



APPROVED BY:

General manager

LLC Happy Seasons Hotels Group



Shchegoliev S.V.

The Bristol Hotel

Rules for the Provision of Hotel Services and Accommodation

(hereafter referred to as The Rules)

The present Rules are established in accordance to the legislation in power of the Russian Federation, General Regulations for hotel services provision in the Russian Federation and Migration Legislation norms of the Russian Federation.

The Bristol Hotel in its operation strives to conform to the Standard of "Tourist Services. Accommodation. General Requirements. All-Union State Standard P 51185", approved by the Order of Rostechregulation.

The given Rules regulate the order of reservation of the rooms in the Bristol Hotel, the conditions for services provision to the Hotel's guests, the order of The Bristol Hotel's guests registration, the order and the ways of service payment, liabilities of the parties.

The given Rules are available on the official site of the Bristol Hotel <http://bristol-yalta.ru> and at the front desk (receptionist).

1. GENERAL TERMS AND CONDITIONS

For the purposes of these General Terms and Conditions governing the Provision of Services, the terms set out below shall have the following meanings:

"The Hotel" - shall mean all the property complex of the Bristol Hotel (the building, the equipment, the furniture, the technical equipment, interior design items, appliances) intended to be used for hotel services provision at the address: 12A Roosevelt street, Yalta, The Republic of the Crimea, Russian Federation.

"Hotel services" - shall mean the complex of services provided to the persons having residence in the Bristol Hotel.



“Customer” - shall mean a legal entity or an individual person who intends to purchase or order the hotel services.

“Guest” - shall mean an individual person who is a receiver of the hotel services.

“Reservation” - shall mean a process of reserving beds and (or) rooms in the hotel in advance by the Customer or the Guest.

“Check-in, Check-out Time” - shall mean time stipulated by the responsible party for the check-in/check-out of a Guest.

“Guaranteed Reservation” - shall mean a kind of a reservation upon which The Hotel is expecting The Guest to arrive within 24 hours starting from the day of the expected check-in. The Hotel holds the right to charge the cost of a one-night stay in case of an overdue check-in of the Guest or in case of a non-arrival. In the event of an over 24-hour delay, the guaranteed reservation shall be canceled.

“Non-Guaranteed Reservation” - shall mean a kind of a reservation upon which the Hotel is expecting the Guest to check-in until 9 p.m. on the planned check-in day, after which the reservation shall be canceled.

Working hours of the Hotel – 24 hours a day, the Hotel performs check-in (provided there are vacancies available in the Hotel) and check-out round the clock

The Hotel is meant for a temporary residence.

Minimal period of residence in the Hotel is a 24-hour period. The Maximum period of residence is not stipulated.

The Hotel may outsource legal entities or private individuals upon agreement in order to provide guests with additional services.

The territory of the Hotel in public areas and in the crowded places is being monitored by the CCTV cameras. Conducting of professional photo shoots and video filming (for printed press, television programs, Internet clips) in the Hotel is carried out only after obtaining the consent of the General Manager.

Requirements of the present Rules are obligatory for following by the Guests, individuals making agreements for the hotel services provision (including tour operators’ contracts) in favour of the third parties, the Hotel’s staff and all the individuals visiting the territory of the Hotel.

2. RESERVATION

Happy Seasons Hotels Group LLC is receiving requests for both guaranteed and non-guaranteed reservations via telephone connection and by e-mail.

There is no reservation fee.

Reservation request must contain the following information:

From a legal entity:



- name of the legal entity, registration address, postal address;
- registration (OGRN – Primary National Registration Number, TIN – Taxpayer Registration Number/RRC – Registration Reason Code) and bank account details;
- quantity and categories of the hotel rooms to be reserved;
- check-in and check-out date and time;
- surname, name, patronymic name and passport details of the individuals to be accommodated;
- contact telephone number, e-mail;
- room location preferences (facing south or north), bedding preferences (double or twin rooms (one big double bed or two twin beds))

From a private individual – private entrepreneur:

- surname, name, patronymic name, registration address, postal address;
- registration (OGRN - Primary State Registration Number of an Individual Businessman and INN - Personal Tax Reference Number) and bank account details;
- quantity and categories of the hotel rooms to be reserved;
- check-in and check-out date and time;
- surname, name, patronymic name and passport details of the individuals to be accommodated;
- contact telephone number, e-mail;
- room location preferences (the historical building or the new building, facing south or north), bedding preferences (double or twin rooms (one big double bed or two twin beds)), baby crib available in the room.

