APPROVED BY

Director General of

Limited Liability Company

EstateGroup

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Order No. 1/10-15 dated 16/10/2015

**RULES OF SERVICE RENDERING AND ACCOMMODATION**

**IN AIRHOTEL**

1. The main terms that are used in the Rules mean the following:

“hotel services” is a complex of services on providing temporary accommodation in the hotel including related services;

“hotel” is a property complex (a building, a part of a building, facilities and other property) aimed at hotel services rendering;

“price per room (place in a room)” is a price for temporary accommodation and other services to be rendered by the Contractor for a single price;

“consumer” is a citizen intending to order or acquire, or ordering or acquiring and (or) using hotel services exclusively for personal and other needs that are not connected to entrepreneurial activity;

“customer” is an individual (a legal entity) intending to order or acquire, or ordering and acquiring hotel services in accordance with the Service rendering contract (hereinafter – the “Contract”) in favour of the consumer;

“contractor” is Limited Liability Company EstateGroup;

“check-out time” is the time specified by the contractor for check-in and check-out of the consumer.

**Services booking**

1. Booking is a reservation of places and (or) hotel rooms by the customer (consumer);
2. The Contractor applies the following booking methods in the hotel:

secured reservation is the type of booking when a hotel is awaiting a consumer until the check-out time of the day following the day of planned check-in;

unsecured reservation is the type of booking when a hotel is awaiting a consumer until 8:00 pm Moscow time on the check-in day, after that the booking is cancelled.

1. Booking is carried out by the contractor by acceptance of booking application (hereinafter – the “application”) under the form prescribed by the contractor including by post, telephone and other communication means that allows determining that the application has been sent by a consumer or a customer.
2. Booking shall be deemed valid as of the moment of Confirmation receipt by the consumer (the customer) that contains information on the contractor’s name, the customer (the consumer), the category (type) of the room booked as well as on its price, booking terms, duration of stay in a hotel and other details specified by the contractor.
3. The Contractor has the right to deny a booking provided there are no vacant rooms for the date specified in the application form.
4. The Consumer (customer) has the right to cancel a booking application. The booking cancellation shall be carried out not later than at 02:00 pm (Moscow time) on the day prior to the check-in day by sending a notice in writing. Booking shall be deemed cancelled only provided that the hotel receives a cancellation notice in writing.
5. In case of an untimely refusal from a secured booking, arriving late or not arriving at all, the consumer or the customer shall be charged for an actual room down time (a place in a room) but not exceeding 24 hours. In case of arriving more than 24 hours late secured booking shall be cancelled.

**Accommodation procedure, check-out time**

1. A consumer accommodation in the hotel is carried out under the contract to be concluded upon submission by the consumer of an duly executed identity document including:
2. a passport of the citizen of the Russian Federation that certifies the identity of a citizen of the Russian Federation within the territory of the Russian Federation;
3. a passport of a citizen of the USSR that certifies the identity of a citizen of the Russian Federation until reissuing it for a passport of a citizen of the Russian Federation within the stated time;
4. a birth certificate – for persons under the age of 14;
5. a passport that certifies the identity of a citizen of the Russian Federation outside the territory of the Russian Federation – for a person permanently residing outside the territory of the Russian Federation;
6. a passport of a foreign citizen or any other document specified by the Federal Law or acknowledged in accordance with the international agreement of the Russian Federation as a document that certifies the identity of a foreign citizen;
7. a document issued by a foreign state and acknowledged in accordance with the international agreement of the Russian Federation as a document that certifies the identity of a person without citizenship;
8. a temporary residence permit for a person without citizenship;
9. a residence permit for a person without citizenship.
10. The Contractor renders round-the-clock service for consumers checking in and out of the hotel.
11. Registration of consumers who are the citizens of the Russian Federation at the place of stay in the hotel as well as registration of a foreign citizen or a citizen without citizenship and de-registration at the place of stay shall be carried out in accordance with the current legislation requirements.
12. Registration of under-age citizens who have not reached the age of 14 years shall be carried out on the basis of the identity documents of their parents (adoptive and foster parents) or close relatives, an accompanying person (persons) who have arrived with them, the document that certifies the authorities of an accompanying person (persons) as well as birth certificates of such under-age persons.
13. The Contractor uses a payment for accommodation on a daily or hourly basis. A 24-hour period is set from 02:00 pm of a check-in day till 12:00 pm of the following day.
14. Check-in time is 02:00 pm.

Accommodation before the specified time is not guaranteed by the Contractor.

If the application form contains no information on an early check-in, accommodation is subject to availability/readiness of the room.

1. Departure time (check-out time) is 12:00 pm.

The possibility of leaving after the check-out time is not guaranteed by the Contractor and shall be confirmed by the booking department or the Front office.

