

to the order of

From «11» December 2020g. 62

HOTEL KOGALYM
Rules and Regulations
Limited liability company
«City Recreation Center «KOGALYM»

1. Generalities

1.1. Following rules are based on the Law of Russian Federation # 2300-1 of 02/07/1992 «About Consumer Protection», Hotel Service Rules in Russian Federation, approved by The Resolution of the Government of Russian Federation # 1853 of 18/11/2020 and other state and regional laws, regulating hotel services.

Following Rules set:

Order of bookings and annulations;

- Order of registration and staying in the hotel and hotel services usage;
- The list of hotel services and payment order;
- Accounting, storage and disposal of lost and founds;
- Responsibility of parties.

1.2. Terms, used in following Rules and Regulations:

«Hotel» - a material complex (building, rooms, equipments, furniture etc.), intended for hotel services, located in the building on 11 Druzhby narodov Street, Kogalym, Hanty-Mancy autonomus okrug - Ugra, Tumen oblast, Russia;

«Hotel services» - list of services of providing temporary accommodation in the hotel and other services, the list of which the implementor defines;

«Consumer» - a person who intends to order or buy or who orders, buy or uses hotel services for personal needs, without resale;

«Implementer» - a company which provides hotel services - Limited liability company «City Recreation Center «KOGALYM» (below - LLC «CRC «Kogalym»); ITN (INN) 8608061097; PSRN (OGRN) 1208600000817; TRRC (KPP) 860801001;

«Price for room/ Bed in the room» - price for temporary accommodation and other services included to this price by the implementing discretion;

«Client» - a person, a company or a sole proprietor who intends to order or buy or ordering hotel services according to the contract on rendering of services (below - a contract towards) the consumer;

«Booking» - booking the customer's room (room) in the Hotel determined by the customer's or client's request and the contractor's confirmation thereof;

«Check out» - a time set by the Implementer for guest's leave - 12 p.m. local time;

«Check in» - a time set by the Implementer for guest's register;

«Hotel day» - the time between a check in one day and check out the next day;

«Guest» - a consumer who stays in the hotel.

1.3. Following Rules are available for consumers and clients on Reception and on an official web-site of the Hotel <https://kogalym-hotel.ru>.

1.4. The hotel is authorised to provide hotel services in accordance with The Certificate of attribution of the category «THREE STARS» # 78/AA-034/489-2020 of 13/10/2020 for a hospitality institution Hotel «Kogalym» of LLC «CRC «KOGALYM». The Certificate is valid from 12/10/2020 till 12/10/2023. Certificate issued by decision of the accredited organisation: Classification Centre «LLC «Zvyozdy otelyam» # 623.CK of 12/10/2020.

2. Hotel services regulations

2.1. Booking

2.1.1. Hotel services are provided by the Implementer on a basis of a written contract. The contract with an individual client (not a sole proprietor) is a public contract.

2.1.2. Booking rooms (bed in a room) are made by sending an application on an email, company's website or a phone call. The application must specify the guest's first name, last name, middle name, estimated period of stay, arriving time, room category, way of payment and contact details.

Booking application can be sent by:

- E-mail: Kdc2@bk.ru

- Phone call: +7 (34667) 2-80-36 , +7 (904) 477-55-66.

- Website: <https://kogalym-hotel.ru>

Booking application can be rejected, if there are no available rooms / beds on a selected dates.

There are following possible types of booking in the hotel:

- definite booking - booking is valid one more hotel day since estimated arrival date. In a case of booking cancellation after a check-in time on an estimated arrival date, being late or does not arrive one hotel day room rate should be paid by consumer or client. If a guest is being late for more than a day the booking will be cancelled;

- unsecured booking - booking is valid till 6 p.m. estimated arrival date till it will be cancelled.

Booking is a paid service and it depends on the room category according to approved price-list.

Booking is approved since consumer (client) receives a confirmation letter which contains information about implementer name, consumer (client) name, estimated period of stay, arrival, time room category and it's price, way of payment and booking conditions.

Consumer (client) can cancel a booking using the same way he or she used to book a room/ bed in the room.

2.2. Registration, stay and hotel services usage.

2.2.1. Consumer registration service is available 24 hours a day.

2.2.2. The priority registration is for those who have confirmed booking. Customers who have not made reservations are placed in the general queue.

