

RULES
for the Provision of Hotel Services
at the Plaza Garden Moscow WTC Hotel

1. General provisions

1.1. These Rules for the Provision of Hotel Services at the Plaza Garden Moscow WTC Hotel (hereinafter referred to as the "Hotel") were drafted on the basis of Decree No. 1853 of the Government of the Russian Federation, dated November 18, 2020, "On Approval of the Rules for the Provision of Hotel Services in the Russian Federation," and regulate relations in the area of provision of hotel services in the event of conclusion and implementation of a contract on the provision of those services, entered into between a customer ("consumer") and PJSC WTC ("Contractor"), which provides hotel services **at the Plaza Garden Moscow WTC Hotel** to the consumer.

1.2. The following terms and definitions are used in these Rules:

"Hotel" means the **Plaza Garden Moscow WTC Hotel, which is a structural division of PJSC WTC;**

"Contractor" means Public Joint Stock Company World Trade Center, which provides hotel services and is the owner of a complex of buildings located at 12 Krasnopresnenskaya Embankment, Moscow, including the Hotel building.

"booking" means assigning a room in the Hotel to the consumer on the terms determined by the customer or consumer's application, and confirmation of this application by the Hotel;

"check-out time" means the time set by the Hotel for the consumer's check-out;

"check-in time" means the time set by the Hotel for the consumer's check-in;

"customer" means a private individual or legal entity or individual entrepreneur who intends to order or purchase, or who orders or purchases hotel services for the consumer's benefit;

"consumer" means a private individual who intends to order or purchase, or who orders or purchases and/or uses hotel services for personal and other needs unrelated to business activities or operations;

"room price" means the cost of temporary accommodation and other related services determined by the Contractor and provided for a single price.

2. Information about the Hotel and the hotel services provided

2.1. General information about the Hotel

The hotel is a structural division of Public Joint Stock Company World Trade Center ("PJSC WTC"). PJSC WTC operates in the following field: "international inbound tourism, domestic tourism," has been assigned a registration number in the Unified Federal Register of Tour Operators, RTO No. 000077, and adheres to certificates of conformity issued by service certification agencies.

2.2. The Hotel has been awarded a five-star category. It has a certificate attesting the assignment of a category to a hotel or another lodging facility, RGA No. 77/AA-79/1361-2022, dated September 1, 2022, issued by the Russian Hotel Association, a non-profit organization.

2.3. Location of the Hotel: 12 Krasnopresnenskaya Embankment, Moscow 123610, Russian Federation, contact phone +7 (495) 258-2222, email: info@plazagarden.ru.

2.4. The hotel operates on a 24/7 basis.

2.5. Payment for the accommodation in the Hotel is charged daily, per established payment method.

2.6. Categories of accommodation facilities:

Suite; Luxury; Studio; First Category rooms.

2.7. In addition to accommodation services, the room price includes the following services:

- use of a safe deposit box in the room or a special safe room equipped on the Hotel premises at the Reception Department;

- bell service (except for group check-ins, in which case bell service is provided according to the price list);

- access to a Wi-Fi network;

- other services at the Contractor's discretion.

2.8. At the consumer's request, the Hotel provides the following types of services without extra payment:

- calling an ambulance and other emergency relief (special) services;

- providing a first-aid kit;

- delivery of correspondence addressed to the consumer to their room upon receipt;

- wake-up at a certain time;

- provision of boiling water (making an electric kettle available in each room).

2.9. The following services are available to consumers inside the Contractor's buildings:

- restaurants, bars, cafes, banquet service;

- room service (24/7);

- a business center;

- a congress center and meeting rooms;

- transport services;

- laundry and dry-cleaning services;

- a luggage office;

- a beauty parlor;

- boutiques, souvenir shops, a supermarket;

- a mail office, correspondence delivery service.

2.10. The current list of the services provided, as well as information on the operation of the services and facilities specified in Clause 2.9 above, can be obtained at the Hotel reception desk.

2.11. The Contractor may not provide other paid services that are not included in the price of the room without the consumer's consent.

3. Procedure of payment for the services

3.1. The Contractor reserves the right to revise open rates (rates subject to daily changes based on the supply and demand situation in the market on a particular day) at its own discretion. Rates for additional paid services are set according to the approved price list.

3.2. Payment for the services provided is to be made by the consumer:

- by a bank transfer;
- in cash rubles;
- by a bank card (Visa, MasterCard or MIR cards issued by banks in the Russian Federation and China Union Pay cards are accepted).

3.3. When checking in, the consumer is obliged to pay the Contractor a security deposit in order to be able to use additional services (breakfast in the restaurant, laundry and dry cleaning services, mini-bar, phone calls). The amount of the security deposit is established by the Contractor.

3.4. Categories of consumers who are entitled to benefits.

The following consumer categories are entitled to priority accommodation:

- Heroes of the Soviet Union, Heroes of the Russian Federation, full cavaliers of the Orders of Glory, World War II participants and disabled veterans, and persons equivalent to them, as well as disabled persons of Group I and persons accompanying the latter (no more than one person).