From a private individual:

- surname, name, patronymic name and passport details;
- quantity and categories of the hotel rooms to be reserved;
- check-in and check-out date and time;
- surname, name, patronymic name and passport details of the individuals to be accommodated;
- contact telephone number, e-mail;
- room location preferences (the historical building or the new building, facing south or north), bedding preferences (double or twin rooms (one big double bed or two twin beds)), baby crib available in the room.



A request for a non-guaranteed reservation is valid until 9 p.m. on the day it was placed for. In the event of the Guest failing to be on time for the check-in, the request for a non-guaranteed reservation is canceled and the Guest's accommodation is performed on the first-come, first served basis.

A reservation request can be canceled no later than forty-eight hours before the requested date and time.

In case of an overdue cancellation of a request of a guaranteed reservation, the advanced payment for a one-night stay is non-returnable.

Reservation request must be confirmed. Reservation confirmation notification contains the following information:

- the name of the legal entity or the name, surname and patronymic name of the private individual, indicated in the reservation request;
- the name of the host party – Happy Seasons Hotels Group LLC;
- registration (OGRN – Primary National Registration Number, TIN – Taxpayer Registration Number/RRC – Registration Reason Code) and bank account details of the host party;
- quantity and categories of the reserved hotel rooms;
- check-in and check-out date and time;
- quantity of individuals to be accommodated;
- reservation number, date and the name, surname and patronymic name of the reservation clerk;
- contact telephone number, e-mail.

In case of unavailability of vacancies of the requested category for the requested date, the host party holds the right to refuse the room reservation or offer alternative variants.

THE CHECK-IN PROCEDURE IN THE HOTEL

The Hotel maintains the following procedure for check-in/check-out:

- Check-in after 2 p.m.
- Check-out before 12 p.m.

The contract for hotel services provision is concluded:

- with legal entities and private individuals – private entrepreneurs who conclude a contract in of the third parties;
- directly with Guests – private individuals who purchase the services for themselves.

The contract for hotel services provision with private individuals is concluded upon provision of ID by the Guest:



- a passport (an international passport, a diplomatic passport);
- a document issued by a foreign state and approved with accordance to an international agreement of the Russian Federation as being an ID document of a person without a citizenship;
- temporary residence permit for a person without a citizenship;
- residence permit for a person without a citizenship;
- for the underage individuals an ID document is considered to be a birth certificate;

For foreign citizens in addition to the documents listed above the following are to be presented:

- an immigration slip with a stamp indicative of crossing the Russian Federation border;
- a visa (if a foreign citizen requires a visa for entering the territory of the Russian Federation).

The same documents are obligatory to be provided by all the individuals planning to stay in the Hotel, even if the contract is not concluded with a particular individual.

All the guests checking-in the Hotel are personal data owners withing the meaning of the Federal Law "Of Personal Data" from July, 27th, 2006 № 152- FZ.

For statutory compliance with the Migration Law in action, and hotel services provision in accordance to the established standards the Contractor needs the Guests' personal data.

The Guest by signing the Registration Form confirms by his/her signature giving the right to the Contractor to store, process and transfer the following personal data without his/her specific agreement and without a notification to the personal data owners' rights protection body in power:

- surname, name, patronymic name;
- date and place of birth;
- residence address;
- details of the ID document;
- duration of the Hotel stay;
- contact telephone number and e-mail.

By providing their personal data, citizens and individuals without a citizenship, who checking into the Hotel, confirm the authenticity of the data provided.

The personal data listed above is stored, processed and can be transferred only with the aim of providing the Guests with hotel services of a high quality and informing them of the Hotel's services.



Personal data can be transferred and/or revealed only in the cases and in the order stipulated by the Russian Federation Personal Data Protection Legislation.

Citizens of the Russian Federation, upon checking into the Hotel are subjects to the temporary residence registration in accordance to the Migration Law in power. For a temporary residence registration a Guest must provide an ID document upon the checking into the Hotel.

Foreign citizens and persons without a citizenship upon checking into the hotel are subjects to the temporary residence registration in accordance to the Law in power. For a temporary residence registration foreign citizens and persons without a citizenship upon checking into the Hotel must provide the documents listed in the paragraph 3.2.