2.2.3. Hotel services can be provided (the contract can be signed) after presentation of the consumer's ID-documents. According to the laws of Russian Federation it can be:

- the passport of the citizen of the Russian Federation (not a travelling passport);
- the passport of the of the USSR till the date it should be changed on a Russian Federation citizen's passport;
- the birth certificate for kids less than 14 years old;
- the travelling passport of the citizen of the Russian Federation - for those who permanently live abroad;
- the temporary identity card;
- the passport of a foreign citizen or any other approved international identity document;
- the temporary residence permit or permanent residence of a stateless person;
- the registration in the Hotel of kids less than 14 years old can be made only after presentation of the kid's birth certificate and:

- parent's (adoptive parent's or guardian's) ID-documents - if a kid stays in the Hotel with his / her parents (adoptive parent or guardian);
- accompanying person's ID-documents and the notarized consent of the child's escort from his / her parent (adoptive parent or guardian) - if a kid stays without parents;

2.2.4. While check-in consumers are also being registered at the place of temporal residence in the hotel according to Regulations on the registration and withdrawal of citizens of the Russian Federation from the registration register at their place of residence and place of residence within the Russian Federation approved by a resolution of the Government of the Russian Federation # 713 of 17/07/1995 «About setting the Rules on the Registration and Withdrawal of Citizens of the Russian Federation from the Registration at their place of their place stay and at their place of residence within the Russian Federation and the list of persons, who are responsible for receiving and transmitting to the registration authorities documents for registration and withdrawal of citizens of the Russian Federation at their place of their place stay and at their place of residence within the Russian Federation».

Registration and withdrawal of foreign residents at their place of stay within the Russian Federation is based on the Rules of the governing the migration registration of foreign citizens and stateless persons in the Russian Federation approved by a resolution of the Government of the Russian Federation # 9 of 15/01/2007 «About the procedure for carrying out migration registration of foreign citizens and stateless persons in the Russian Federation».

2.2.5. While being registered in the hotel consumer should be briefed on the following information under the signature:

- Hotel Service Rules in Russian Federation, approved by The Resolution of the Government of Russian Federation # 1853 of 18/11/2020;
- Rules and Regulations of the Hotel Kogalym;
- Fire safety regulations for the Hotel Kogalym guests;
- Recommended actions in a case of the treat or commission of acts of terrorism for the Hotel Kogalym guests.

2.2.6. Consumer can stay with one child not older than 7 years without an extra pay, if the child doesn't take a separate bed in the room. If the child takes a separate bed or a crib, his or her stay should be paid according to approved price-list.

2.2.7. If there is an absence of documents obligatory for presentation at the location and registration, the implementer is entitled to refuse to provide hotel services to the consumer (client).

An implementer is also entitled to refuse to provide hotel services to consumers who are under the influence of alcohol or drugs and (or) poses a threat to the lives and health of the Hotel guests and employees.

2.2.8. The implementer shall ensure that guests can stay in the hotel only for a specified period of time. At the end of this period, the guest is obliged to vacate the room (bed in the room).

If guests wish their stay can be extended only if there are available rooms (beds in room). Guests should inform administrator about extension of stay at least two hours before check out.

2.2.9. During the guest's stay, the rooms are cleaned and the towels changed every three days. At the request of the guest, more frequent changes of towels and bed linen may be made with payment according to the relevant price list.

2.2.10. The mini-bar can be provided upon the guest's request and is paid in accordance with the relevant price list.

2.2.11. Valuables (documents, money, jewelry, etc.) should be left in a safe in a room;

The Hotel is exempt from responsibility for the preservation of the contents of such a safe if it can be proved that, under the conditions of storage, access to the safe by anyone other than the guest himself was not possible or was made possible by force majeure;

A guest who discovers the loss or damage of his or her belongings must immediately report this to the Hotel administration. In other case the Hotel is exempt from responsibility for the preservation of these belongings.

2.2.12. Guests' visitors can stay in the hotel room from 08-30 to 23-00 only with guest's permit after presentation of their ID-documents and registration. Guests are responsible for observing by their visitors the requirements of the documents specified in 2.2.5 of these Rules.

If a visitor stays after 23-00, he or she must be registered as a guest and charged according to the relevant price list.

It is not recommended to invite people you don't know.

