

Rules of Stay at ALTAY VILLAGE

1. GENERAL PROVISIONS

- The Hotel is open 24 hours a day.
- The Rules are available on the official website of the ALTAY VILLAGE Hotel at <http://altayvillage.com/>.

2. CHECK-IN PROCEDURE

The Agreement on the accommodation of a Guest at the Hotel shall be deemed concluded, provided that:

- the Guest has agreed to the applicable Rules of Stay, as well as other Rules and Price Lists;
- the Guest has paid off 100% of the amount chargeable for his/her stay at the Hotel;
- the Guest has provided his/her documents to the reception assistant, specifically:
 - internal passport of a citizen of Russia — an identity document of a Russian citizen within the territory of Russia;
 - internal passport of a citizen of the USSR — an identity document of a Russian citizen which is valid, until duly replaced by an internal passport of a citizen of Russia by the specified time;
 - birth certificate — an identification document of a person below the age of 14 — as well as identification documents of the parents/adoptive parents/guardians, close relatives or other person(s) accompanying the child and a document certifying the authority of the accompanying person(s);
 - international passport of a citizen of Russia — for Russian citizens mostly residing outside Russia;
 - passport of a foreign citizen, or other document specified by Federal Law or recognised as an identity document of a foreign citizen in accordance with an applicable international agreement ratified by Russia;
 - a document issued by a foreign state and recognised as an identity document of a person without citizenship in accordance with an applicable international agreement ratified by Russia;
 - temporary residence permit for a person without citizenship;
 - residence permit for a person without citizenship;

Should the guest fail to have any of the above documents, the reception assistant shall have the right to refuse to check the guest in.

3. STAY OF CHILDREN

Accommodation of children under the age of 5 inclusive is free of charge at the Hotel (for family stay only; a children's bed is provided upon request).

The price for the accommodation of children aged from six (6) to twelve (12), inclusive, is specified in the Hotel's Price List (an extra folding bed is provided).

The price for the accommodation of children aged twelve (12) and older is equal to the price charged for the accommodation of an adult person, as specified in the Hotel's Price List.

Persons under the age of 18 and persons over the age of 18 are **not allowed** to stay together in the same room at the Hotel, if these persons are not related.

Persons under the age of 18 and persons over the age of 18 are **allowed** to stay together in the same room at the Hotel, provided that these persons are related, e.g., a child with the mother, father, guardian, trustee or a representative of the guardianship authority.

Persons under the age of 18 and persons over the age of 18 are allowed to stay together in the same room at the Hotel, if they are not related but the following is observed:

1. there is a written notarised permission of the child's mother, father, guardian or trustee;
2. there is a written permission of the guardianship authority.

The terms and conditions stipulating the check-in and accommodation of groups of children accompanied by adults shall be agreed upon in each individual case in writing.

4. HOTEL SERVICES:

The Hotel provides services **that are included in the price of the stay, specifically:**

- accommodation in a room of the relevant category;
- housekeeping;
- ambulance call;
- provision of a first aid kit;
- delivery of correspondence addressed to the Guest to the Guest's room, upon its receipt;
- morning wake-up call;
- Wi-Fi in the Hotel rooms and public areas;
- free TV channels;
- in-room safe;



- tennis court;
- rental services;
- game room services;
- provision of needles, threads, a tea set, coffee and a coffee machine;
- provision of an ironing board and an iron;
- use of the pool: 8:00-22:00;
- access to the fitness room: 8:00-22:00;
- access to the infra-red cabin: 8:00-22:00;
- secure car parking;
- taxes and fees.

