

PROVISION RULES HOTEL SERVICES IN ZHEMCHUZHINA Group JSC

1. General Provisions

1.1. These Rules are developed in accordance with the Law of the Russian Federation of 07.02.1992 No. No. 2300-1 (as amended on May 5, 2014) "On consumer protection", Decree of the Government of the Russian Federation of November 18, 2020 No. 1853 "On approval of the rules for the provision of hotel services in the Russian Federation", GOST R 51185-2014 "Tourist services . Accommodation facilities. General requirements".

There is an information folder at the Reception Desk in the Hotel, where the Guest can get the information of interest to him.

1.2. The main concepts used in these Rules:

"Hotel" - Joint Stock Company "Hotel Complex Zhemchuzhina", legal and actual address: 354002, Krasnodar Territory, Sochi, st. Chernomorskaya, 3, TIN 2319008329, OGRN 1022302832078. The hotel has been assigned a 4-star category, certification of the Hotel's services is carried out regularly in accordance with the current legislation of the Russian Federation.

"Guest" - a citizen who intends to order, or ordering and using services solely for personal, family and other needs not related to entrepreneurial activities.

1.3. The purpose of these Rules is to ensure a comfortable and safe stay of Guests at the Hotel.

1.4. These Rules establish the procedure for booking, settling, accommodation, providing hotel and additional services, ensuring security at the Hotel.

1.5. The hotel provides services for temporary accommodation in rooms, meals and other related services in accordance with the list of services included in the cost of living according to the tariff, as well as the list of services for an additional fee according to the price lists of prices placed in the information folder at the Reception and Accommodation Desk, as well as in rooms.

1.6. The site www.zhem.ru provides all the necessary information about the Hotel.

1.7. The time specified in these Rules must be considered as Moscow.

1.8. In order to ensure security, video surveillance is carried out on the territory of the Hotel.

2. Reservation, reception, stay and departure of the Guest

2.1. Guests are accommodated at the Hotel upon arrival by prior reservation, or without prior reservation, subject to availability of the corresponding category on the date of arrival and period of residence.

2.2. Reservations are free of charge. Phone numbers of the reservation department: +7 (495) 234-37-34 (For residents of the city of Moscow); +7 (862) 266-11-88; +7 (862) 266-12-88. Fax: +7 (862) 266-18-88. E-mail: booking@zhem.ru

2.3 Booking can be made by submitting a booking request by mail, telephone, electronic or other communication.

2.4. The booking request must include:

- FULL NAME;
- Dates and times of arrival and departure;
- Category and number of rooms;
- The number of Guests staying in the room (including children and their age);
- Terms of payment;
- List of additional services booked in advance;
- Contact phone numbers;
- The hotel no later than 24 hours from the moment of receipt of the reservation

request from the Customer sends a written confirmation with the reservation number or refusal to the Customer's address by fax or E-mail.

2.5. The hotel has the right to refuse booking if there are no free rooms on the date specified in the application.

2.6. A confirmed (prepaid) reservation is kept until 12:00 on the day following the day of the scheduled arrival. Paid days (by bank transfer, including credit card, cash) are not refundable. In case of non-arrival of the Guest within the agreed time, accommodation will be made only if there are places in the Hotel.

2.7. Conditions for canceling the Guest's check-in: During the "high season", "peak season", the Customer has the right to cancel the check-in no later than 31 (thirty-one) calendar days before the expected date of the Guest's arrival. If canceled 30 (thirty) calendar days before the expected date of arrival, a cancellation fee will be charged in the amount of the cost of 1 (one) day of stay. During the "vacation" period, the Customer has the right to cancel the check-in or change the application no later than 14 (fourteen) calendar days before the expected date of arrival-Guests. If canceled 13 (thirteen) calendar days before the expected date of arrival, a cancellation fee will be charged - in the amount of 1 (one) day of stay. During the "low season", if canceled less than 3 (three) days in advance, a penalty will be charged in the amount of the cost of 1 (one) day of accommodation, unless otherwise provided by the contract. Changing the persons in the Order, the number of guests, the terms of accommodation, the dates of arrival and departure of the Guests, the type of accommodation and other essential conditions of the Order is available only by placing a new Order and canceling the previously placed Order.

2.8. There are the following types of booking in the Hotel:

2.9. Guaranteed booking (paid in advance) - a type of booking in which the Hotel expects the Guest before the check-out time of the day following the day of the scheduled arrival. In case of untimely cancellation of the reservation (less than 48 hours before the date of arrival), late or non-arrival of the Guest, a fine in the amount of the cost of the room for a full day of stay is withheld from him or from the customer. If more than a day late, the guaranteed booking will be cancelled;

2.10. Non-guaranteed booking (not paid in advance) - a type of booking in which the Hotel expects the Guest until 18:00, the expected day of arrival, after which the booking is cancelled. In this case, the provision of a room will be subject to availability.