2.2.13. The following shall be prohibited at the hotel:

- to keep animals;
- loud music, high volume TV viewing, other noise;
- to bring and store radioactive, dangerous chemical, corrosive, narcotic and explosive substances, materials and articles;
- usage of the power grid extensions, triplets (or other devices) and powerful electrical appliances, unless these appliances are part of the room equipment or are issued for use by the personnel of the implementer;
- to rearrange and move room furniture;
- to leave in the room unauthorized persons (who are the party (its representative) when providing hotel services), including visitors, to give them the key to the room;

- to keep the windows and door open when the air conditioning is running;
- to leave the water taps (mixers) open unnecessarily and when leaving the room;
- to leave switched on appliances, windows and door open when leaving the room;
- in order to avoid any disturbance of public order, to drink alcoholic beverages or other beverages brought with them in the foyer and halls of the hotel floors;
- to pollute the hotel area;
- to throw out of the windows various objects etc.
- in accordance with the requirements of the Federal Law of 23.02.2013 15-FZ (edit. of 27.12.2019) «On protection of citizens' health from exposure to ambient tobacco smoke and consequences of tobacco consumption» smoke on the territory of the hotel, including rooms, halls, and in other rooms of the hotel is strictly prohibited. On the basis of the act, the guest shall compensate the damage caused to the hotel in the form of expenses for additional special cleaning of the room (prolonged ventilation of the room, use of odour absorbers, washing curtains, tulle, textile, floor cleaning) including daily lodging in the amount of 10,000 (10,000) rubles.

2.2.14. The consumer shall:

- comply with these Rules;
- comply with fire safety regulations;
- comply with the rules governing the use of electrical appliances;
- take care of the property of the implementer and use it only for its intended purpose;
- not to disturb other guests, to keep quiet, clean and orderly;
- not create conditions for accidents in communications and equipment;
- to compensate, in accordance with the legislation of the Russian Federation, the damage caused to the implementer. The amount of the reimbursement is determined in accordance with the Hotel's price list of damages.
- in a case of danger to the environment caused by infectious diseases, of suspicion of such diseases or of contact with patients with infectious diseases, and also as a carrier of infectious diseases, to leave the hotel immediately for hospitalization or isolation in accordance with the procedure established by the legislation of the Russian Federation;
- in cases of damage (detection of damage) or detection of failure of the implementer's property, emergency and dangerous situations, immediately inform the administrator.

2.2.15. The customer is informed of and has not objection to the usage of a video surveillance system in the hotel building (except for hotel rooms and bathrooms).

2.2.16. The implementer shall reserve the right to visit the room (through any of his representatives) without the consent of the consumer in the following cases:

- technical defects in the room;

- fire, smoke, flooding and other emergency and dangerous situations;
- a visitor's violation of these Rules or of public order.

2.2.17. The implementer is not responsible for the work of the utilities organisations (power, heat, water, etc.).

2.2.18. Consumer must notify the administrator about leaving at least two hours before check-out. Before leaving the consumer is obliged to show the room (room space) to the maid, make a full payment for the services provided and give back the key card from the room to the administrator.

2.2.19. The feedback book is held by the administrator and is issued at the customer's request. Applications and complaints are received in writing form and are examined in accordance with the procedure established by the legislation of the Russian Federation.

2.3. List of services provided to the consumer

2.3.1. Customer can use the following services free of charge:

- call for ambulances and other special services;
- use of a first-aid kit;
- delivery to the number of correspondence addressed to the consumer upon receipt;
- Wake-up call for a certain time;
- provision of drinking water, including boiling water,
- provision of needles, thread, a set of dishes and cutlery;
- provision of an ironing board and an iron (at a particular place);
- call a taxi, order a car;
- providing Wi-Fi access;
- providing information on city transport, tourists attractions, shops, bars and restaurants.

2.3.2. Services can provided for additional pay:

- laundry (laundry, drying, ironing);
- products of the minibar in the room;
- room service;
- transfer;
- one-time card to a fitness club;

- souvenirs;
- temporary storage of vehicles (parking in the garage).

2.4. Order of payment for the Hotel services

2.4.1. Guest accommodation in the hotel is possible only after payment of a security payment in the amount of 100% of the cost of hotel services or, if consumer wishes, upon payment of 100% of the payment for the entire period of the hotel stay. Final payment for hotel and additional services is made when the consumer leaves the hotel.

