

**RULES OF PROVIDING  
HOTEL SERVICES AT  
PUSHKINO ART HOTEL,  
PINE VILLAGE LLC**

**APPROVED**

**under Order  
of the Director General**  
of 16.04.2018 No. 10  
date and number of the order



**1. GENERAL PROVISIONS**

**1.1.** These rules (hereinafter referred to as the Rules) were developed in accordance with the applicable Russian law regulating the provision of hotel services, namely Decree of the RF Government of 09.10.2015 No. 1085 "On the Approval of the Rules of Providing Hotel Services in the Russian Federation".

**1.2.** For the purpose of these Rules the terms defined below shall have the meaning provided next to the respective term.

<b>Company/ organization</b>	Pine Village LLC, legal entity providing the services of the Art Hotel Pushkino
<b>Hotel</b>	the Art Hotel Pushkino, including its premises, buildings, structures, and other facilities that ensure its operation.
<b>Guest</b>	any person staying at the Hotel's premises and using the Hotel's services.
<b>Mechanical key</b>	the room key issued to the Guest after payment for accommodation in the chosen room.
<b>Booking</b>	pre-ordering services at the Hotel.
<b>Guest's registration card</b>	a document confirming that a service contract for accommodation at the Hotel has been signed between the Guest and the organization.

**1.3.** The Hotel works 24 hours.

**1.4.** Any hours specified in these Rules refer to Moscow time.

**1.5.** The following services shall be provided to Guests staying at the Hotel (hereinafter referred to as the Guest) free of charge:

- daily routine cleaning of the room
- an iron located on the second floor
- ambulance calls
- the provision of reference and information services by the reception desk
- wireless Internet connection in rooms, the restaurant and other food stations at the premises as well as in the Hotel building

- Hotel staff calling a taxi

**1.6.** The Hotel offers the following services on a paid basis:

- accommodation
- services of the restaurant and other food stations at the hotel premises
- conference services
- event planning

- sauna, pool, SPA rituals and massage
- billiards;
- rental of sports equipment
- board game and Sony Playstation game rental
- room decoration
- taxi service
- transfer order
- extra bed rental.

For more details on Hotel units, optional services and the prices, see the information folder at the reception desk.

#### **1.7. Check-in/Check-out:**

**1.7.1.** The Hotel's check-out time of service starting (time of arrival) is 15:00 on the date of the Guest's arrival. The Hotel's check-out time of service ending (time of departure) is 13:00 on the day of the Guest's departure.

**1.7.2.** If the Guest had not booked in advance and had not guaranteed an early check-in, the Hotel can make, but does not guarantee, the accommodation of the Guest in case of availability, at no extra charge from 13.00 to 15.00.

**1.7.3.** In case the Guest wants to book an early check-in and to be guaranteed to receive a room in case he arrives at the Hotel earlier than the official time of arrival, he will need to pay an early check-in service on the following conditions:

- -when booking an early check-in from 00.00 to 12.00, 50% of the first night's accommodation cost will be charged (the price of early check-in includes breakfast).

**1.7.4.** Late departure from the Hotel is possible at the request of the Guest and the availability of free rooms, i. e. after the check-out time of service ending, at additional charge.

The cost for late departure from the Hotel is (based on the cost of a full day stay on the day of departure) except as otherwise provided by the terms of the agreement:

- payment is made out for half a day from 13.00 to 18.00;
- payment is made out for a full day from 18.00 to 13.00.

**1.8.** The priority right to accommodation in the hotel is obtained by persons with confirmed booking of the room. All other guests are placed in the order of the general queue.

**1.9.** The following categories are entitled to priority service at the Hotel:

- Heroes of the Soviet Union, Heroes of the Russian Federation, Full Cavaliers of the Order of Glory, and people with an equal status;
- People who were disabled or participated in the Great Patriotic War and people with an equal status;
- Other individuals entitled to priority services by consumer service providers under the applicable law of the Russian Federation.