2.11. Guests are accommodated around the clock.

2.12. The check-out time at the Hotel is 12:00 noon of the current day, the official check-in time is 15:00 noon of the current day.

2.13. The extension of the period of stay is made only if there is no reservation for this room and if there are free rooms, if necessary, the Guest can be provided with another

room. When the Guest extends the period of stay at the Hotel, the Guest must notify the Reception and Accommodation Service at least one day before the end of the period of stay, of his intention to extend the period of stay, otherwise the Hotel administration has the right to relocate the Guest to another room, or refuse to renew period of residence.

2.14. The extension of the Guest's stay is subject to the following payment terms:

2.15. Departure in the period from 12:00 to 20:00 hours - payment for half a day (the cost includes only accommodation services without meals). Departure after 20:00 hours - payment for a full day.

2.16. For stays of no more than one day (24 hours), the fee is charged per day, regardless of the checkout time.

2.17. For early check-in from 00:00 to 10:30 hours, a fee of 50% of the room rate is charged (breakfast included). Early check-in from 10:30 am will be charged 25% of the room rate (breakfast not included).

2.18. Meals for the Guest are provided in accordance with the selected tariff.

2.19. Check-in of the Guest is subject to the presentation by the consumer of a document proving his identity in accordance with the legislation of the Russian Federation, including:

2.20. passport of a citizen of the Russian Federation, proving the identity of a citizen of the Russian Federation on the territory of the Russian Federation;

- a passport of a citizen of the USSR, proving the identity of a citizen of the Russian Federation, until it is replaced within the prescribed period with a passport of a citizen of the Russian Federation;

- birth certificates - for a person under 14 years of age;

- passport of a citizen of the Russian Federation, proving the identity of a citizen of the Russian Federation outside the Russian Federation, for a person permanently residing outside the Russian Federation;

- temporary identity card of a citizen of the Russian Federation;

- passport of a foreign citizen or other document established by federal law or recognized in accordance with an international treaty of the Russian Federation as a document proving the identity of a foreign citizen;

- a document issued by a foreign state and recognized in accordance with an international treaty of the Russian Federation as a document certifying the identity of a stateless person;

- permission for temporary residence of a stateless person;

- residence permit of a stateless person.

2.21. Check-in at the hotel for minors under the age of 14 is carried out on the basis of identity documents of their parents (adoptive parents, guardians), accompanying person (persons) who are with them, provided that such accompanying person (persons) provides the written consent of legal representatives (one of them), as well as birth certificates of these minors.

2.22. Check-in at the hotel of minors who have reached the age of 14, in the absence of being next to them by legal representatives, is carried out on the basis of documents proving the identity of these minors, subject to the written consent of legal representatives (one of them).

2.23. Registration of Guests who are foreign citizens and stateless persons at the place of stay in the Hotel and deregistration at the place of stay are carried out in

accordance with the Rules for the implementation of migration registration of foreign citizens and stateless persons in the Russian Federation, approved by the Decree of the Government of the Russian Federation dated January 15, 2007 N 9 "On the procedure for the implementation of migration registration of foreign citizens and stateless persons in the Russian Federation" without charging a fee upon submission of all necessary documents in accordance with the legislation of the Russian Federation.

2.24. The hotel has the right to refuse accommodation in case of failure to provide the documents required for registration of citizens, illegitimate periods of validity of documents.

2.25. The hotel has the right to refuse accommodation to guests who are in a state of alcoholic, narcotic or toxic intoxication.

2.26. In case of arrival of the Guest according to the sanatorium-resort or wellness program, the Guest is obliged to provide a sanatorium-resort card.

2.27. When checking in, the Guest gets acquainted with the Rules for the provision of hotel services at the Hotel, fire safety rules, signs the guest's registration card, which confirms the accuracy of information about himself and agreement with the Rules for the provision of hotel services at the Hotel, consent with the right of the Hotel to process the Guest's personal data.

2.28. When checking in, the Guest is provided for temporary use with an electronic key to the room, a Guest card containing the following information about the Guest: last name, first name, room number, date of arrival, date of departure, number of children living, their age. The Guest Card is a pass to the Hotel, for breakfast, to the pool, to the beach during their opening hours. The Guest Card is required to be presented at the request of an employee of the Hotel and an employee of the Security Service to identify the Guest. In case of loss of the Guest's card and / or key, the Guest is obliged to immediately report this to the Reception and Accommodation Service. Duplication of the coding of a previously issued key is carried out free of charge after the identification of the Guest in the Reception and Accommodation Service.

