

APPROVED
By order of the Manager
Taleon Imperial Hotel
JSC "Taleon"
From "01" August 2022

RULES OF ACCOMMODATION IN «TALEON IMPERIAL HOTEL» HOTEL

1. General Provisions.

1.1. These Rules are developed in accordance with the Civil Code of the Russian Federation, the Law of the Russian Federation No. 2300-1 of 07.02.1992 "On Protection of Consumer Rights", "Rules for the Provision of Hotel Services in the Russian Federation" (approved by the Decree of the Government of the Russian Federation No. 1853 of 18.11.2020 (as amended on 01.04.2021)) and regulate relations in the field of providing hotel services at the Taleon Imperial Hotel.

1.2. The basic concepts used in these Rules mean:

"Booking" - pre-order of Hotel Rooms by the Consumer (Customer). The Contractor undertakes to provide the Consumer (Customer) with the available Number of the appropriate category, the Contractor does not provide the opportunity to book a specific Room belonging to this category;

"Hotel" - a property complex (building, part of the building, equipment and other property) intended for the provision of Hotel Services and bearing the name "Taleon Imperial Hotel", located at the address: Russian Federation, St. Petersburg, Nevsky Prospekt, 15.

"Hotel services" - a range of services to ensure temporary accommodation in the Hotel, including related services, the list of which is determined by the Contractor and brought to the attention of the Consumer in accordance with the requirements of the current legislation;

"Deposit" - funds paid to the Contractor by the Consumer or the Customer at the time of accommodation at the Hotel as a method of ensuring payment by the Consumer for Hotel services based on the full cost of accommodation at the Hotel, in the manner provided for in these Rules;

"Additional hotel services" - Hotel services, the cost of which is not included in the cost of living in the Hotel;

"Customer" - an individual (legal) person who intends to order or purchase or order or purchase Hotel Services in accordance with the contract for the provision of hotel services (hereinafter referred to as the Agreement) in favor of the Consumer;

"Contractor" - Open Joint Stock Company "Taleon", with its location at the address: Russian Federation, St. Petersburg, Nevsky Prospekt, 15, providing the Consumer with Hotel Services;

"Local time" - time in the location of the Hotel;

"Room" - a room in the Hotel intended for temporary accommodation and corresponding to the parameters established by the Contractor for each separate category of Rooms;

"Consumer" - a citizen who intends to order or purchase or orders, acquires (both independently and through the Customer) and (or) uses the Hotel Services exclusively for personal and other needs not related to the implementation of entrepreneurial activities;

"Price Lists" - internal local regulations of the Contractor, approved by the Manager of the Contractor's Hotel, which establish:

- Room categories and their parameters;
- Room prices and the list of Hotel services included in the Room Price;
- the cost of providing an extra bed in the Room (accommodation on an extra bed);

- the list of the property of the Hotel and its value to be reimbursed by the Consumer in case of loss or damage to the property of the Hotel by the Consumer;
- list and cost of Additional hotel services of the Contractor, including breakfast, if it is not included in the Room Price.

Price lists in Russian language are placed in the Hotel premises intended for registration of temporary accommodation of consumers (in the information folder in the Hotel Reception and Accommodation Service), as well as on other resources / carriers of the Contractor. Price lists with Additional Hotel Services provided in the Room are also available in each Room.

"Check-out time" - the time set by the Contractor for the arrival and departure of the Consumer;

"Check-in time" - 14:00 Local time;

"Check-out time" - 12:00 Local time;

"Room Price" - a tariff defined as the cost of temporary accommodation and other related services determined by the Contractor, provided for a single price per day, while for the purposes of these Rules, "days" means the period of time starting from the Time of arrival (as this term is defined below) and ending with the Time of departure (as this term is defined below) of the day following the day of arrival of the Consumer, as well as every subsequent 24 (Twenty-four) hours before the Departure Time on the date of departure Consumer.