The Hotel provides **additional services that are not included in the price of the stay, specifically:**

- catering services;
- organising wedding or birthday parties, celebrations, etc.;
- organising conferences, seminars, or trainings;
- wellness centre services;
- banya steam bath rental and use;
- rental of the barbecue space;
- rental of an ail and karaoke;
- tourist and excursion services;
- sale of items and souvenirs;
- mooring and berthing of boats (not for Hotel and restaurant guests);
- helicopter parking (not for Hotel and restaurant guests);

5. RIGHTS AND OBLIGATIONS OF HOTEL GUESTS

The Guests have the right to:

- Use any Hotel services: both services included in the price of the stay and services for an additional fee.
- Receive full and accurate information about the Hotel's opening hours, the cost and list of standard services and additional services; pre-order services.
- Invite visitors to his/her room from 07:00 to 23:00. Should the visitors stay in the Guest's room after 23:00, the Guest must have his/her visitors registered with the Reception Desk and pay for their stay according to the Price List.
- Approach the reception assistants on the matters associated with the quality of services provided; leave his/her feedback and suggestions in the Book of Comments and Suggestions available at the Reception Desk.



The Guests are required to:

- Follow the Rules of Stay and Service Provision, including the Rules of the Use of the SPA Centre and the Pool, and the Rules of the Attendance of the Children's Club.
- Respect the rights of other Hotel Guests.
- Observe moral and ethical standards; refrain from excessive consumption of alcoholic beverages and obscene language in public areas of the Hotel.
- Follow the Rules of the Use of the Hotel's Infrastructure and observe the procedures of their operation.
- Pay for Hotel services and other fee-based services in full, including additional fee-based services, before the check-out.
- Take care of the Hotel's property. In case of loss or damage to the property, the Guest must compensate for the damage in accordance with the applicable law. The amount of damage shall be determined and paid off in accordance with the Price List for loss/damage to the Hotel's property and the Price List for Additional Services.
- Follow the rules of fire safety and use of electrical appliances in the room.
- Close water taps and windows, turn off the light and electrical appliances.
- Vacate the room at the end of the paid period of stay.
- Hand over the card key to the room at the Reception Desk when checking-out.
- Park their transport within the designated areas of the Hotel only.

6. RIGHTS AND OBLIGATIONS OF THE HOTEL

The Hotel must:

- Provide pre-paid services of high quality in a timely manner and in full to its Guests.
- Inform its Guests about the services offered and additional services of the Hotel, as well as about the form and procedure of payment.
- Ensure full compliance of the Hotel's services with the rules/ requirements of health and disease control.
- Ensure the confidentiality of information about the Hotel Guests.
- Promptly address the requests of its Guests; take measures to eliminate accidents and fix breakdowns in the Hotel rooms in the shortest time possible (in cases where an accident cannot be eliminated or a breakdown cannot be fixed in a short time, the Administration will offer the Guest another room of a category not lower than that of the original room).
- The Hotel is liable for the completeness and correct function of the equipment in the rooms, as well as for the quality of room preparation for check-in.
- Be liable for the loss or damage to the Guest's belongings, except for monetary funds, currency valuables, securities and precious items.

Should the Hotel find lost items of the Guests, the Hotel shall immediately notify the owner of the items about this fact. In cases where the person who has the right to claim a lost item or the place of

his/her stay are unknown, the Housekeeping Service of the Hotel shall keep such an item for no more than six months in the Room of Lost Items.

- The Hotel shall inform the Guests about video monitoring conducted for security reasons in the Hotel (except for the rooms, toilets and showers).
- Provide the Book of Comments and Suggestions available at the Reception Desk at the first request of the Guest.

The Hotel has the right to:

- The Hotel employees have the right to enter the room to clean it, change the sheets, check the heating, electricity and air conditioning systems or fix malfunctions of said systems, and in cases where the Guests violate these Rules.
- In cases where the period of the Guest's stay has expired and the Guest has not been in his/her room for more than 6 hours thereafter and has not paid for an additional stay, the Hotel shall have the right to independently designate a commission, take the Guest's belongings out of his/her room, and make an inventory of the Guest's property.
- The Hotel reserves the right not to provide pool or banya steam bath services for 2-4 days per month due to maintenance work. The cost of services is not subject to recalculation.
- Conduct a phone client satisfaction survey.
- Should the Guest commit a gross violation of these Rules, the Hotel shall have the right to draw up a report on this violation and, if necessary, invite officials of the Internal Affairs Bodies to clarify all the circumstances.
- Evict the Guest from the Hotel, should he/she abuse alcohol or violate the rules of public order.

