

«GRAND CANYON» HOTEL RULES

1. GENERAL PROVISIONS

1.1. The present Rules were compiled in accordance with the applicable Laws of Russian Federation that regulate rendering of services, approved by Government resolution from 25.04.1997, №490 "Rules of providing hotel services in the Russian Federation" that regulate the relationship between citizens aimed at booking services or ordering them and/ or consuming hotel services.

1.2. The Rules set the order on check-in, accommodation and check-out, and peculiarities of rendering of services in the hotel «Grand Canyon» (further – Hotel).

1.3. The Administration of Hotel has the right to make amendments into Hotel Accommodation Rules at any time unilaterally. Such amendments and/or supplements come into legal force from the approval date and issue date of Order and placed at the front desk.

-TERMS USED FOR AIMS of the present Rules

- Room means a specialized premise that is suitable for temporary living of arriving people into Hotel.

- Reservation means an action that provides booking of a particular room in Hotel and confirms the right be accommodated in a specified room at specified dates.

- Booking means e-document or paper document that confirms reservation of a specified room in Hotel at specified dates

- Guest means a physical person which intends to accommodate in Hotel or has a reservation and/or accommodated in Hotel

- Check-out time means allowed time for check-in and check-out.

- Guest's Informative Folder means a folder that placed in each Hotel room containing full information about range of hotel services.

- Guest's Card means a visiting card of a Guest, a document that gives the right to come into residential zone of the hotel (indicating full name, dates of arrival/departure, room №)

- Guest Registration Card means a document, containing information about a Guest, period of staying and accommodating conditions in the Hotel, performing the function of agreement signed between a Guest and Hotel.

- Visitor's Card means a document of a Visitor granting right of coming into residential zone of Hotel.

- Extra bed means a folding-bed in accordance with Euro standards provided by Hotel administration upon Guest's request.

- Administration (Administrator) of Hotel means an administrative staff that performs day-to-day hotel management.

Short-term stay period means accommodation in a hotel not exceeding period of 30 (Thirty) days

Long-term stay period means accommodation in a hotel exceeding period of 1 (One) month. One month of staying is counted to be 30(Thirty) calendar days since the Guest's arrival to the Hotel de-facto.

2. SETTLEMENT PROCEDURE

2.1. Hotel Check-in is carried out 24-h/7-days.

2.2. A room of specific category with a certain quantity of beds is granted for a Guest's usage.

2.3. Children under 18 can be accommodated in the Hotel only with their parents or an accompanying person after showing documents confirming their kinship or full powers for accompaniment of under-age (notarized parental consent).

2.4. Accommodation into Hotel is carried out according to booking or without it strictly subject to availability of vacant rooms.

2.5. To be accommodated in Hotel you have to show documents identifying your personality.

2.6. A document that confirms personality may be any of documents listed below:

- RF citizen passport;

- Birth certificate for children under the age of fourteen.;

- Military ID (for soldiers)

- Military ID for citizens serving military obligations under the contract or compulsory military service

- Passport of a foreign citizen (national passport or a national foreign passport for citizens that arrived on a visa).

2.7. Accommodation may not be provided in the following cases:

If a guest has no documents, or documents are expired, or there is suspicion that documents are false;

If there is no payment for the room in the prescribed manner and in the required sum;

If a guest has a dirty look, being in a state of strong alcoholic intoxication or behaves aggressively;

2.8. The administration of Hotel is obliged to solve all disputable questions concerning a Guest's settlement.

2.9. Upon check-in, a registration card is to be filled and signed by a Guest.

2.10. Check-in is carried out in case of compliance with the terms of payment in accordance with Clause 3 of the present Rules.

2.11. At settling in to Hotel, a Guest is given a Guest card and electronic key. Entrance to the residential zone is carried out after showing a Guest card or passport to the hotel's security control service.

2.12. The hotel gives the right for special provision of services to:

- Heroes of the Soviet Union, Heroes of the Russian Federation, Full Cavaliers of the Order of Glory and people equated to them.

- Disabled people and participants of the Great Patriotic War and people equated to them.

- Other categories of citizens who, in accordance with the current legislation of the Russian Federation, entitled to an extraordinary service. (RF Government Regulation dated 15.06.1994 N 669)

A person entitled to an extraordinary service, is obliged to provide a document as a proof of such right.

2.13. In accordance with the legislation of Russian Federation dated 18.07.2006 № 109-FZ «About Migration Registration of Foreign Citizens and Stateless Persons in the Russian Federation », Hotel performs registration and gives notice of the arrival of a foreign citizen or stateless person to the place of residence in the Russian Federation.