Any person entitled to priority services must provide a document confirming the respective right.

**1.10.** Hotel phone numbers: +7 (496) 585 - 48 - 64; +7 (926) 864 - 75 - 78.

**1.11.** The Hotel has video surveillance for the purpose of security.

### **3. ROOM BOOKING PROCEDURE**

**3.1.** Rooms and any optional Hotel services can be booked by telephone, facsimile, and electronic means of communication.

**3.2.** For electronic booking the Guest can use an online booking form at [www.hotel-pushkino.ru](http://www.hotel-pushkino.ru) or send a duly executed request to the Hotel's reception at [reservation@hoterpushkino.ru](mailto:reservation@hoterpushkino.ru).

The request must specify the following:

- the arrival and departure dates of the Guest/Guests;
- room type and number;
- the number of Guests to stay in the room;
- the Guest's/Guests' full name/names;
- the payment method;
- any optional services booked beforehand;
- any remarks, suggestions, or comments;
- contact details; (phone, fax, email);
- company details (for legal entities).

**3.3.** The Hotel shall send a booking confirmation or denial to the Guest within 24 hours from receiving the request. In periods when the Hotel or the Booking Service experience a high workload the period for processing booking requests can be increased up to 72 hours.

**3.4.** When booking for the Hotel's open prices, an individual Guest can cancel the booking if his/her intentions change. Cancellation of guaranteed reservation of any room and/or additional services without any penalty must be effected at least 72 hours prior to the arrival date in writing at [reservation@hotel-pushkino.ru](mailto:reservation@hotel-pushkino.ru). In this case the amount of the advance payment shall be returned or can be kept on the Guest's account until his/her next stay on the Guest's request. In case of late cancellation the Hotel has the right to charge a late cancellation penalty of 100% of the accommodation price per day. Where a dedicated agreement is made, the booking cancellation conditions specified in the agreement shall apply.

**3.5.** There are two main types of booking, depending on which the booking process varies:

- non-secured booking is booking that is not prepaid. It shall be kept until 18:00 of the intended arrival date, after which the booking will be cancelled automatically, in which case a room can be provided if vacant rooms are available. Any adjustments to or cancellation of non-secured bookings can only be affected according to the Hotel Rules and the agreement.
- guaranteed booking is a reservation that is 100% prepaid (unless otherwise provided for by the agreement) and made following the preliminary confirmation of booking. Secured booking means that the right to obtaining the services on the approve service list as well as the possibility of checking in later than 16:00 but not later than 13:00 of the day following the check-in date are reserved. Shall the Guest fail to arrive within the above period, the booking shall be cancelled, and a no-show fine shall be imposed according to the Hotel Rules and the agreement.

**3.6.** In case of no show or late cancellation of a secured booking, a fine amounting to the full daily price of the room shall be imposed on the Guest. The booking shall be cancelled fully unless the Guest re-confirms further booking.

**3.7.** Where a guaranteed booking is cancelled more than 72 hours before the check-in date, the advance payment amount shall be refunded minus bank charges.

**3.8.** The Hotel accepts guaranteed booking only during high load periods.

**3.9.** A confirmed booking is guaranteed if:

- the Guest pays the full daily price of the room before the check-in date in cash, by credit card, or by bank transfer;
- the Guest pays the full daily price of the room before the check-in date in cash, by credit card, or by bank transfer;
- the company (entity) pays the full daily price of the room before the check-in date by bank transfer;
- The Guest submits to the reception a filled-out authorization letter form specifying its credit card details as well as a copy of both sides of the credit card and its ID. In this case the price of a full day in the room shall be withdrawn from the credit card. A credit card is required

as a guarantee for the Hotel in case the Guest does not check in or cancels the booking.

**3.10.** For booking or on-the-spot accommodation, the Guest must choose a room type. The Reception and Accommodation Department shall choose a specific room of the type chosen by the Guest.