4. The procedure for concluding a contract on the provision of hotel services, the procedure of the Consumers' registration and rules of their stay

4.1. Hotel services are provided by the Contractor on the basis of a contract concluded in writing. The written form of the contract is considered to be complied with in the case of drawing up one document (including in electronic form) signed by two parties, or confirmation by the Contractor of an application sent by the Customer (Consumer) to the Contractor, as well as in case of actions taken by the Customer (Consumer) with an aim of obtaining services (including payment by the Customer (Consumer) of a corresponding amount to the Contractor).

4.2. A room in the Hotel will be provided on condition of the presentation of an identity document by the Consumer in accordance with the legislation of the Russian Federation, including:

a passport of a citizen of the Russian Federation, which is an identity document of citizens of the Russian Federation on the territory of the Russian Federation;

a passport of a citizen of the USSR, which is an identity document of citizens of the Russian Federation until it is replaced with a passport of a citizen of the Russian Federation within the prescribed period;

a birth certificate, for persons under 14 years of age;

a passport of a citizen of the Russian Federation, which is an identity document of citizens of the Russian Federation outside of the Russian Federation, for a person permanently residing outside of the Russian Federation;

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

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

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

a temporary residence permit for a stateless person;

a resident card for a stateless person.

4.3. Minors under 14 years of age can be registered at the Hotel (can check in at the Hotel) on the basis of identity documents of their parents (adoptive parents, guardians) who are present with them at the time of registration, or those of the accompanying person(s), subject to the provision, by such accompanying person(s), of a consent of legal representatives (or one of them), as well as of birth certificates, of those minors.

In the absence of their legal representatives, minors of 14 years of age and above can check into the Hotel on the basis of their own identity documents, subject to the presentation of a consent of legal representatives (or one of them) of those minors.

4.4. Registration of consumers who are citizens of the Russian Federation at the place of their stay in the Hotel is carried out in accordance with the Rules for Registration and Deregistration of Citizens of the Russian Federation at the Place of Stay and at the Place of Residence in the Russian Federation.

Registration of consumers who are foreign citizens and stateless persons at the place of their stay in the Hotel and their deregistration at the place of their stay are carried out in accordance with the Rules for Migration Registration of Foreign Citizens and Stateless Persons in the Russian Federation.

4.5. If it is necessary to check in a second person into a room for whom no booking has been made, their check-in is subject to mandatory registration with the consent of the consumer already occupying in the room.

Unregistered persons are not allowed to stay in the room after 11:00pm without prior booking. The consumer is responsible for an unregistered persons staying in his/her room after 11:00pm. If so desired, this person who has not made a prior booking can buy a room for a night at an open rate (subject to availability) and get registered at the Hotel.

4.6. Check-in and check-out times as established by the Contractor:

- check-in time is 03:00pm;

- check-out time is 01:00pm.

4.7. When a consumer stays for less than 24 hours, a full fee is charged, regardless of the actual time of stay.

4.8. Children under 18 years of age are accommodated in the same room with their parents at no extra charge, including when an extra bed is provided (except for group stays, in which case rooms are provided according to the approved price list).

4.9. The following types of bookings are used by the Contractor at the Hotel:

Guaranteed booking is a type of booking where the Contractor waits for the consumer until the check-in time on the day following the day of a scheduled check-in. In case of untimely cancellation of a booking by the consumer, the consumer's late arrival or no-show, the consumer or the customer who has ordered hotel services will be charged for the actual downtime of the room (bed in the room), but no more than for one night. If the consumer's arrival is delayed for more than 24 hours, the contract shall be terminated.

Non-guaranteed booking is a type of booking where the Hotel waits for the consumer until 04:00pm on the day of their arrival, after which the contract shall be terminated.

4.10. If a consumer with a disability is accompanied by a personal assistant, a room with two separate beds shall be provided. If a room with two separate beds cannot be provided, then an adjacent room shall be provided at no extra charge (except for group stays, in which case rooms are provided according to the approved price list).

4.11. Reassignment of the consumer to another room from the room in which they have been lodged (if the guest stays in the room for more than 30 minutes) is subject to an extra charge for the room already used (payment for additional cleaning).

4.12. Guaranteed early check-in is possible subject to booking a room from a previous calendar day and is also subject to the provision of a guarantee in the form of an upfront payment or bank card details (payment of the cost of one night's stay in the form of a fee for the actual downtime of the room is required). In case of non-guaranteed early check-in, the room is provided subject to availability under the following conditions:

- when checking into the Hotel from 00:00am to 03:00am on the arrival day, the Consumer shall be charged a one-night fee for early check-in, in addition to the total cost of their accommodation;

- when checking into the Hotel from 03:00am to 03:00pm on the arrival day, the Consumer shall be charged an additional fee for the period between the arrival and the check-in time, in the amount of one half of a one-night fee (for the early arrival, in addition to the cost of accommodation);

- the Hotel provides 24/7 service to the guests arriving at the Hotel and departing from the Hotel.

