the Guest cancel their accommodation reservation and/or additional services less than 7 days before the date of check-in during the Low Season and 30 calendar days before the date of check-in during the Shoulder and High Seasons, the security deposit and advance payment shall be partially refunded: The Hotel has the right to charge a penalty in the amount of 100% of the price of each cancelled reservation for the first day of stay and demand compensation for the actual expenses incurred by them for additional services.

4.11. To receive a refund for the security deposit and advance payment, the Guest shall make a written application for cancellation of the reservation request (Appendix No. 2 to the Agreement) and attach copies of their identity documents. Upon the Guest's departure, the security deposit can be set off against hotel or additional services provided to the Guest or refunded to the Guest.

4.12. Refund terms and procedure:

- If the payment for hotel and/or additional services was made in cash, the refund can be made both at the cash desk and by transfer from the current account of the Hotel. Refunds in cash at the cash desk can be made on working days from 09:00 to 18:00. Funds are transferred to the Guest's bank account within three (3) working days from the receipt of the relevant application and the provision of bank details.

- If the payment for hotel and/or additional services was made by non-cash method, the refund can be made by non-cash transfer to the bank account of the payer within three (3) working days from the receipt of the relevant application and the provision of bank details.

4.13. By paying for hotel or additional services not requested by the Guest in advance, the Guest expressly agrees to accept such services.

5. LIABILITY OF THE PARTIES AND DISPUTE RESOLUTION PROCEDURE

5.1. Pursuant to the legislation of the Russian Federation, the Hotel shall be liable for damage caused to the life and health of the Guest as a result of shortcomings in the course of service provision.

5.2. The Guest shall reimburse the Hotel for any losses caused through the fault of the Guest. The amount of damage, in

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case of loss and/or damage to the property of the Hotel through the Guest's fault, is determined based on the market value of the damaged or lost property on the day of the damage. The Guest shall be liable for other violations in accordance with the Rules of Stay at the Hotel Complex.

5.3. The Hotel shall not be liable for the violation of the terms of the Agreement, if such a violation is caused by force majeure circumstances. Such circumstances, include without limitation, actions of state authorities, fire, flood, earthquake, natural disasters, strikes, civil unrest, riots, natural and man-made disasters and accidents not related to the wrongdoings of the parties.

5.4. The parties shall consider disputes regarding the execution of the Agreement in a complaint procedure. Written complaints can be sent to the Hotel's postal address: office 626, 109 Sotsialistichesky Ave, Barnaul, 656015 or to the e-mail address: welcome@altayvillage.com. Complaints to the Guest shall be sent to their registration address indicated in the passport of an individual, or to another address additionally specified by the Guest. A submitted complaint shall be considered within 15 calendar days from the date of its receipt.

6. PROCESSING OF PERSONAL DATA

6.1. The Hotel undertakes to process the personal data of the Guest solely for the purpose of providing the Guest with hotel services; the Hotel undertakes not to disclose any personal data to third parties and not to distribute the Guest's personal data without the consent of the latter, unless otherwise provided for by current legislation.

6.2. By signing this Agreement, the Guest agrees that the Hotel can process the Guest's personal data for the purpose of hotel service provision.

7. AGREEMENT AMENDMENT AND TERMINATION

7.1. The Hotel reserves the right to amend the terms of the Agreement at any time. If the effective date of such changes is not expressly specified, the changes shall come into force after they have been published on the Hotel's website, www.altayvillage.com.

7.2. The Contract may be terminated by the Hotel unilaterally in cases where the Guest has violated the terms of the Agreement and the Rules of Stay in the Hotel Complex.

7.3. The Guest has the right to withdraw from the Agreement at any time, subject to the provisions of clauses 4.8-4.9 of the Agreement.

8. TERM OF THE AGREEMENT

8.1. The Agreement shall come into force after the Guest has paid for their reservation request (the offer has been accepted) and be valid until the expiration of the period of stay paid for by the Guest.

Altay Village LLC

Legal address: office 5, bldg. 14, Bolyaeva St., 649140

Turochak settlement, Turochak district, Altay Republic

Postal address: office 601, bldg. 109, Sotsialistichesky Ave, Barnaul, 656015 - Altay Village LLC

Phone: +7 800 444-1-444

E-mail: sales@altayvillage.com

INN (Tax Identification Number) 0400002820/KPP (Tax Registration Reason Code) 040001001

OGRN (Primary State Registration Number) 1170400000517

OKPO (National Classifier of Enterprises and Organisations) 06526737

Bank details:

Bank: Central Branch of VTB Bank (PJSC) in Moscow

current account (RUB) 40702810714030001332

current account (EUR) 40702978614030001332

current account (USD) 40702840014030001332

corr. account 30101810145250000411

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