2.4.2. The prices of rooms (bed in the room), depending on their categories, and paid services are reflected in the approved price lists by the implementer (in the person of the director).

Paid services not included in the price of the room (bed in the room) are provided only with the customer request.

2.4.3. The hotel pays both daily (daily rate) and 50% (half-day rate per day) in accordance with the procedure established by these Rules.

2.4.4. All payments are made in Russian rubles, in cash or in cash-free:

- cash - paying money directly from the customer to the administrator;
- cash-free — paying by bank cards or by a transfer of funds to the implementer's account.

2.4.5. Hotel accommodation is charged in accordance with the estimated hour. Part-time hotel day is counted as full.

2.4.6. In case of delayed departure of a guest after the scheduled hour, the following accommodation shall be charged:

- if departure takes place after the scheduled hour (12:00) - 50% of the room rate per day is paid;

The period of delay is determined by the fulfilment of the condition - a delay of less than 30 minutes is not taken into account, a delay of more than 30 minutes to one hour is taken as a half a day, the right of stay in the room will remain till 11 p.m.

In a case of due to a delay in departure of the customer a room (bed in the room) cannot be granted to another customer who has booked the room (bed in the room), the detained person shall reimburse the implementer all expenses incurred in this regard.

If a guest had a stay in the room and / or declared his refusal of accommodation later than one hour after settlement, the cost of the day of accommodation is retained.

If a guest leaves before an estimated date and his stay was paid, the payment for services will be calculated for the actual time of stay (but not less than one day rate).

The amount exceeding the cost of the actual stay should be returned to the guest.

2.4.7. The customer is paid 50% of the room rate per day between 00:00 and the scheduled check-in hour (early check-in).

2.4.8. The customer (consumer) is entitled at any time to refuse performance of the contract, provided that the expenses actually incurred by the implementer are paid.

3. Accounting, storage and disposal of lost and founds.

3.1. If the customer discovers the items forgotten in the hotel, the implementer shall arrange for their return to the owners in accordance with the legislation of the Russian Federation.

3.2. The storage of the forgotten items is carried out in a box in the reception and accommodation department, and labeled indicating the date and place (room number) of the discovery, as well as, if available, the contact details of the presumed owner and the time of his departure from the hotel. The hotel has been storing the forgotten item for 6 months.

3.3. If the implementor acquires ownership of the item, it may be used for its intended purpose, sold or disposed of (destroyed). Recycling (destruction) shall be carried out in accordance with the procedure established for the waste of production and consumption.

4. Responsibility of the parties

4.1. The implementor is responsible for the preservation of the consumer's belongings in accordance with the legislation of the Russian Federation.

4.2. For failure to perform or improper performance of obligations under the contract, the implementer takes responsibilities under the legislation of the Russian Federation.

4.3. Damage caused to the life or health of the customer as a result of the provision of hotel services that do not meet the requirements and (or) terms of the contract shall be compensated by the implementer in accordance with the legislation of the Russian Federation.

4.4. The customer shall be responsible and compensated for the loss or damage caused by his or her fault to the property of the implementor in accordance with the legislation of the Russian Federation and these Rules.

4.5. The customer responsible for breaches of fire safety regulations in accordance with the legislation of the Russian Federation.

4.6. The customer shall be responsible for violation of the order established by these Rules in accordance with the legislation of the Russian Federation and these Rules.

Administration of «CRC «Kogalym»

MEMO

on Rules of Fire Safety for Guests

LLC «City Recreation Center «Kogalym»

Honored guests!

Please comply with fire safety regulations:

1. Smoking is prohibited in the hotel building. Smoking is allowed in a specially designated area in the open air, marked with the sign «Smoking Place», where you can ask the administrator about the location.
2. Do not use electric heating appliances (coffee, irons, boilers, etc.) in the hotel room.
3. We remind you that it is dangerous to cover the surfaces and table lamps with combustible material.
4. No fire hazard substances, materials or articles may be brought in or stored.
5. Open fire is prohibited in and around the hotel.
6. When leaving the hotel room, remember to turn off the electrical appliances (TV, air conditioning, lighting, etc.).