#### **4. ACCOMMODATION REGISTRATION PROCEDURE**

##### **4.1. Guests shall be registered for accommodation at the Hotel based on their IDs.**

Citizens of the Russian Federation must present one of the following documents when checking in:

- passport of a Russian citizen certifying the identity of a citizen of the Russian Federation on the territory of the Russian Federation;
- birth certificate for a person under 14 years;
- passport certifying the identity of a citizen of the Russian Federation outside the Russian Federation for a person permanently residing outside the Russian Federation;

Foreign citizens must present the following documents when checking in:

- a passport,
- a migration card (except for citizens of the Republic of Belarus),
- a visa.
- a residence permit or a temporary residence permit,
- other documents in accordance with the current migration legislation.

The procedure of accommodation registration is based on the following:

- Federal law "On migration registration of foreign citizens and individuals without citizenship in the Russian Federation" of 18.07.2006 No. 109-FZ (as amended);
- The Federal law "On the procedure for exit from Russian Federation and entry into the Russian Federation" of 15.08.1996 No. 114-FZ (as amended);
- Federal law "On the legal status of foreign citizens in the Russian Federation" of 25.07.2002 No. 115-FZ (as amended);
- Federal law "On amendments to the Law of the Russian Federation on the right of citizens of the Russian Federation to freedom of movement, choice of place of stay and residence within the Russian Federation and invalidating certain provisions of legislative acts of the Russian Federation" of 28.12.2013 No. 387-FZ (as amended);
- Federal law "On amendments to certain legislative acts of the Russian Federation in connection with implementation of international treaties of the Russian Federation on readmission" of 06.12.2011 N 400-FZ (as amended);
- Law of the Russian Federation of 25.06.1993 No. 5242-1 (as amended on 03.04.2017) "On the right of citizens of the Russian Federation to freedom of movement, choice of place of stay and residence within the Russian Federation."

**4.2.** Accommodation of foreign citizens arriving in the Russian Federation under a visa shall be carried out within the validity period of the visa (unless another entry procedure is provided for by applicable bilateral governmental agreements).

**4.3.** Only legal representatives can order any services at the Hotel for individuals under 18 years of age.

**4.4.** Prerequisites for obtaining a mechanical room key are payment for the room or payment by credit card as well as a Guest registration card filled out and signed by the Guest as an agreement between the Guest and the Hotel, specifying the Guest's stay period, residential address, vehicle registration plate, basic Hotel accommodation rules and fire safety rules,

verified by the Guest's signature. A receipt shall be issued to the Guest after payment and an invoice, during check out. If the payment was effected by bank transfer, no guest invoice shall be issued at the reception desk, and all primary documents shall be sent to the payer in the manner prescribed by law.

4.5. Shall the Guest refuse to pay for the room or fail to provide an ID, the Reception Administrator can deny accommodation.

4.6. The Hotel Administration shall ensure the possibility of the Guest's stay at the Hotel during the period paid for only. After the end of the paid period, the stay may be prolonged upon the request of the Guest provided that there are vacant rooms are the Guest informs the reception desk or booking service of its intentions to prolong its stay at least a day before the date, in which it must pay for the stay according to the current tariff.

4.7. For the purpose of hotel service provision and in execution of the law of the Russian Federation on residence and migration registration, the Hotel Administration can disclose the Guest's personal information to appropriate executive authorities of the Russian Federation.

## 5. SETTLEMENT PROCEDURE

5.1. Hotel room accommodation services shall be provided based on 100% advance payment for the whole stay (booking) period unless otherwise provided for by a dedicated agreement.

5.2. For accommodation in rooms and additional services, payment can be made:

- By the Guest for cash;
- By the Guest using a credit card;
- In non-cash form by legal person who is booking.

5.3. When the booking is paid for by bank transfer, the price does not include the bank transfer fee.

5.4. The reception desk shall be responsible for receiving cash at the Hotel.

5.5. The reception desk shall issue an invoice for the service to the Guest, where it must certify that it agrees with the amount specified and payment on check-out or at any other time prior to check-out as it may find convenient.