1.3. The Contractor provides round-the-clock service to Consumers arriving at the Hotel and departing from the Hotel.

1.4. The working hours of public catering establishments (restaurants, bars) of the Hotel are established separately for each enterprise and are brought to the attention of the Consumer in accordance with the procedure established by the current legislation. Also, the Consumer can obtain information about the working hours of public catering establishments of the Hotel in the Reception and Accommodation Service of the Hotel.

1.5. Information about the Contractor and the services provided by him is posted in Russian language in the Hotel premises intended for registration of temporary accommodation of Consumers (in the information folder in the Reception and Accommodation Service of the Hotel) and in each Room intended for accommodation (in the Consumer's folder).

1.6. Information on the order of stay at the Hotel, including these Rules, fire safety rules, as well as rules for the use of electrical appliances, is available in each Room intended for accommodation (Consumer's folder).

1.7. The hotel is intended for temporary accommodation of citizens for the period agreed with the Hotel.

The deadline for continuous accommodation of citizens in the Hotel is not established by the Contractor.

2. Booking Procedure.

2.1. Reservation of Rooms in the Hotel is carried out by the Contractor if there are available rooms by accepting the Booking Application from the Consumer or the Customer through postal, telephone and other communication, which allows to reliably establish that the Application comes directly from the Consumer or the Customer.

The Application Form is established by the Contractor (Appendix No. 1 to these Rules, while for booking through the Hotel's website, the Application Form is installed on the website, in the contract with the Customer can be installed its own Application form for each Customer).

The reservation is considered valid from the moment the Consumer (Customer) receives a notification containing information about the brand name of the Contractor, the Consumer (Customer), the category (type) of the ordered Room (place in the Room) and its Price, the terms of the reservation, the terms of stay at the Hotel, as well as other information determined by the Contractor.

2.2. The following types of reservations are applied at the Hotel:

2.2.1. Guaranteed reservation - a type of reservation in which the Contractor waits for the Consumer until the Time of departure of the day following the day of the scheduled arrival, provided that the Consumer or the Customer makes an advance payment in the amount of not less than the Room Price.

Advance payment when booking a Room is made by the Consumer or the Customer no later than 18:00 local time of the current day of the scheduled arrival. In the event that the Consumer (Customer) does not make an advance payment within the period established above, the reservation is considered to be non-guaranteed, and the conditions of non-guaranteed reservation provided for in clause 3.2.2 shall apply to such reservation. below.

When placing the Consumer, the advance payment is counted as payment for the first night of stay in the Room.

2.2.2. Non-guaranteed booking is a type of booking in which the Contractor expects the Consumer until 18:00 local time of the current day of the scheduled arrival, after which the reservation is canceled.

In case of non-guaranteed reservation, the advance payment by the Consumer or the Customer is not made.

2.3. When booking by the Customer - a legal entity, or an individual entrepreneur, the amount and timing of the advance payment, and other booking conditions, shall be applicable by the Contractor in accordance with the contract with the Customer and may differ from those specified in these Rules.

2.4. The Agreement is concluded between the Consumer (Customer) and the Contractor by drawing up a document signed by the two parties and contains:

- name of the Contractor, information on state registration;
- information about the address of the Contractor and the category of the Hotel;
- information about the Consumer (Customer);
- information about the category of rooms (place in the Room);
- The price of the Room (seats in the Room), including by indicating other documents that determine it;
- period of stay at the Hotel;
- Check-in time and check-out time;
- other necessary information (at the discretion of the Contractor).

2.5. The Agreement is concluded upon presentation by the Consumer of a document certifying his identity, issued in accordance with the established procedure and confirming the identity of the Consumer, including:

- passport of a citizen of the Russian Federation, certifying the identity of a citizen of the Russian Federation on the territory of the Russian Federation;
- passport of a citizen of the USSR, certifying the identity of a citizen of the Russian Federation, until it is replaced within the established period with a passport of a citizen of the Russian Federation;
- birth certificates – for a person under the age of 14;
- a passport certifying the identity of a citizen of the Russian Federation outside the Russian Federation - for a person permanently residing outside 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 an identity document of a foreign citizen;
- temporary identity card of a citizen of the Russian Federation;
- a document issued by a foreign state and recognized in accordance with an international treaty of the Russian Federation as an identity document of a stateless person;
- temporary residence permits for a stateless person;

- residence permit of a stateless person.