Violators of fire safety regulations are subject to administrative or criminal liability. The management of the hotel has the right to refuse them accommodation.

Fire prevention is easier than extinguishing!

Observe fire safety regulations!

Fire safety rules

General provisions:

1. Upon arrival at the hotel, check out the evacuation plan, find out the location of the exits from the premises and the building, the location of the primary fire-extinguishing equipment, and try to remember it all well.
2. A family should have a contingency plan, all its members should have telephone numbers, e-mail addresses and a meeting place where you can meet members of your family in an emergency.
3. When evacuating, bring your emergency kit and documents.
4. In a case of fire don't use an elevator.
5. Use a wet towel to protect your mouth and nose from smoke.
6. Don't panic no matter what.

In a case of fire in your room:

1. Immediately call:

- a Fire Department, from a phone in the room – 901; from your mobile – 010, 112 (be ready to name a company, it's address, fire location, your last name and contact information);

- Receptionist, from a phone in the room – 107, 108; from your mobile - +7 34667 2-80-36,

or made from a phone in the room – 261.

2. Try to put out of the fire yourself using what's available. If it is impossible then leave the room and shut the door without locking it.
3. Leave the danger zone and follow administration or firemen instructions.

In a case of fire out of your room:

1. Immediately call:

- a Fire Department, from a phone in the room – 901; from your mobile – 010, 112 (be ready to name a company, it's address, fire location, your last name and contact information);

- Receptionist, from a phone in the room – 107, 108; from your mobile - +7 34667 2-80-36 or +7 34667 2-96-12,

or made, from a phone in the room – 261.

2. Shut windows and doors then leave the building.
3. If leaving the building is impossible (corridors and stairways are in smoke or fire), shut the door, stay in the room and open the window wide. Tightly closed door can keep you safe from a high temperature for a long time. To avoid smoke inhalation cover cracks and vents with wet towels and bed sheets.
4. Try to inform the hotel administration where you are.
5. Use the window to ask for help.

Be attentive and careful!

Phone number:

8 (34667)

2 - 80 - 36

11 Druzhby narodov Street

kogalym-hotel@mail.ru

2 - 96 - 12

Kogalym, Hanty-Mancy autonomus okrug - Ugra, Tumen oblast.

628485, Russia

Administration of «LRC «Kogalym»

MEMO

**Recommended actions in a case of the treat or commission of acts of terrorism
for the Hotel Kogalym guests.**

The terrorist threat persists in today's world.

For the sake of security, citizens need to navigate and act in extreme and emergency situations, as well as to create an environment conducive to the investigation of crimes. Everyone must have a clear understanding of their behaviour and actions in extreme situations, and be psychologically prepared to defend themselves.

General recommendations:

Pay attention to suspicious persons, items, any suspicious details. If the item is found in a place where it should not be in your opinion, do not overlook this fact and report it to the administrator.

Never accept from strangers bags, boxes and other objects, never leave your luggage unattended.

A family should have a contingency plan what to do in an extreme situation, all members should have each other's telephone numbers and e-mail addresses. It is necessary to set up a meeting place where you can meet members of your family in an emergency.

In case of evacuation, bring with you a set of basic necessities and documents.

Always know where the emergency exits are. Do not use the elevator if there has been an explosion or fire.

Try not to panic, no matter what.

If you find an explosive object (grenade, live ordnance, bomb, etc.) or a suspicious abandoned object (bag, box, etc.).

Immediately report of the discovery to the administrator.

Do not approach, touch or allow other people to access the object (any action with explosive objects could lead to explosion, numerous casualties and destruction). Secure and seal off the location of the object, do everything possible to keep people as far away from the object as possible (for example, the blast radius of the F-1 grenade up to 200 metres).

Don't use radio communications equipment, mobile phones and other radio means capable of triggering a radio fuze;

Wait for the arrival of the police or hotel administration and indicate the location of the dangerous (suspicious) item.

Defusing an explosive object is carried out only by specialists!

Signs of explosive devices:

- characteristic shape (grenades, live ordnance, etc.);
- the presence of wires, antennas and duct tape;
- the presence of a time machine or electronic timer; noise from detected object (ticking clocks, clicking);
- the presence of power supply (batteries);
- wire, twine, rope, fishing line;
- unusual placement of the item; specific odour, not characteristic of the surrounding area; the heterogeneity of the surrounding environment (disturbance of the ground surface, pavement, walls, snow cover, disturbance of vegetation colour, etc.);
- abandoned bags, suitcases, bundles, boxes, etc.; derelict cars.