5.6. Any additional services shall be paid for according to the current price list of the Hotel when ordered.

5.7. The Guest shall pay the invoice for late check out at the reception desk on the check-out date unless otherwise provided for by the agreement.

5.8. The following credit cards are accepted: MasterCard, Visa.

5.9. Shall a Guest leave the Hotel without paying for any additional services and/or late check-out, the reception staff can withdraw the amount due from the credit card if provided as a guarantee for check-in.

5.10. A Guest can only be moved to another room when accommodated if reasonable.

5.13. The Guest can deny a room paid for within thirty minutes after accommodation provided that it does not use the number. In this case the money shall be refunded in full.

## 6. THE COST OF SERVICES

6.1. All settlements at the hotel shall be effected in rubles, the currency of the Russian Federation.

6.2. The price of a room per day as well as any additional services shall be determined according to the Hotel's current price list approved under the Order of Director General of Pine Village LLC.

6.3. The payment for the Hotel accommodation is carried out on hotel days (from the time

of arrival and departure, determined in accordance with Section 1.7 of this Regulation).

**6.4.** The price of a room per day includes a meal—an a la carte breakfast according to the approved applicable tariff. It may optionally include set lunches and dinners.

**6.5.** All prices, offers and conditions of sale can be:

- changed;
- limited by time, availability and period of validity;
- limited by date, minimum or maximum periods of stay, weekends and holidays, seasonal price fluctuations;
- subject to other conditions and restrictions.

**6.6.** The cost of the services will only be guaranteed to the Guest after receiving a written—including e-mail—confirmation of booking of the room and other services specifying the cost or the cost specified in the approved and signed agreement.

**6.7.** The cost of any meals included in the accommodation price that the Guest does not use shall not be refunded.

## **7. ACCOMMODATION WITH MINOR CHILDREN**

**7.1** Children aged up to 3 years can stay free of charge, including breakfast and a cot;

**7.2.** Children aged 3 to 6 can stay free of charge, including breakfast, provided that no separate bed is provided;

**7.3.** Where a separate bed is provided, children aged 3 to 12 can stay for a special price of 750 RUB per day, including breakfast.

**7.4.** Cots and additional beds shall be available upon request. The price of an extra bed shall be determined according to the current Hotel price list approved under the Order of Director General of Pine Village LLC or according to the price of the applicable agreement.

## **8. HOTEL ACCOMMODATION RULES**

**8.1.** The following is **prohibited** for the sake of order, security of property and safety of Guests at the Hotel:

- **smoking in Hotel rooms, halls, the restaurant, corridors and other public places not designated for smoking;**
- leaving unauthorized people in the room while the Guest is absent;
- staying at the Hotel with animals, birds, reptiles and other representatives of the animal world;
- handing the mechanical key to the room over to other people;
- storing weapons, ammunition and explosives;
- immoral behavior (actions that violate common standards of morality, are contrary to generally accepted ideas of reasonable and decent behaviour, such as: violence, abuse, hooliganism, excessive drinking, rudeness to others, indecent behaviour in public places, etc.);
- aggression towards other Guests and staff of the Hotel;
- littering the Hotel grounds;
- throwing garbage and bottles out of Hotel windows;
- moving and taking out of the room any furniture or bedding;
- using foreign objects as plugs for bathtub drains;
- eating alcoholic or other beverages or foods brought by the Guest in public areas and in restaurants and other food stations at the Hotel, taking out restaurant dishes, cutlery, food and drinks without prior approval from the Administration of the restaurant;
- rearranging and moving furniture without agreement with the Hotel Administration;

- storing explosives, toxic materials, weapons, or drugs in the room;
- being present in public areas (corridors, foyers, stairs, elevators, restaurants, billiards, sauna, lobby) in underwear, naked, topless, in swimwear, bathrobes, barefoot;
- using emergency fire-fighting equipment on the floors for no reason;
- moving and misusing electrical devices in rooms and public areas.

