

DISCOVERY

АПАРТ-ОТЕЛЬ

Moscow

APPROVED
by the Manager of the apart-hotel DISCOVERY

Gruzda M.N.
«20» March 2023



RULES

Of accommodation in the DISCOVERY Apart-hotel.

I. GENERAL PROVISIONS

1.1. These Rules are aimed at resolving the issue of the procedure for staying on the territory and living in the DISCOVERY Apart-Hotel, located at the address: 125424, Moscow, st. Volokolamsk highway, 71/22, building 3 .

1.2. The application of the Rules applies to all guests and guests of the hotel, regardless of the order and volume of booking hotel services.

1.3. These rules are developed in accordance with the Civil Code of the Russian Federation, the "Rules for the provision of hotel services" approved by Decree of the Government of the Russian Federation dated November 18, 2020 No. 1853, and other norms of the current legislation of the Russian Federation.

1.4. These rules are located in the lobby of the Hotel at the check-in desk, on the official website of the hotel in the Internet information and telecommunication network at the address:

<https://dsc-hotel.ru/>. One copy of these rules can be provided, at the request of the guests, for review in the booked room, for the period of validity of the reservation.

II. Terms and concepts.

2.1. For uniformity and correct interpretation of the provisions, these rules, the following terms and concepts are used:

- Rules - the rules of residence in the apart-hotel "DISCOVERY".
- Guest - an individual in whose interests a hotel room is booked with the right to use temporary accommodation services.
- Client - an individual who receives services on the territory of the hotel not related to the provision of temporary accommodation services.

• Guest - an individual who is on the territory of the hotel for the purpose of visiting, with the consent and at the invitation of the guest.

2.2. For these rules, terms and concepts are used in the meaning established by the current legislation of the Russian Federation, unless a different meaning is expressly indicated in the text of the Rules.

III. HOTEL HOURS OF OPERATION. PROCEDURE FOR PROVIDING SERVICES.

3.1. The hotel is open daily, around the clock.

3.2. The Hotel is intended for temporary accommodation of Guests for a period agreed with the Hotel administration. The Administration ensures the possibility of the Guest staying in the Hotel only during the paid period of time. After the end of the paid period, at the request of the Guest, the stay can be extended only if there are free places or if there is no confirmed reservation for it in favor of third parties. If you wish to extend the period of stay, you must inform the hotel administrator about it no later than 2 hours before the check-out time - 12 hours local time.

3.3. Check-in time at the hotel is 14:00. Check-out time from the hotel (check-out time) – 12:00.

3.4. At the request of the guest - the hotel can provide services for early check-in and / or late check-out, subject to availability and is paid additionally:

Early check-in 00:00 to 12:00 - 50% of the room rate will be extra charge.

Late check-out from 12:00 to 18:00 - 50% of the room rate will be extra charge

Late check-out after 18:00 - 100% of the room rate will be extra charge.

3.5. A hotel room is provided to guests upon presentation of a passport of a citizen of the Russian Federation, children under 14 years of age - a birth certificate, military personnel - an identity card or a military ID, and for foreign citizens - a civil passport, a visa to enter the territory of the Russian Federation and a migration card (if another entry procedure not provided for by current bilateral government agreements and international treaties).

3.6. In case of cancellation of a guaranteed booking less than a day in advance (or other terms specified in special offers), as well as no arrival, the guest will be charged for the actual downtime of the room in the amount of its cost for the first day. If more than a day late, the booking will be cancelled. In case of non-guaranteed booking, the Hotel expects the guest until 18:00 of the current day of the scheduled arrival, (during periods of high load until 16:00 of the current day), after which the booking is canceled. In case the guest refuses to stay or shortens the period of stay, the administration has the right to withhold from the prepayment made by the

Guest (his guarantor) an amount in the amount of the cost of one day's stay. This amount is a fee for reserving a room in the name of the guest for the entire period of his stay.

3.7. Staying on the territory of the hotel guests is allowed from 9:00 to 23:00.

3.8. The presence of a guest in the guest's room after 23:00 is possible only if registered at the hotel as a Guest, subject to the number of seats provided for by the parameters of the provided room, with an appropriate surcharge.

3.9. The Hotel Administration accepts applications for booking rooms from legal entities and individuals by E-mail, electronic, telephone communication, as well as by direct contact with the reception and accommodation service of the Hotel. The booking is considered valid from the moment the Guest receives the booking confirmation from the Hotel.

3.10. The total number of guests living in the room should not exceed the number of beds in the room: (Standard Studio - 2 beds, Business two-room - 2 beds + 1 extra bed, Family Suite - 4 beds + 1 extra bed. Extra bed will be extra charge separately. The exception is accommodation of children under five years of age with their parents or accompanying persons.

3.11. Children under 5 years old are accommodated accompanied by their parents or accompanying persons at no extra charge. Baby cots are available upon request at no extra charge.

3.12. The list of services included in the price of the room is determined by the category of the room and is set by the price lists. Bed linen is changed every four days or upon request. The price lists are located in the lobby of the Hotel at the reception desk and on the Hotel Website.

3.13. Pets are allowed in certain room types and are subject to an additional charge.

3.14. Payment for the services of the Hotel can be made in cash, by bank card (VISA, Master Card, MIR) or by bank transfer. All payments are made in Russian rubles. Check-in in the Hotel is made only after the guest makes an advance payment for the entire expected period of stay and makes a deposit (depending on the tariff). When making payments, the representative of the Hotel issues a cash receipt and an information account to the guest.