Foreign guests are required to present a migration card.

In the absence of the above documents, the Contractor has the right to refuse placement.

2.6. The written form of the contract is considered to be complied with in the case of drawing up one document (including an electronic one) signed by 2 parties, or confirmation by the Contractor of the application sent by the Customer (Consumer) to the Contractor, as well as in the case of the Customer (Consumer) performing actions aimed at obtaining services (including payment by the Customer (Consumer) of the corresponding amount to the Contractor).

2.7. The conditions, procedure and consequences of the Contractor's refusal to make a reservation are determined by the current legislation of the Russian Federation and these Rules.

3. Cancellation Policy.

3.1. The Consumer (Customer) has the right to cancel the Application before 12:00 local time before the day of the scheduled arrival, if another period is not brought to the attention of the Consumer (Customer) at the time of booking, or provided for by the Agreement.

3.1. Cancellation of the Application (Refusal to book a Room) at the Hotel is carried out by the Contractor by accepting the Refusal to book a Room from the Consumer or the Customer by mail, telephone and other communication, which allows it to be reliably established that the Refusal to book the Room comes directly from the Consumer or the Customer.

The cancellation form of the Application (Refusal to book a room) is established by the Contractor (Appendix No. 2 to these Rules, while for booking through the Hotel's website, the cancellation form for booking a room is installed on the website, in the contract with the Customer there may be its own form of Refusal to book a room for each Customer).

3.2. In case of late cancellation of the guaranteed reservation, late or no-show of the Consumer, he or the Customer will be charged for the actual downtime of the Room, but not more than a day.

A late cancellation of the reservation is a refusal received by the Contractor later than 12:00 local time before the day of the scheduled arrival, unless otherwise provided by the Agreement with the Consumer.

No-show shall be deemed not to be the arrival of the Consumer until the Time of Arrival of the day following the day of the scheduled arrival.

The Consumer's late arrival shall be deemed to be after the Check-Out Time and before the Check-in Time of the day following the day of booking. If the reservation is more than 24 hours late, the guaranteed reservation is cancelled.

4. Check-in procedure.

4.1. The Hotel carries out registration of accommodation and registration of Consumers arriving at the Hotel and leaving it around the clock.

4.2. Registration of Consumers who are citizens of the Russian Federation at the place of stay in the hotel is carried out in accordance with the Rules for registration and removal of citizens of the Russian Federation from the registration register at the place of stay and at the place of residence within the Russian Federation, approved by the Decree of the Government of the Russian Federation dated July 17, 1995 No. 713 "On Approval of the Rules for Registration and Removal of Citizens of the Russian Federation from the registration registration 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 documents for registration and removal from the registration register of citizens of the Russian Federation at the place of stay and at the place of residence within the Russian Federation".

4.3. Registration in the Hotel of minors under the age of 14 is carried out on the basis of documents certifying the identity of their parents (adoptive parents, guardians) or close relatives,

accompanying person (persons), a document certifying the powers of the accompanying person (persons), as well as birth certificates of these minors.

4.4. Accommodation in the hotel of minors who have reached the age of 14, in the absence of legal representatives near them, is carried out on the basis of identity documents of these minors, subject to the consent of the legal representatives (one of them).

4.5. Registration of a foreign citizen and a stateless person at the place of stay at the Hotel and their removal from the register at the place of stay are carried out in accordance with the Rules for 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 No. 9 "On the procedure for migration registration of foreign citizens and stateless persons in the Russian Federation Federations".