Remember: the appearance of an object can hide its true purpose!

Parents! You are responsible for the life and health of your children. Explain to them that any item found could be dangerous.

If you received a phone call about the intention of a terrorist act.

Do not panic, be patient and polite, do not interrupt the speaker.

Try to let the nearest person know that is going on the same time as you speak, he will provide a message about the call to the administrator.

Record the time of the message and the duration of the conversation.

If there is an automatic caller, write down the identified phone number to avoid accidental loss.

Try to memorise the conversation verbatim and record it on paper (refer to the poor quality of the machine to record) or turn on the recording device. If there is such a device (telephone functionality) immediately after the conversation, replace the memory card (flash-card, minidisc, cassette) with the conversation record and save it.

In the course of the conversation, try to clearly identify the nature of the threat - what, where, when.

Note:

- the sex and age of the caller and the characteristics of the caller's speech (voice, tempo, etc.);
- the sound background (transport noise, television or radio equipment, music, etc.);
- the nature of the call, whether urban or long-distance.

Try to get answers during the conversation: where, who, to whom, on what phone does a person call? what requirements does he make? Nominate them personally, act as mediator or represent a group of individuals? Under what conditions does he (they) agree to give up? How and when can I contact him? Who can or should you tell about this call?;

Try to get as much time as possible from the caller for your decisions.

At the end of the conversation, do not hang up, immediately provide a message about the call to the administrator.

In order to avoid panic, limit as much as possible the number of people who have information about the call.

Prior to the arrival of the police or the hotel administration, under any plausible pretexts (blackout, ventilation, cleaning of premises, etc.), try to evacuate people from the danger zone and protect the area.

If you've been taken hostage.

Get a grip, calm down, don't panic.

Speak in a calm voice.

Prepare yourselves mentally and physically for a possible severe test.

Do not show hatred and contempt for terrorists.

From the outset, obey all instructions of the bandits:

- do not attract the attention of terrorists by your behaviour, do not actively resist - this may aggravate your situation;
- do not move about the premises, do not open the bags or use the mobile phone; If you need to get up or move, ask permission;
- do not look into the eyes of terrorists, do not talk about moral and ethical issues, do not react to any provocative behaviour and insults;

Do not attempt to escape if there is no certainty of success.

Remember as much information as possible about terrorists (number, weapons, physical features, accent, subject matter, temperament, behaviour).

Try to determine where you are.

Maintain mental and physical activity. Remember, the law enforcement agencies are doing everything they can to get you out.

Do not neglect food - it will help to preserve strength and health;

Stay away from windows, doors, passageways, stairs and terrorists - this is necessary to ensure your safety in the event of a storming, sniper fire against criminals.

When storming a building, lie face down on the floor with your hands on the back of your head. Scrupulously obey commands from the police. After your release, don't make hasty statements.

If there was an explosion.

Fall to the floor, curl up in a ball, cover the head with your hands. Ensure that you have not suffered serious injuries.

Do not let panic, hysteria or haste. Impact injuries, damage to building, the condition of the passages or the extent of the debris, the presence of smoke, gas or fire, sparking wiring, water flow, lighting of passageways.

Report of the explosion to the administrator.

If possible, provide first aid to victims.

Don't touch damaged structures, cables and electrical appliances.

Do not use open fire (matches, lighters, etc.) due to the possible presence of gases;

Do not turn on the electric light, as there may be a fire of damaged wires.

If smoke occurs, protect the respiratory organs with a wet wool patch or a washed towel (headscarf, scarf, other cloth).

After leaving the building, move to a safe distance, proceed according to the instructions of the officials.

If you heard gunfire in the street.

Do not stand by the window, even if it is closed by the curtain (blinds).

In view of the danger posed by the ricochet of the bullet, leave the area from which the shooting is taking place. Walking by the window, do not rise above the window sill.

Do not enter the room from which the shots are heard, do not let other people in.

Hide in a windowless area or lie on the floor as far as possible from the windows.

Please ensure that the message can be sent to the administrator and wait until the shooting is over.

Administration of «CRC «Kogalym»