Accommodation of the above categories of citizens is carried out for a period not exceeding the validity of the visa or migration card.

Hotel does not provide services for temporary residence of foreign citizens and stateless persons in the absence of documents proving their lawful presence in the territory of the Russian Federation in accordance with the Law of 18.07.2006 № 109-FZ. In case if reimbursement of the paid value is carried

out, Hotel has the right to charge 100% cost of one calendar day stay in the hotel.

3. THE COST OF SERVICES AND PAYMENT PROCEDURE

3.1. Payment for Hotel Accommodation and extra services is charged in accordance with the price-list, placed at the front desk and in the Guest's Informative Folder.

All prices, offers and sale terms can be:

- changed;
- limited in time, availability and validity period
- limited by dates, periods of minimum and maximum stay, weekends and public holidays, seasonal price movements;
- subjected to other factors and restrictions.

3.1.1. Payment for Hotel accommodation is paid by the Guest in accordance with the following procedure:

- during short-term stay period the payment is charged when check-in at a rate of 100% cost for overnight accommodation stay, and then the payment is charged per each calendar day or 100% total cost for the whole period of staying;

- during long-term stay period the payment is charged when check-in at a cost of 100% per month cost. The further accommodation payment is charged per month, not later than 5 days prior of payable month of accommodation.

3.2. The Hotel accepts payment in Russian rubles.

3.3. Payment is charged by credit card, via bank transfer or in cash.

3.4. Payment for Hotel Accommodation is charged in accordance with the provided system of check-out time namely, 12.00 (Noon) of the current day.

3.5. Up to check-out time payment for early check-in is charged in accordance with the approved price list.

3.6. In case of delay of a Guest's check-out from the Hotel room after check-out time, the payment for the accommodation will be charged according to the following procedure:

- Up to 12 hours after check-out time, 50% of accommodation fee is charged;
- From 12 to 24 hours after check-out time, 100% of accommodation fee is charged.

3.7. No fee for children under 7 accommodated with parents, as well as a cot provided for children under 4 (Four), payment for a child accommodation is charged.

3.8. If an extra bed is provided for children under 14 (Fourteen) accommodation fee is charged in accordance with the current price-list.

3.9. Extra services are paid by a Guest before commencement of services provided at a rate of 100% cost according to Annex №2 of the current Rules.

4. RESERVATION AND CANCELLATION POLICY

4.1. Reservation of a room and extra services is carried out via phone, fax or e-mail as well as in reservation department in a Hotel.

For booking via e-mail, the Guest can use online booking form on the website www.grandcanyon-hotel.ru or send a duly executed application form to e-mail info@grandcanyon-hotel.ru, which comes to the Hotel administration.

The application form shall contain:

- Time and arrival/departure dates of the Guest/Guests
- Room category and number of rooms
- Quantity of Guests in the room
- Surname, given name, patronymic of the Guest/Guests
- Payment method
- List of extra services to reserve beforehand
- Notes, wishes, additional comments
- contact details (telephone number, fax, e-mail)

The hotel is obliged to send confirmation or refusal of booking to a Guest by e-mail within 24 hours of receipt of the application form. Application for reservation, sent via the website or by e-mail is

confirmed only after a confirmation of hotel reservation using contact details of a Guest (fax / e-mail).

Reservation may be guaranteed and unguaranteed:

- Unguaranteed reservation means unpaid hotel accommodation beforehand. Such booking is preserved to 18 hours to arrival date specified in the application form. After this time booking may be cancelled by Hotel. Hotel notifies a Guest about cancellation of unguaranteed reservation by phone or e-mail. Unguaranteed reservation is suitable only for a short-term stay period.

- Guaranteed reservation means paid hotel accommodation within 3 days from the date of booking confirmation by the hotel in the following amount:

- For a long-term stay period the payment is charged at a rate of 50% a month's stay cost;
- For a short-term stay period the payment is charged at a rate of 100% cost of round the clock stay.

The status of a guaranteed reservation means booking of the right to obtain services in accordance with the confirmed list of services. In case if a Guest fails to appear before expiry of the first day of accommodation from check-out time of the booked period, the booking is cancelled.

4.2. If annulment of guaranteed reservation is occurred (for a short-term stay period) less than 1(One) day before the Guest's arrival, the payment is charged for overnight accommodation stay.

If annulment of guaranteed reservation is occurred (for a long-term stay period) less than 3 (Three) days before a Guest's arrival, the payment is charged for overnight accommodation stay according to the confirmed price-list.

4.3. If a Guest cancels the booking not later than 3 (Three) days before the scheduled arrival date, payment is fully refundable.