5. Payment procedure.

5.1. The Contractor has established daily payment for accommodation in the Room. Hourly accommodation, as well as hourly tariffication of the cost of living in the Hotel are not provided. The minimum rate for accommodation is the price of the room per day.

5.2. The price of the Room and the list of Hotel services included in the Price of the Room are established by the current relevant Price List of the Contractor.

5.3. The prices set by the relevant Price List are differentiated depending on the type of accommodation, the number of guests in the room, other factors, are valid for a limited time. The price of the Room is set at the time of confirmation of the reservation by the Contractor in accordance with the Price List in force at that time, and in the absence of a preliminary reservation - at the time of the Consumer's arrival according to the Price List in force at the time of placement Consumer. At the time of confirmation of the reservation, the Consumer (Customer) accepts and agrees with the Price of the Room, and is not entitled to subsequently demand their change when staying at the Hotel.

5.4. Payment of the Room Price is made at the conclusion of the Agreement (advance payment in the amount of the Room Price for the entire period of stay at the Hotel) or at the time of check-in.

5.5. The Consumer (Customer) is obliged to pay for the Hotel Services and other paid services in full.

5.6. Accommodation fees are charged in accordance with the Check-out Time.

5.7. The Contractor accepts Russian rubles in cash, as well as credit cards of the following payment systems: MIR, Visa, Master Card, Diners Club, American Express, JCB.

5.8. When making settlements with the Consumer (Customer), the Contractor shall issue to the Consumer (Customer) a cash receipt or a document issued on a strict reporting form.

6. Miscellaneous.

6.1. If there is a preliminary reservation for the current date, the Contractor guarantees to provide the Consumer with the Number at 14:00 of the date of arrival.

6.2. Subject to the availability of available Rooms, the Contractor may settle the Consumer before the Time of arrival (early check-in).

At the same time, when placing the Consumer from 02:00 minutes of the date of arrival to the set Check-in Time, in addition to the cost of accommodation, a Room fee of 50 percent of the Room Rate is charged.

When placing a Consumer from 00:00 a.m. to 01:59 a.m. of the date of arrival before the set Check-in Time, a Room fee of 100 percent of the Room Rate will be charged in addition to the room rate.

6.3. If it is necessary to extend the period of stay, the Consumer is obliged to declare this to the Contractor no later than the Departure Time of the day on which the Consumer must leave the Hotel, and the Contractor, if there are available Rooms, extends the period of stay.

Payment for the extension of the period of stay shall be made by the Consumer in the manner established above in these Rules for the payment of the Room Price, and shall be made by the Consumer no later than the Departure Time of the day on which the Consumer extended the stay.

Failure by the Consumer to extend the period of stay within the period specified in this paragraph and / or non-payment by the Consumer in the manner provided for in these Rules for the extension of the period of stay is a delay in the Consumer's departure from the Hotel, which gives the Contractor the right to demand from the Consumer the immediate release of the Room occupied by the Consumer.

6.4. In case of delay in the Consumer's departure after the established Check-out Time (late check-out), the accommodation fee will be charged to the Consumer in the following manner:

- when checking out after the Check-out Time of the current day before 18:00, the Consumer pays for accommodation in the amount of 50 percent of the Room Rate;
- for check-out after check-out time later than 18:00 The Consumer pays 100 percent of the Room Rate.

6.5. In all cases listed in this clause, the Price of the Room is determined on the basis of the relevant Price List of the Contractor, valid on the day (date) of departure of the Consumer for all Consumers (public tariffs). The price of the Room set for the Consumer when booking is not applied.

6.6. The maximum allowable number of guests staying in the room depends on the room category and is agreed by the Customer and the Contractor when booking a room. The maximum number of guests in the room can not exceed 4 people.

When children up to 6 years old are accommodated in the Room with their parents, a baby cot is provided at no extra charge. In this case, the age of the child must be confirmed by a birth certificate or an appropriate entry in the passport of one of the parents.