2.29. Upon check-in, the Guest is given a plastic card to receive a beach towel. In case of loss of this card, the Guest can purchase a new plastic card at the price of 1000 (one thousand) rubles. Beach towels are issued only in exchange for a card. When checking out, the Guest returns the card to the Reception and Accommodation Service.

2.30. When leaving, the Guest must hand over the number to the supervisor or call the internal phone 14-82. When checking out from the Hotel, the Guest must make a full payment for all the services provided to him, hand over the electronic key, the Guest card and the plastic card for receiving beach towels to the Reception and Accommodation Service.

2.31. Payment for accommodation in the Hotel is carried out on hotel days (from the time of arrival and departure, which is determined in accordance with clauses 2.11 -2.15 of these Rules).

2.32. Payment for accommodation and services is made in rubles of the Russian Federation in cash, by credit card, or by transferring funds to the Hotel's current account (non-cash payment for services by bank transfer). The Hotel accepts the following payment cards Visa, Master Card, Maestro, Diners Club, American Express, Mir.

2.33. In the absence of the Guest at the place of temporary residence for more than one day or after 6 (six) hours from the check-out time, if it is impossible to contact the

Guest, the Hotel administration has the right to create a commission and make an inventory of the property in the room. Property that does not belong to the Hotel is handed over to the Luggage storage and stored in accordance with the established procedure.

2.34. The order of accommodation in the Hotel provides access control. The Guest can invite visitors to his place from 08:00 to 22:00, subject to their registration on the basis of a passport. Visitors who stay in the room after 22:00 are required to register as Guests with payment for accommodation, according to the current price list. Guests are fully responsible for their visitors.

2.35. The provision of services provided by the Hotel on the beach (use of showers, changing cabins, sun loungers, umbrellas; lifeguard service) is not carried out from 20:00 to 08:00. Swimming in the sea between 20:00 and 08:00 is prohibited.

2.36. Responsibility for the life and health of minor children during their stay at the Hotel, stay in the territory adjacent to it is borne by their parents or other legal representatives.

3. Service provision

3.1. The Hotel itself is responsible for the quality of services provided directly by the Hotel.

3.2. The Guest can get acquainted with the list of services and price lists at the Reception and Accommodation Service, in information folders at the Reception and Accommodation Desk and in the rooms, at information stands, on the website www.zhem.ru.

3.3. The administration of the Hotel is not responsible for the safety of things that are not handed over to the storage room or the safe.

3.4. The Hotel is not responsible for the health of the Guest if the Guest fails to provide information about the state of health and well-being.

3.5. The room is cleaned daily. Replenishment of hospitality items in the room is made as they are used.

Bed linen is changed:

- in suites - 1 time in 2 days, towels - daily;
- in rooms of category "Standard" - 1 time in 3 days, towels - daily.

Terry products in the rooms are the property of the Hotel. If you wish to purchase them as a souvenir, please contact the Reception and Accommodation Service by internal phone 19-83.

3.6. For convenience, the Guest is recommended to use the signs "Please do not disturb" and "Please clean the room" by placing them on the handle of the outer side of the door.

3.7. The hotel provides the following services at no extra charge:

- Use of the swimming pool (during its operation), including sun loungers;
- Use of the equipped beach (during its operation);
- Sunbeds, aerarium, showers, changing cabins;
- Issue of beach towels;
- Accommodation of children under 4 years old without providing a separate place, including breakfast;
- Rental of baby cots;

- Ironing room;
- Wi-Fi throughout the hotel;
- Calling a taxi, emergency services of the city;
- Provision of boiling water;
- Services of a first-aid post, calling a nurse to the room, using a first-aid kit;
- Wake up at a certain time;
- Parking;
- Luggage storage;
- Booking rooms;
- Mini-safe in every room;
- Individual safe boxes at the accommodation counter;
- Concierge services;
- Compliment from the Hotel on your birthday;
- Registration of foreign citizens.

3.8. Children under 4 (four) years of age can be accommodated without providing an extra bed free of charge, provided that all the main places are occupied.

3.9. Accommodation in an additional bed, if it is possible to install an additional bed, is provided with payment in accordance with the current price list.

3.10. Children from 3 (three) to 10 (ten) years old are provided with a 50% discount on meals (lunches, dinners) from the prices indicated in the current price list. Children under 3 (three) years of age eat free of charge.

3.11. The priority right to accommodation in the Hotel is given to persons with a confirmed room reservation. All other Guests are accommodated in the order of the general queue:

- The following persons have the right to extraordinary service at the Hotel:
 - Heroes of the Soviet Union, Heroes of the Russian Federation, full cavaliers of the "Order of Glory" and persons equated to them;
 - Disabled people and participants of the Great Patriotic War and persons equated to them;
 - Other categories of citizens who, in accordance with the current legislation of the Russian Federation, are entitled to extraordinary services;
- A person entitled to extraordinary service must present a document confirming such a right.