The Hotel registration of minors is performed on the basis of their birth certificates and the ID documents of the parents present with them (adoptive parents, guardians, trustees) or close relatives accompanying the minors. Upon this, the mentioned individuals (except for parents) must provide the document confirming their right for accompanying a minor and for actions on his/her behalf.

The contract for hotel services provision is in power from the moment of being concluded by the parties. The blank of a contract is attached to the present Rules. For the Parties' convenience, the contract, the Guest's registration form and personal data processing agreement are united into one document.

The contract for hotel services provision is signed on the day of a check-in at the front desk.

After signing a contract, the Guests is given an electronic plastic card, which is a card key to the room.

4. THE COST AND TERMS AND PROCEDURES OF PAYMENT

The Hotel rates align with the price list. The prices are indicated both on the Hotel's site and at the front desk.

Upon a Guest's check-in from 12 a.m. till 12 p.m. (early check-in) an additional fee is charged in the amount of 50% of the cost of a one-night stay in the room of a chosen category.

Upon a Guest's check-out after the check-out time but before 8 p.m. of the current day, an additional fee is charged in the amount of 50% of the cost of a one-night stay in the room of a chosen category.

Upon a Guest's check-out after 8 p.m., an additional fee is charged in the amount of 100% of the cost of a one-night stay in the room of a chosen category.

A less than 24-hour stay in the Hotel has the same cost as a 24-hour stay in the room of a chosen category.

Days of delay and a pre-scheduled check-out are not compensated and not a subject to be reclaimed.

The Guest wishing to prolong his/her Hotel stay should inform the front desk receptionist no later than 12 hours in advance and pay for the stay, otherwise, the Hotel holds the right to demand to vacate the room.

The cost of the Hotel's stay includes:



- breakfast (buffet, continental - during a low season);
- wake-up calls;
- provision of hot water, needles, threads, dishware and cutlery (one set for every Guest);
- provision of and iron and an ironing board in the ironing room;
- ordering a transfer (taxi);
- ordering excursion services, tickets (theatre, concert, cinema);
- booking tables in the restaurant;
- ordering a car, a scooter, a bicycle for rent;
- using the first aid kit;
- ambulance and other emergency services calls;
- reception and handing over of the correspondence addressed to the Guest.

Information about the prices of services, which are not included in the cost of stay, is indicated at the front desk and on the Hotel's site.

Payment for the stay in the Hotel is performed in the following order:

Customers-legal entities and private entrepreneurs perform the payment for the hotel services by transferring the money to the bank account which is indicated by the host party and within the time limits stipulated by the contract.

The Guests paying for the hotel services by themselves can choose any of the ways listed below:

- by means of transferring the money to the bank account of the host party before checking into the Hotel, and providing a payment document when checking into the Hotel;
- by paying money to the cash register when checking into the Hotel;
- by a bank card via the Hotel's terminal (beforehand inquiring of the kinds of cards being serviced is needed).

The payment for the Hotel room is conducted during the first 24 hours starting from the Guest's check-in.

Information about privileges, discounts and special offers can be inquired during the reservation of the room – from a reservation clerk, on the Hotel's site and at the front desk.

In case of an early check-out the Guest (more than 24 hours before a scheduled check-out) has the right to apply for the refund of the extra money paid.

In case of an early check-out from the Hotel (less than 24 hours before a scheduled check-out), no refund of the extra money paid is conducted.



All the complaints concerning the quality of the services provided are accepted by the Hotel during two month since the Guest's check-out and only in the case of the services having been paid for by the Guest.

5. RULES FOR RESIDENTS AND GENERAL CONDITIONS FOR THE HOTEL'S PROPERTY USE, LIABILITIES

The Hotel rooms are places for a temporary residence, meant for rest.

The Hotel is the pace of a large congregation of people. Due to this fact, it is necessary to follow the rules listed below while staying in the Hotel with the view to having a comfortable stay and complying with the life safety rules.