Breakfast for children up to 6 years old staying in the same Room with an accompanying adult is available to children at no extra charge if the Price of such Room includes the cost of breakfast.

When children from 6 to 12 years old are accommodated in the same Room with their parents and/or accompanying adults, a baby cot and breakfast are provided in accordance with the current Price List.

6.7. In cases of providing an extra bed, a fee will be charged in accordance with the current Contractor's Price List in force at the time of booking confirmation (when ordering an extra bed at the time of arrival), or at the time of placement (in case of ordering an extra bed at the time of arrival), or at the time of requesting an extra bed (in case of ordering an extra bed during the stay). refuse to provide an extra bed in case it cannot be installed in the Room.

7. Procedure for the provision of Hotel services.

7.1. The quality of the services provided by the Hotel complies with the requirements established by the current legislation of the Russian Federation.

7.2. The Contractor, at the request of the Consumer, is obliged to provide the following types of services without additional payment:

- calling an ambulance, other special services;
- use of a first-aid kit;
- delivery to the Number of correspondence addressed to the Consumer, upon its receipt;
- wake-up call to a certain time;
- provision of boiling water;

The Contractor also provides the Consumer without additional payment with the following types of services, the cost of which is included in the Room Price approved by the relevant Price List:

- provision of slippers, toothbrush kit (toothbrush, toothpaste), shoe horn, shoe sponge, shower cap, shower gel, shampoo, soap, comb, cotton pads, cotton buds, sewing kit, paper napkins.

7.3. The Consumer has the right to use in accordance with the established procedure the Additional Hotel Services provided by the Contractor. The list of Additional Hotel Services is indicated in the relevant Price List, posted in Russian language in the Hotel premises intended for registration of temporary accommodation of Consumers (in the information folder in the Reception and Accommodation Service of the Hotel). Additional hotel services are provided by the Contractor only from consent of the Consumer.

Payments for the Additional Hotel Services provided by the Contractor are carried out by the Consumer both in cash and by credit cards, as provided for in these Rules for payment of Hotel Services. Information on the procedure for payment for Additional Hotel Services is posted in Russian language in the Hotel premises intended for temporary accommodation of Consumers (in the information folder in the Reception and Accommodation Service of the Hotel).

7.4. The Contractor has the right, if necessary, to change the procedure and place of provision of Additional Hotel Services, including catering services.

7.5. The Contractor has the right to replace the Number provided to the Consumer with a Number of the same category or category higher if this Number is recognized by the Contractor as an emergency in the course of operation.

An emergency room is recognized as an emergency room in the premises of which the need for emergency repair, sanitary-epidemiological and other measures aimed at eliminating the causes that create a threat or impede the normal (high-quality and safe) use of the Room, as well as other premises of the Hotel, if this interferes with their normal access and maintenance, is recognized.

In this case, the Contractor is obliged to immediately notify the Consumer of the need to release the Number with the establishment of the terms of such release and with the simultaneous offer of such a free Number or any other Number above the category at the discretion of the Contractor.

7.6. All expenses caused by the replacement of the emergency Number are carried out at the expense of the Contractor.

8. Rights and obligations of the Consumer.

8.1. The Consumer has the right to:

- use all Additional Hotel Services, subject to payment of their cost upon the provision of services, or when making a Deposit;
- receive complete and reliable information about the rules of accommodation in the Hotel, the cost and the list of Hotel services;
- contact the staff of the Reception and Accommodation Service on the quality of the services provided.

8.2. The Consumer is obliged to:

- pay for the Hotel and other paid services in the manner and within the terms established by the Agreement or in these Rules;
- comply with the Hotel Accommodation Policy, the Rules for Visiting the Taleon SPA Center and the Bath Complex "Banya Eliseeva" and other rules established by the local regulatory documents of the Contractor, which can be found in the information folder located in the Hotel premises intended for temporary accommodation of Consumers (in the information folder in the Hotel Reception and Accommodation Service);
- comply with fire safety rules;
- comply with universally recognized norms of conduct;
- not to disturb the peace and quiet of guests staying in other rooms;
- take care of the property and equipment of the Hotel;
- close water intake taps, windows, turn off lights and electrical appliances;

- release the Room at the end of the paid period of stay.