4. Obligations and responsibilities

4.1. In the Hotel it is forbidden:

- Leave strangers in the room, as well as give them the Guest card and the key to the room;
- Store bulky items, flammable and toxic materials, weapons, narcotic, flammable and explosive substances, chemical and radioactive substances, mercury;
- Accommodation with animals, as well as visiting public areas of the Hotel with animals;
- Smoking on the territory of the Hotel, except for specially designated smoking areas. The Guest and his visitors are obliged to strictly observe the "Fire Safety Rules",

“Reminder in case of fire”, located in the information folder at the Reception and Accommodation Desk;

- Drink alcohol on the territory of the Hotel in places not intended for this;
- Perform actions endangering life and health, including climbing from balcony to balcony over fences;
- Throw out rubbish and various objects from the balconies of the floors;
- Openly carry hunting, pneumatic, firearms, or weapons of limited destruction and cartridges for it on the territory of the Hotel. A guest who arrives at the Hotel with a weapon is obliged to inform the Hotel administration at the Reception and Accommodation Desk about this, providing permits for weapons. The storage of weapons is carried out by the Guest in the safe of his room;
- Use any pyrotechnic means (fireworks, fireworks, etc.) on the territory of the Hotel;
- Use heating devices if it is not provided in the hotel room;
- Rearrange and remove furniture from the room;
- Show aggression or actions that threaten the safety of the health or property of others;
- Cause damage to the property of the Hotel;
- Take away terry products provided for temporary use, with the exception of slippers;
- Place the Guests in the room after 22.00 without paying for their stay in the Hotel;
- Leave minor children unattended alone in the room and on the territory of the Hotel;
- In accordance with the Federal Law of the Russian Federation of 29.12.2006. “On State Regulation of Activities for the Organization and Conduct of Gambling” it is forbidden to play gambling (including cards).
- Break the silence from 22:00 to 08:00;
- Ride roller skates, skateboards, scooters, bicycles and segways in halls, corridors, residential and office premises;
- The Guest does not have the right, without the written consent of the Hotel administration, to fasten panels, equipment to the floor and ceiling on the territory of the Hotel and in the building of the Hotel, stick stickers on the floor, walls, columns, elevators. In case of violation of this requirement, the administration of the Hotel draws up an act of damage. The guest undertakes to eliminate the identified violations within 12 (twelve) hours from the moment the damage report is drawn up. If the violations are not eliminated within the prescribed period, the Guest undertakes to pay compensation to the Hotel administration for the damage caused in the amount of 50,000 (fifty thousand) rubles per day for each violation. Payment of compensation does not release the Guest from the requirement to eliminate violations.

4.2. Obligations of the Guest:

- Comply with these Rules;
- When visiting the pool, the guest must comply with the “Rules for internal visits to the water sports complex (pool) of Zhemchuzhina Group of Companies JSC.
- Bulky things are handed over to the storage room, this service is included in the price. For storing valuables, an additional service "Mini-safe" in the room or a deposit box in the Reception and Accommodation Service is provided;

- For the safety of money, other currency values, securities, bank cards, jewelry, precious things and other valuables not deposited in a storage room or an individual safe, the Hotel administration is not responsible;
 - The Hotel Administration is not responsible for the loss of the Guest's valuables in the room in case of violation of these rules;
 - When entering the room, the guest must insert the electronic key into the energy-saving device, close the front door tightly and make sure that the door is closed;
 - When leaving the room, the guest must remove the electronic key from the energy-saving device, close the front door tightly and make sure that the door is closed;
 - The Guest must observe cleanliness and order in the room and on the territory of the Hotel, take care of the equipment in the room. The Guest, in accordance with the legislation of the Russian Federation, reimburses the damage in case of loss or damage to the property of the Hotel, according to the current price list for damages;
 - When leaving the room, close the taps of water mixers, windows, balcony doors;
 - Maintain public order,
 - When leaving the room, turn off the lights in the room, allowed household appliances, air conditioning, TV;
 - Strictly comply with fire safety rules;
 - Timely and in full pay for all additional services provided by the Hotel;
- 4.3. Obligations of the Hotel:
- Provide services to the Guest for an additional fee for

5. Other

5.1. Non-compliance by the Guest with these Rules for the provision of services in the Zhemchuzhina Group of Companies entitles the Hotel administration to refuse the Guest in the further provision of hotel services.

5.2. For all issues not specified in these rules, the administration of the Hotel is guided by the legislation of the Russian Federation.

5.3. The hotel reserves the right to make changes and additions to these Rules.