IV. Procedure of room check-in and check-out

4.1. Upon check-in, the guest inspects the provided room within 10 minutes from the moment of check-in and reports on the identified breakdowns and shortcomings, in the absence of comments and / or claims to the condition of the room after 10 minutes - the room is considered accepted by the guest without comment.

4.2. The Guest is notified that if the Hotel administration is not notified about the presence of breakdowns and / or other damage to the property and equipment of the Hotel in the room, which take place on.

4.3. Moment of check-out - the responsibility for these breakdowns and / or damage can be assigned to the guest.

4.4. The guest is notified that, being the recipient of hotel services, he bears civil (material) liability for the actions of his guests (the guest takes all responsibility of his guests), as for his own.

4.5. The check-out of the guest is carried out with prior notification of the Hotel administration, at least 30 minutes before the actual departure, to check (accept) the room, including the presence / absence of breakdowns or damage to the equipment and / or property of the hotel and the final payment for the provided hotel services and / or damage to the property of the Hotel.

1.4. Departure of the guest, without notifying the Hotel administration in the manner prescribed by paragraph 4.4. of the Rules - is the basis for drawing up a unilateral act of identified breakdowns / damages in the Hotel, with the closure of the account for accommodation and additional expenses - with a bank card, which was used to book hotel services.

V. RULES OF CONDUCT AND PROHIBITIONS ON THE HOTEL TERRITORY

5.1. The guest, client, guest of the Hotel are obliged to:

5.2. Comply with the norms and rules of conduct that are generally accepted for the territory of the Russian Federation.

5.3. Carefully treats the equipment and property of the Hotel and third parties.

5.4. Comply with the current legislation of the Russian Federation, including, but not limited to: Federal Law of July 18, 2006 No. 109-FZ; Decree of the Government of the Russian Federation of July 17, 1995 No. 713; Federal Law of February 23, 2013 No. 15-FZ.

5.5. Comply with fire safety rules, including, but not limited to: a ban on smoking in the room and on the territory of the hotel; a ban on the use of open fire and pyrotechnic products in the hotel premises; do not leave lights and / or electrical appliances on in the premises; do not cover lighting and heating devices.

5.6. Observe the "silence" mode from 23:00 to 9:00, in the understanding of the provisions of the law of the city of Moscow dated July 12, 2002 No. 42.

5.7. If any malfunctions of the Hotel equipment are detected, including, but not limited to, malfunctions of household equipment located in the room; malfunctions of engineering and technical equipment; replacement of light bulbs - immediately notify the Hotel administration.

5.8. When leaving the room, make sure that the water supply taps and windows are closed; Valuables are put away in the safe, the room is closed. When leaving the hotel - hand over the key card.

5.9. The Hotel is strictly prohibited:

5.10. Smoke tobacco products, use "vaporizers" or other means and/or products, the result of which is the release of smoke/steam or other volatile compounds that have harmful substances or have an odor in the rooms or in other areas of the Hotel.

5.11. To avoid accidents, do not fully open the windows in the room.

5.12. Provide rooms, as well as transfer key cards from the room to third parties.

5.13. To bring to the territory of the Hotel and / or store in the room flammable, explosive, caustic, strong-smelling substances; large items; items seized or limited in civil circulation, including narcotic and psychotropic substances, weapons, poisons and others.

5.14. Use in the rooms heating devices not provided by the Hotel, including, but not limited to, a kettle, boiler, electric stove.

5.15. Use the inventory and equipment of the Hotel for other purposes, as well as take equipment and other property of the Hotel out of the room, including, but not limited to: towels, bathrobes, hangers, TV remotes, dishes, etc.

"On Migration Registration of Foreign Citizens and Stateless Persons in the Russian Federation"

"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 to the registration authorities of documents for registration and deregistration of citizens of the Russian Federation at the place of stay and at the place of residence within the Russian Federation"

"On protecting the health of citizens from the effects of second hand tobacco smoke and the consequences of tobacco consumption"

"On maintaining the peace of citizens and silence in the city of Moscow"

VI. DAMAGES AND DISPUTES RESOLUTION

6.1. In case of violation by the guest, guest or client of the provisions of Section V of the Rules, the hotel administration reserves the right to apply to law enforcement agencies to bring violators to administrative responsibility.

6.2. Losses caused by the guest or guest are subject to compensation by the guest in accordance with the price list. In case of damages not assessed by the price list, the losses are assessed in one of the following ways: on the basis of documents confirming the value of the damaged item; by agreement of the guest with the administration of the Hotel; through an independent assessment - the burden of paying the costs of an independent assessment rests with the guest.

6.3. The guest is notified that in case of damage to the property of the Hotel, the restoration of which is impossible without carrying out repair work that excludes the possibility

of the intended use of the room - in addition to direct damage, he will be obliged to pay the forced downtime of the room during the period of restoration work.

6.4. The Guest is notified that in case of smoking on the territory of the Hotel, the Hotel has the right to demand, to the Guest, for reimbursement of the costs of additional anti-smoking treatment of the room or other premises in which smoking was carried out. The price of anti-smoking treatment of the Hotel room is 8000 (eight thousand) rubles.

6.5. The hotel administration reserves the right to refuse to provide services to persons in a state of alcoholic intoxication, under the influence of narcotic or psychotropic drugs, as well as persons in a state of increased nervous excitement or violating public order.

6.6. Any actions that can be interpreted as aggressive, causing or violating public order may be a reason for the Hotel administration to contact the police to restore order.

Limited Liability Company "Hotel operator "Zenith"

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