4.13. If the consumer checks out of the room after the check-out time, the following extra fees shall be charged:

- when checking out from 01:00pm to 06:00pm, one half of a one-night fee shall be charged;

- when checking out after 06:00pm, a full fee shall be charged;

- if there are available rooms, the Contractor reserves the right to extend the check-out time until 02:00 without extra charge.

4.14. Payment for a late check-out is charged at the current-day rate (i.e. for a late check-out on Friday, at the Friday rate; on Monday, at the Monday rate, etc.).

4.15. Accommodation of consumers with pets is provided at the Contractor's discretion upon presentation of a veterinary certificate attesting that the pet has been vaccinated against rabies, or presentation of other documents, as stipulated by the legislation of the Russian Federation.

4.16. If no belongings of the consumer are found in the room after the check-out time, it shall mean that the consumer can be checked out of the Hotel.

4.17. The consumer's stay can be extended only subject to the availability of free rooms.

4.18. Consumers who have any weapons on or with them (firearms, or traumatic, bladed, throwing, pneumatic, gas, signal weapons, products structurally similar to weapons, pepper sprays, stun guns, etc., as well as objects and/or substances that may pose a hazard to other people) are required to verbally state the fact to the employees of the Contractor's Security Department before passing through a stationary metal detector at the entrance to the Hotel building. Accommodation of such consumers in the Hotel is possible only subject to a consent of the Contractor's senior management.

5. Responsibility and liability of the parties

5.1. All consumers staying at the Hotel have equal rights and must comply with the following rules:

- these Rules for the Provision of Hotel Services at the Plaza Garden Moscow WTC Hotel;
- fire safety rules and sanitary standards;
- refrain from making loud noise and/or disturbing peace of other consumers and the Hotel's guests;
- pay for the actual loss or damage incurred in case of violation of obligations under the contract, as well as for the loss or damage inflicted to the Hotel's property through the consumer's fault, as prescribed by the legislation of the Russian Federation and these Rules, and in accordance with the Contractor's price list;
- prevent the occurrence of smoke and fire; refrain from leaving electric heating devices (electric stoves, microwave ovens, electric kettles, toasters, etc.) unattended when cooking and heating food, in order to avoid triggering fire alarm systems; refrain from using open fire, candles, pyrotechnic products, sparklers;
- refrain from smoking in the Hotel building. In accordance with Federal Law No. 15-FZ, dated February 23, 2013, "Health Protection from Exposure to Environmental Tobacco Smoke and the Consequences of Tobacco Consumption," smoking tobacco and the use (vaping) of electronic cigarettes/vaporizers, tobacco heating systems, hookahs is prohibited everywhere at the Hotel. In case of violation of this rule, the consumer may be required to pay (in accordance with the current price list) for additional cleaning and/or make compensation for the costs of activating the fire alarm system due to the smoke caused by smoking.

5.2. For convenience purposes and for the safekeeping of the consumer's personal valuables, a safe deposit box is provided in the room, or a special safe room equipped on the Hotel premises at the Reception Department is provided for use. After checking out of the Hotel room, the consumer, if necessary, can use the luggage office.

5.3. If personal items are discovered missing from the room, the consumer must immediately report this to the Hotel reception desk so that necessary measures could be taken for finding missing items.

5.4. All items forgotten or left in the room shall be stored by the Contractor for a certain period of time and in accordance with the Contractor's current rules. The Contractor shall take all possible measures in order to return them to their owners. After three months, forgotten items unclaimed by their owners shall be disposed of in accordance with the Contractor's established rules.

5.4.1. The Contractor has the right to enter the room without the Consumer's consent in order to provide guest services: cleaning the room, tea set renewal, delivering correspondence, as well as in the event of fire alarm, smoke, fire, flooding, or in the event of a violation of public order by the Consumer.

5.4.2. The Contractor has the right to restrict accommodation or refuse to extend the period of stay at the Hotel in the following cases:

- in case of violation of public order or of these Rules by the Consumer, if that resulted in a damage caused to the Contractor or other guests of the Hotel;
- in case of a failure to pay or late payment for the services;
- in case the Consumer has caused physical damage to the Contractor's property;
- in case of the Consumer's unbecoming conduct that contradicts generally accepted rules of morality and general perceptions of decent behavior (such as violence, insults, hooliganism, excessive consumption of alcoholic beverages, rudeness and disrespect towards Hotel employees, guests staying at the Hotel and/or other persons on the Hotel premises, inappropriate behavior in public areas).

5.4.3. The Contractor has the right to prohibit photo and video filming using photo and video equipment on the Hotel premises if this filming has not been mutually agreed with the Contractor in advance.

5.5. Harm caused to the consumer's life or health as a result of the provision of hotel services that do not meet the requirements and/or terms and conditions of the contract is subject to compensation by the Contractor in accordance with the legislation of the Russian Federation.

5.6. There is a Guest Book at the reception desk of the Hotel, accessible to all consumers. All records left by the consumers in the Guest Book are reviewed by the Contractor.

5.7. In all other matters that are not covered by these Rules, the Contractor shall be governed by the current legislation, as well as the Contractor's Regulations and Operating Procedures.