4.4. In case of Guest's delay more than a period of 24 hours, reservation is cancelled and payment for overnight accommodation is charged (for a long-term stay period) at a cost of 24-hour period accommodation in accordance with the current price-list.

4.5. In case of Guest's refusal to pay for accommodation of confirmed reservation, reservation is cancelled and a Guest's accommodation will be carried out on a first-served basis.

5. HOTEL POLICIES

5.1. Administrator enforces hotel policies, gives the Guests the explanations about the rules of residence and accepts complaints concerning the actions of the hotel staff and other visitors disturbing the public peace.

5.2. As soon as a registration card is signed by a Guest, Administrator gives a Guest a room key.

5.3. To ensure public order in the hotel, safety of property and security of Guests, it is forbidden in the hotel to:

- Leave visitors in a hotel room in your absence;
 - Give keys to third persons
 - Keep animals, birds, reptiles and other representatives of the animal world.
 - Leave a mess, dirty the territory of the hotel;
 - Smoke in the rooms, halls, the hotel's cafe and other places not intended for smoking. Smoke is possible only in designated areas outside the building of the hotel marked with a sign "Smoking area".
 - Behave immorally (actions that violate generally accepted standards of morality contrary to conventional notions of rational and decent behavior, such as: violence, disorderly conduct, excessive drinking, rudeness towards other people, misbehavior in public places, etc.);
 - Show aggression towards other guests and hotel staff;
 - Throw garbage and bottles out of the windows;
 - Damage property of the hotel and linens;
 - Move, take furniture, linens and towels away from the room;
 - Perform hotel room modification
 - Rearrange furniture in the room without permission of the Hotel administration
 - Keep highly inflammable, explosive, toxic materials, weapons, drugs in the room;
- Use extra electrical appliances not included in basic equipment of a room, with the exception of electric

shavers, computers and chargers.

- Use fire extinguishing agents placed in fire cabinets unreasonably;
- Use fireworks, firecrackers and other pyrotechnics and explosives near the hotel, in rooms and other public areas.
- Outweigh without permission, remove and use electrical appliances in the rooms and public areas for a purpose other than its intended use
- Clean down by means of flammable and combustible liquids, as well as agents that can cause damage to the property of Hotel.
- Leave vehicles on entrances and exits, internal driveways.

5.4. In the case of non-compliance with the above requirements of the current Rules by a Guest, the Administration shall be entitled to terminate the rendering of hotel services unilaterally.

5.5. A Guest is obliged to:

- Observe the safety regulations and fire security rules provided in Hotel;
- Pay for accommodation and other hotel services timely;
- Check-out on the expiry of paid accommodation period in the hotel timely;
- Observe the established order of stay, keep common zones clean, and be sure to close water taps when you stop using them, switch the lights off, and turn TV off when leaving the room. Lock the room with the key as well as balcony door and windows.
- Observe silence from 11.00PM till 10.00AM the next day;
- Respect the right of inviolability of the hotel staff and Guests of the hotel;
- Immediately inform the hotel administration about loss of personal belongings from the room to take measures on searching for the lost belongings;
 - Immediately inform the hotel in case of loss of the electronic key;
- Immediately inform the hotel in case of finding belongings left without attendance
 - Immediately inform the hotel in case of emergencies, breakdowns in the rooms;
- Take good care of the property of Hotel, pay damages in case of loss or damage the hotel property, according to the current price list on the basis of the Act of damage to property, in accordance with the legislation of the Russian Federation;
- Be responsible for damage caused by persons invited by the Guests (Visitors);
- On departure make final payment for the services provided in accordance with Clause 3 of the present Rules;
- At the end of your period of stay please return the key to the Administrator at the front desk (Accommodation service).

5.6. Visitors are allowed in the room of a Guest till 11.00 PM of local time. For that a Visitor needs to fill in a Visitor's card at the front desk and after that Administrator gives him/her a Visitor's card to come into the residential zone of Hotel.

If security control service or Administrator of Hotel has doubt as for a Visitor's full legal age, they have to request a Visitor's documents proving his /her identity. If a Visitor has no documents as a proof, Hotel has the right to refuse a Visitor in the admission into a residential zone of Hotel.

If a Visitor stays after 11 pm, a Guest residing in Hotel needs to register a Visitor at the reception desk of Hotel and make payment for providing the additional place (according to the current price-list).

5.7. Control for compliance of public order and silence by Guests and Visitors is carried out by the hotel security control service. In case if the Guest or Visitor / Visitors violate public order and silence, the staff of the Security Control Service of the hotel is entitled to call the police to bring the perpetrators to administrative responsibility.