7. WHAT IS NOT ALLOWED IN OUR HOTEL:

- Taking professional photographs/ video without the written permission of the Hotel's Operating Director.
- Letting third parties stay in the Guest's room during the absence of the Guest.
- Leaving minor children in the room unattended.
- Giving the key to the room to third parties.
- Storing bulky items in the room (crates or boxes larger than 100x100x100 cm should be stored in the Hotel's Luggage Room to ensure the opportunity of an easy cleaning and the personal safety of the Guests).
- Rearranging and moving the furniture.
- Smoking (including hookah and e-cigarette smoking) in rooms and other areas of the Hotel not intended for smoking.
- Disturbing other Hotel Guests by making noise.
- Roller-skating, skateboarding and performing activities of similar nature in the lobby, corridors and rooms of the Hotel and restaurant.



- Bringing and storing weapons, explosives and flammable, caustic, poisonous or narcotic substances and other dangerous items; Guests who have the right to carry and store weapons by their occupation are required to provide documents certifying this right at the request of the Hotel.

- Bringing and consuming alcohol or other beverages, or food in the lobby, halls on the floors, in the cafe, restaurant, or conference halls.

- Taking dishes, cutlery, food or beverages from the restaurant.

- Throwing rubbish on the Hotel's grounds intentionally.

- Throwing various items, e.g., cigarette butts etc., from windows.

- Using heating devices, except for those provided in the room.

- Letting unregistered visitors stay at the Hotel room after 23:00.

- Should the Guest commit a gross violation of the rules of conduct or fire safety rules, the administration shall have the right to bar the Guest from further stay at the Hotel, about which a report must be drawn up in presence of official of a competent authority, if necessary.

The Hotel reserves the right not to provide services to persons who are under the influence of alcohol, drugs or psychotropic substances.

8. THE HOTEL'S PET POLICY

The Hotel considers pets, such as cats and dogs, part of the family, which is why our doors are open for your four-legged friends. According to the Hotel rules, Guests may stay in the room with such pets as cats and small dogs weighing up to 5 kg.

Accommodation with other pets shall be agreed with the Operating Director individually.

Stay with pets: stay with cats and dogs is according the Hotel's Price List.

To ensure your comfortable stay at the Hotel, as well as the comfortable stay of the Guests who will arrive after you, please read the following rules:

- All pets staying in the Hotel must be registered; should there be any unregistered pets in the room, the owner shall be charged an amount according the Hotel's Price List.

- Only one pet is allowed per one room.

- The owner of the pet must keep the animal on a leash, in a muzzle or in a cage.

- The pet must be clean, vaccinated against rabies and tame.

- The owner must provide his/her pet with all necessary items, such as a bowl, diaper sheets, food, a litter pan, etc.

- Guests are not allowed to wash their pets in the showers and bathrooms of the room, or use towels, sheets and other bedding belonging to the hotel for this purpose.

- Guests are not allowed to comb their pets in their Hotel room or in public areas of the Hotel.

- The owner must not leave his/her pet unattended during his/her stay at the Hotel.

- The owner must ensure that the pet is not in the room during the cleaning and repair of the room.



- The owner should take measures to avoid causing any disturbance through loud noises, such as barking, which should be kept to a minimum.
- Pets are not allowed in restaurants and bars, in the pool and gym in other public areas.
- Walking pets on the playground and on lawns is strictly prohibited.
- In cases where a pet is aggressive, noisy or shows an abnormal behaviour to a Guest or any other person, or if the pet owner violates the Rules of Stay, the Hotel reserves the right to ask the pet owner to immediately leave the Hotel.
- The owner of the pet shall be financially liable for: damages caused to the Hotel by his/her pet, including damage to the furniture, walls, carpets, etc.; damage caused by the pet to other Guests or the Hotel staff.

9. BENEFITS PROVIDED FOR HOTEL ACCOMMODATION

Subject to availability of rooms in the Hotel, persons falling into below categories shall be checked in out of turn:

- Heroes of Russia 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.
- Guests with children up to 4 years old (inclusive).