All the Guests and visitors of the Hotel without an exception must:

- keep the room and the common areas tidy;
- observe silence in the night time;
- follow the recommendations and requirements of the Russian Federal State Agency for Health and Consumer Rights (Rospotrebnadzor), the Hotel's administration and any other norms in action at the time of the Guest's check-in aimed at prevention of spreading of the new coronavirus infection (COVID-19), stipulated by the point 6 of the present Rules.
- avoid causing loud sounds and noises close to the Guests with young children;
- turn off the water taps when they are not being used;
- close the windows, switch off the lighting fixtures, TV sets, lock the door when leaving the room;
- get familiar with the fire safety rules (available in every room) and follow them, study the evacuation map in case of a fire emergency;
- study and follow the recommendations listed in the rules for a terrorist attack prevention;
- bear responsibility for actions of their invited visitors;
- immediately inform the Hotel administration upon discovering that personal things are missing from the room in order to take measures for finding them;
- to have a visual inspection of the room upon the checking-in. In the case of any damage to the property in the room being discovered, the Guest should immediately inform the administration of the Hotel. Any damage, discovered during the time of the Guest's accommodation or after the Guest's check-out, are declared to have been caused by the guest.
- pay a damage charge in case of damaging the Hotel's property.

Smoking in the Hotel and in the adjoining area is forbidden. In case of smoking in the room, the Guest must compensate the Hotel for the cleaning company services (the cleaning company establishes the cost).



Staying in the Hotel with animals is forbidden.

Visitors staying in the room from 8 a.m. till 11 p.m. local time are allowed upon the Guest's request under a condition of their providing an ID. Presence of the third parties in the room after 11 p.m. is allowed only under a condition of a registration and paying a full hotel services fee.

The Hotel bears responsibility for the loss of money, other currency valuables, security papers and other valuables of the Guest under a condition that they were either admitted by the Hotel for safekeeping or were put by the Guest into a personal safe provided by the Hotel, regardless of either this safe shall be located in the room or on the other premises of the Hotel. The Hotel bears no responsibility for the loss of the contents of such a safe if proven that upon the conditions of the safekeeping access by anybody else without the owner's awareness was impossible or became possible in the course of a compelling force.

In case of lost property being discovered, the administration of the Hotel takes measures to ensure its returning to the owners. If the owner hasn't been found, the administration keeps the lost property safe during a period of six month. Valuables – during a period of a year.

The administration of the Hotel holds the right to enter the room without agreement of the Guest in cases of fumigation, fire, flood and also in the case of a Guest failing to follow the present resident Rules, public order rules, the order of electric appliances usage.

The Hotel holds the right to terminate the contract for hotel services provision in its sole discretion or to refuse to prolong the Guest's stay and demand the Guest's check-out in case of the Guest failing to comply with the present Rules, delayed payment for the services, infliction of material damage to the Hotel or to the other Guests.

We will be happy if our Guests could kindly leave their reviews and wishes at the front desk.

6. COUNTERMEASURES IN THE FACE OF THE SPREADING OF THE NEW CORONAVIRUS INFECTION (COVID-19)

All the Guests checking into the Hotel must follow the requirements and recommendations of the WHO, the Russian Federal State Agency for Health and Consumer Rights (Rospotrebnadzor), any other standard regulations in action for the prevention of the new coronavirus infection (COVID-19) in institutions that provide services of accommodation (hotels or other kinds of accommodation) and also other requirements in action at the check-in time.

Upon the checking into the Hotel, entering dining places (cafe, restaurant), located in the Hotel, also upon visiting the sports-recreational complex, Guests must undergo a procedure of non-contact measuring of their body temperature, which is organized by the Hotel's employees.

Moreover, the Hotel's employees hold the right to demand from the Guests with visible signs of ARVI to have their temperature measured by a non-contact method.



All the Guests must air their room once every two hours while they are staying in, have a supply of individual protective means (masks, respirators, individual sanitizers) for themselves as well as for the other guests sharing the room with them.

In case of a Guest having high body temperature or any other signs of ARVI, the isolation of the Guest in a specially equipped room is conducted immediately by the employees of the Hotel and the medical institution is informed. Until the ambulance arrives the Guest must follow the demands of the Hotel's employee, must not leave the room and also use respiratory protective means (masks, respirators).

In case of an acute need, the Hotel's employee can accompany the Guest to his/her room upon the condition that respiratory protective means are used by the Guest. Visiting any other premises of the Hotel in this case is forbidden.

Upon the detection of a patient with a new coronavirus infection, the volume and the list of the necessary anti-epidemic measures is stipulated by the authorities who conduct the virus mapping in the order stated by the corresponding recommendations.