8.3. The Consumer is prohibited from:

- in order to comply with fire safety, use heating devices (boilers, electric kettles, electric stoves, etc.) and open sources of fire (candles, fireworks, etc.) in the Hotel Room and in the common areas, with the exception of devices provided by the Contractor;
- transfer to unauthorized persons the key to the hotel Room;
- smoke in the rooms and other premises of the Hotel, as well as in the adjacent territory;
- bring and store weapons, explosive and flammable, caustic, poisonous, narcotic substances and other dangerous items;
- enter the hotel and live with animals without prior agreement with the Contractor;
- make photo and video shooting without the consent of the Contractor.

9. Responsibility of the Contractor and the Consumer.

9.1. The Contractor shall be responsible for the loss, shortage or damage of the Consumer's belongings deposited in the Hotel, with the exception of money, other currency values, securities and other precious things.

The Contractor is responsible for the loss of money, other currency values, securities and other precious things of the Consumer, provided that they were accepted by the Contractor for storage or were placed by the Consumer in an individual safe provided to him by the Contractor, regardless of whether this safe is located in his Room or in another room of the Hotel. The Contractor is exempt from liability for the non-preservation of the contents of such a safe if it proves that under the terms of storage, someone's access to the safe without the knowledge of the Consumer was impossible.

The Consumer, who discovers the loss, shortage or damage to his belongings, is obliged to immediately report this to the administration of the Contractor. Otherwise, the Contractor is exempt from liability for the non-preservation of things.

9.2. Things found after the Departure Time by the Contractor's staff in the Room, the payment for which has ended (while the Consumer did not notify the Reception and Accommodation Service about the extension of his stay in the manner and within the terms established in these Rules), are recognized as forgotten and are placed by the Contractor in the room of forgotten things of the Hotel. Placing things for storage is carried out by the Contractor's administration in the presence of representatives of the Contractor in the amount of at least 2 (two) people, and is issued by the relevant Act (Appendix No. 3 to these Rules).

The Contractor informs the Consumer about the things forgotten by him according to the contact details provided by the Consumer to the Contractor.

The Contractor may, subject to a separate order of the Consumer and subject to advance payment by the Consumer of delivery costs, deliver forgotten things to the address specified by the Consumer.

Forgotten things are stored by the Contractor for the period and in the manner approved by the "Rules for receiving, storing and issuing things left to guests at the hotel".

After the expiration of the above-mentioned storage period, things forgotten by the Consumer are considered unclaimed and are subject to disposal in accordance with the Rules.

9.3. In accordance with the legislation of the Russian Federation, the Contractor shall be liable for harm caused to the life, health or property of the Consumer in the provision of Hotel Services, as well as in accordance with the procedure established by the Law of the Russian Federation "On Protection of Consumer Rights".

9.4. The Contractor shall not be liable to the Consumer for direct or indirect losses and / or lost profits arising from the temporary absence of telephone communication and / or mobile (cellular) communication and / or access to the Internet and / or interruptions in their implementation, as well as for other circumstances outside the contractor's control, including interruptions in water supply and electricity supply, arising through no fault of the Contractor.

9.5. The Consumer, in case of loss or damage to the property of the Hotel, in accordance with the legislation of the Russian Federation, compensates for the damage to the Hotel in full, in accordance with the relevant Price List approved by the Contractor, and is also responsible for other violations, including violations of the established passport and visa regime.

APPLICATION:

1. Appendix No. 1 – Application form for booking the Room (seats in the Room).
2. Appendix No. 2 - the form of cancellation of the Reservation of the Room (places in the Room).
3. Appendix No. 3 – Act on the placement of forgotten things of the Consumer for storage.