**8.2.** Shall the Guest fail to meet the above requirements hereof, the Administration can terminate the provision of hotel services unilaterally.

**8.3. The Guest must:**

- observe the Safety and Fire Safety Rules of the Hotel;
- pay for accommodation and additional Hotel services in a timely manner;
- leave the room after the paid stay period expires;
- adhere to the established policies, cleanliness, close water taps after using them, close windows, turn off lights, TV sets, close the room, the balcony door, and the windows when leaving;
- be quiet from 11 p.m. to 8 a.m. of the next day;
- respect the right of inviolability of the person of Hotel employees and Guests;
- immediately inform the Hotel Administration of loss of personal belongings from the room so that measures can be taken to find the missing belongings;
- immediately inform the Hotel Administration of loss of the mechanical key;
- immediately inform the Hotel Administration of any unattended belongings;
- be careful with the Hotel's property, compensate for any loss of or damage to the Hotel's property according to the current price list for damage to Hotel property based on the Damage Certificate, in accordance with the legislation of the Russian Federation;
- be held responsible for any damage caused by people invited by the Guest;
- make a final settlement for the provided services on departure.
- visiting Guests is allowed before 11 p.m. After this time, visitors must be registered for accommodation.

**8.4.** The hotel has the right to refuse service to citizens with signs of alcoholic or narcotic intoxication and behavior which may be inconvenient for Guests of the Hotel.

**8.5.** The Hotel's reception staff shall control the Guests' compliance with the public order and night quiet rules. Shall a Guest violate the public order and night quiet rules, the Hotel's reception staff may call the police to bring the violators to administrative responsibility.

**8.6.** Any musical and noisy events, including fireworks, are only permitted upon agreement with the Administration in designated areas from 10 a.m. to 11 p.m.

**8.7.** The Hotel Administration reserves the right to visit rooms without agreement with the Guest in the event of a wiring short circuit, smoke, fire, flooding, and where the Guest violates public order.

**8.8.** The hotel is responsible for valuables that are located in the guest room.

**8.9.** Cars shall be parked in designated areas.

**8.10.** Guests making videos and photos at the Hotel must secure the rights of other Guests at the Hotel. Videos and photos of an individual can only taken with the individual's consen

with due regard to the rules specified in Article 152.1 of the RF Civil Code "Protection of Images of Individuals".

## **9. RIGHTS AND RESPONSIBILITIES OF THE HOTEL**

**9.1.** The Hotel Administration provides high quality service and proper sanitary and technical condition of all premises and territories in accordance with the applicable rules and regulations

of the Russian Federation.

**9.2.** The Hotel offers Guests optional paid services in accordance with the approved service price list.

**9.3.** Shall the Guest's paid stay period expire when the Guest is not present in the accommodation, provided that the stay has been prolonged and not paid for in a timely manner, the Hotel Administration can establish a committee and take an inventory of the property in the room of the absent Guest as well as vacate the room. Any such property shall be moved to Lost and Found.

**9.4.** Any possessions that the Guest may forget in the room shall be kept in safe custody, and the Hotel Administration shall take appropriate measures to return them to their owner.

**9.5.** The Hotel shall keep confidential any data about its guests and visitors.

**9.6.** There is a Customer Feedback Book at the reception desk that is available to all Guests. Any complaints and statements that Guests enter in the Customer Feedback Book shall be reviewed by the Hotel Administration.

**9.10.** These RULES OF PROVIDING HOTEL SERVICES at Pine Village LLC (the Art Hotel Pushkino) are an official offer.

**We are glad that you have chosen our Hotel!**

**We love and appreciate all our Guests and we will do our best to make you satisfied!**

**We wish you a pleasant stay in the "Pushkino" Art-Hotel and we are looking forward to seeing you again!**

**Sincerely, the Hotel Administration.**