In the case of the Guest's refusal to comply with the given demands, the Hotel's administration has the right to inform the police about the non-observance.

The administration of the Hotel recommends to use individual protective means outside the Hotel as well.

7. FIRE SAFETY RULES FOR GUESTS

During Your stay in the hotel You have to follow fire safety rules which are in effect on the Russian Federation territory (Fire safety Rules RF № 390 as of 24.05.2012), use electric appliances according to their operating instructions.

What are Your actions in case of a fire in a guest room?

Don't let panic get the better of You and don't make a fuss!

Immediately inform a receptionist.

Leave the room following the evacuation plan (can be found on the entrance door).

If possible, before leaving the room, take some safety measures: close the windows, small ventilating windows, doors which lead to the balcony, switch off electric appliances, switch off the lights and close the door to the guest room tightly in order to avoid fire and smoke spreading.

4. After leaving the room follow to the nearest emergency exit, letting women and children go first.

5. Follow the instructions of the staff, who has been trained in emergency situation actions of any kind.

Forbidden in a guest room

1. Smoking.



2. Using of electric appliances for drying wet things – it may lead to equipment failure and spontaneous firing.
3. Using of pyrotechnics, explosives and highly flammable substances in a guest room.

8. EMERGENCY PROCEDURES IN CASE OF AN EARTHQUAKE

1. In case of an earthquake the ground shakes noticeably during quite a short period of time – for only a few seconds, in case of a strong earthquake – up to a minute.

ATTENTION! Earth tremors and pushes might scare You!

You shouldn't panic and make a fuss!

2. In case of an earthquake immediately try to leave the building following the evacuation plan and run to a clear opening. If You have no possibility to leave the building, immediately take the safest places: doorways, a corner next to supporting walls.

ATTENTION! Don't leave the building during strong pushes!

The most vulnerable places are staircase landings, destruction starts from them of all others!

3. If you are outside, you should go away from buildings and power lines to a clear opening. Don't try to enter buildings even in order to assist somebody – wait for earthquake pushes to stop first.

4. In case You were awakened by the earth shock, don't switch on the lights in order to eliminate a possibility of fires and explosions which may occur as a result of a flammable or explosive substances leakage.

ATTENTION! Don't waste time on getting dressed! If possible, take your documents and necessary things! Act according to a situation!

5. Don't be surprised to feel new pushes! After the first powerful shock there may be a temporary lull, but after it another push may occur. The aftershocks may also occur, e.g. separate earthquakes caused by the main earthquake. They may happen within some minutes or even hours.

ATTENTION! The staff of the hotel will be next to You. They will immediately call the rescue service and help to organize evacuation of people to a safe area.

9. THE REFUND

In case the Guest reduces the period of his stay in the Hotel, the refund is made for paid unused days. According to the rules of the Hotel and according to the legislation of the Russian Federation, the refund is made in the same form in which funds were paid.

In order to refund cash or funds paid by credit card in the Hotel, the Guest shall apply to the Reception with an application indicating the total period of planned hotel accommodation, the period of actual hotel



accommodation, the form and amount of the paid payment and the amount to be refunded. The return of funds paid by credit card is based on an application written by the cardholder personally and upon presentation of passport.

In order to refund the funds paid by the Guest by bank transfer to the account, the Guest shall apply to the Reception with an application indicating the total period of planned residence, the period of actual residence, the form, date and amount of payment, the amount to be returned and the details for which the money must be returned. The Guest shall attach to the application a copy of the document confirming payment (payment order, bank statement, etc.).

If the guest has cancelled his reservation and has applied for a return before his arrival at the Hotel, to return the funds paid by the Guest by bank transfer to the account, The guest must contact the manager of the booking department at reserve@bristol-yalta.com with an application, which indicates the total period of planned hotel accommodation, the period of actual accommodation, the form, date and amount of payment, the amount to be returned, and the details to be returned. The Guest should attach to the application a copy of the document confirming payment (payment order, bank statement, etc.). The exchange of documents by the specified e-mail is an appropriate written form.

To refund money for hotel services paid by Guest through Travel Company, booking agency, etc., the guest should contact the organization that accepted the payment.

Attachments:

- Contract for hotel services provision in the Bristol Hotel
- Registration form
- Consent to Personal data processing.