5.8. The Administration and security control service of the hotel reserves the right to visit the rooms without the consent of a Guest in cases if Guests or Visitors violate public order as well as in case of short circuit, fumigation, fire, flood and other emergencies.

6. HOTEL SERVICES

6.1. The hotel provides the basic services included into accommodation cost (Annex №1 to the present Rules).

6.2. At a Guests' pleasure, the hotel provides additional services in accordance with the confirmed price list for additional services (Annex №2 to the present Rules)

7. TERMINATION OF HOTEL ACCOMMODATION

7.1. Hotel accommodation is terminated with the onset of date of check-out specified in Registration card of a Guest.

7.2. A day before the date of check-out the Administration of the hotel notifies a Guest about the necessity to leave the room and make full payments according to Clause 3 of the present Rules.

7.3. The Guest is obliged to notify the hotel administration 30 minutes prior of his check-out; the inspection of the room is carried out by the hotel administration , the room is accepted and the key is returned to Administrator; final full payments are carried out between a Guest and Hotel for the services provided (accommodation and additional services).

If during the inspection the damage of property is found out in the room, a Guest is obliged to pay full damages in accordance with the prices specified in the property inventory of the room placed in a Guest's Informative Folder.

7.4. Extension of stay is possible in the absence of further reservation of this room. Subject to availability of rooms, if necessary, a Guest may be given a different room.

7.5. The Administration of Hotel has the right to evict a Guest before the check-out date, if a Guest (or Visitor) violates the Rules of staying at the hotel, causing material damage or inconvenience to other Guests' accommodation.

7.6. In case of the expiration of the paid period of stay and of a Guest's absence at the place of stay for more than 2 (Two) hours after the check-out time and if accommodation was not extended and not paid timely, Administration of Hotel has the right to create the commission and make an inventory of the property which is in the room and vacate the room. Administration has the right to withhold property in case of a Guest's arrearage in payments for services or damage of hotel property. Administration puts into storage valuable property as cash, precious metals and valuable documents in a safe, and the rest of the property is disposed in a place determined by

the Administration. If within 6 months a Guest does not claim for property, a Guest is considered to be refused of such property, and the Administration has the right to dispose such property at their discretion.

7.7. Upon termination of the period accommodation previously announced deadline (for a long-term stay period), Hotel makes a repayment of money only to full months of residence.

8. LIABILITY

8.1. Administration of the hotel should assume measures to correct defects of services provided during 24 hours from the moment of a Guest's claim.

8.2. Hotel is not responsible for shortcomings in the services provided, if it proves that they occurred due to the fault of a Guest or as a result of force majeure.

8.3. The hotel is not responsible for safety of a Guest's belongings in the room provided for accommodation.

8.4. To ensure the safety of valuables Guest is granted the right to use a safety deposit box that is placed in each room.

8.5. In case if forgotten belongings were found, the hotel is obliged to notify the owner of such belongings immediately, if owner is known.

Forgotten things are kept in the hotel till 6 (Six) months, after that period the Administration of Hotel has the right to dispose property at their discretion.

8.6. The Act is to be drawn up, if financial damage is caused to the property of Hotel.

In this case, in addition to caused damages, a Guest will reimburse all losses connected with room downtime during repair, replacement of furniture and so on.

8.7. Hotel is not responsible for the service of public utilities (power cut, water outage, heating off, etc.).

8.8. In cases not provided by the Rules, Hotel administration and a Guest are guided by existing law of the Russian Federation.

8.9. In case of disturbance of public peace, violence of Guests (or their Visitors), Hotel has the right to involve law enforcement authorities to take measures to the violator.

8.10. Administration of Hotel does not accept for storage and is not responsible for Guests' personal belongings and cars.

8.11. Hotel ensures that personal Guest and Visitors information is treated in a confidential manner except as provided for current law.

A Guest signifies his consent to hotel processing of personal data (gathering, systematization, accumulation, storage, clarification (update, change), using of personal data in accordance with the requirements of the Federal Law of 27.07.2006 № 153-FZ "On personal data". Guest's personal data are provided with the aim to execution of the Agreement. The agreement is available from the time of filing an application for booking.

8.12. In the event of any dispute regarding to the quality of service, the Parties have to seek to resolve the matter on the spot. If the problem cannot be solved on the spot, a Guest must present the claims in the written form. The hotel takes all possible measures to address the reported claims.

8.13. Guest books are placed at front desk of Hotel and available to all Guests. All complaints and statements submitted by Guests in the Guest book are considered by hotel administration.

Addenda:

1. Accommodation rates
2. Price list for additional services