In case of confirmation of Consumer’s possibility to leave after the check-out time, an extra payment shall be charged as follows:

* in case of checking out before 6:00 pm - 50% of the payment per 24 hours
* in case of checking out after 6:00 pm – full payment for 24 hours shall be charged.
1. Children under 6 years can stay free-of-charge in the room of their parents (with provision of an extra bed if necessary).
2. The Contractor shall have the right to render other charged services not included into the room (place in the room) price with the consent of the consumer.
3. By request of the Consumer the Contractor shall render the following services free-of-charge:
4. ambulance call, other emergency services;
5. first aid kit;
6. delivery of correspondence for the consumer to the room upon its receipt;
7. wake-up service to the agreed time;
8. provision of hot water, needles, threads, one kitchenware and flatware set;
9. other services at the discretion of the Contractor;
10. The Consumer (the Customer) shall pay for hotel services and other charged services in full upon their rendering to the Consumer (the Customer) unless otherwise provided by the Contract between the Consumer (the Customer) and the Contractor.
11. The following persons shall have the priority right to command the services:
* disabled war veterans;
* Heroes of the Soviet Union, Heroes of the Russian Federation and Full Cavaliers of the Order of Glory;
* disabled persons of groups I and II and their accompanying persons (not more than one person).

Upon payment for accommodation of participants of the Great Patriotic War, disabled war veterans, disabled persons of groups I and II and their accompanying persons the Contractor provides 10% discount.

**Rules of accommodation in the hotel and the use of hotel services:**

1. All consumers staying in the hotel have equal rights and shall be obliged to comply with the rules of using hotel services set by the Contractor:
	1. The Consumer (the Customer) shall follow moral and ethical standards; hold back from excessive use of alcohol and coarse language in public places. He/she shall also respect other people’s right to rest and leisure; not insult the hotel staff with actions and words.
	2. For safety of consumers and hotel staff 24-hour video surveillance is in operation in the guest areas and its surrounding area.
	3. Shall any technical faults happen while using additional extra services, the Guest shall immediately inform the Reception about the faults to get free from payment. Otherwise, the services are considered rendered and payable in full.
	4. While visiting sauna at the Hotel Fitness Center not more than 4 people can stay in a small sauna at the same time, and in a large sauna, no more than 8 people.
	5. Using bath brooms is prohibited in the sauna.
	6. It is strictly prohibited to take away kitchenware, flatware, food and drinks from the restaurant without a prior consent of the Restaurant Administration.
	7. EstateGroup LLC Restaurant Administration shall have the right to deny services to a Guest in case he/she is wearing sports clothes, sports or indoor footwear as well as in case of violation of generally recognized rules.
	8. It shall be prohibited to consume alcohol and other drinks brought along as well as food at hotel public places such as the restaurant, the bar and the Fitness Center.
	9. It shall be prohibited to carry and keep in hotel rooms oversize baggage the size of which exceeds 120 cm in height, width and length. Such baggage shall mandatorily be placed in the baggage room.
	10. The Hotel shall not be liable for valuables not handed to a safety locker.
	11. The Hotel does not allow loud music and other noise.
	12. It shall be prohibited to soil the Hotel territory. Litter-boxes are aimed at collecting rubbish.
	13. When checking out of the hotel a Guest shall hand in the Guest card and key-card for the room to the Front Office Administrator and settle accounts for services noted in the Guest bill. After settling accounts a final bill for accommodation is issued to a Guest with the details of the services rendered.
	14. The Customer Feedback Book is kept in the Front Office and shall be given upon the first Guest’s request.
	15. The Administration of EstateGroup LLC can suggest a Guest examining the baggage for safety reasons and in case of any dangerous elements and things in his/her and a security officer presence.
	16. In order to comply with fire safety regulations it is prohibited for Consumers to:
* Use inappropriate (that are not provided by room facilities) electric heaters in the rooms as well as extension bars, adaptors and others.
* Use defective devices.
* Store and carry hazardous and highly-flammable materials to the rooms as well as highly toxic substances.
* Smoking cigarettes, electronic cigarettes or electronic nicotine delivery systems. Smoking is allowed only in a specially defined area outside the hotel building. Smoking areas are marked with a special sign.

In case of a breach of the Federal Law No. 15-ФЗ “On prohibition of smoking in public places” a fine at the amount of 5,000 (five thousand) rubles shall be charged.

* The Rules of Conduct in case of Fire and the Evacuation Plan are located on a room door.
	1. In order to ensure order and safety of persons staying at the hotel it is prohibited to:
* Pass the Key-card from a room to unauthorized people.
* Leave the door open when leaving the room.
* Stay at a hotel room for persons who are not the services consumers and are not registered by the Front office according to the established procedure. The Consumer shall be personally liable for staying of invited persons in a room.
	1. Keeping pets in hotel rooms is possible upon the agreement with the Contractor and only provided the presence of a medical vaccination certificate. The Contractor provides no special services for pets, and owners bear responsibility in case of damaging the hotel property or third persons by pets.

The Contractor preserves the right to relocate the Consumer to another room or completely dispossess him/her in case of any claims from other hotel guests.

* 1. The Consumer bears responsibility and compensates for damages in case of losses or damages to the hotel property by his/her fault as well as bears responsibility for breaches caused by persons invited by him/her.
	2. Consumers (Contractors) shall have the right to a priority usage of extra hotel services.
1. Disputes that may arise while services rendering shall be settled by negotiations, exchange of letters, telegrams, faxes, etc. An extrajudicial dispute resolution procedure is mandatory. In case the Contractor and the Consumer fail to come to a mutually beneficial dispute settlement or a response to a claim is not received within 15 business days the dispute shall be referred the court at the plaintiff’s location.

Annex 1

to “Approval of Rules of Services Rendering

and Accommodation in Airhotel”

**CONSENT TO PERSONAL DATA PROCESSING**

The Present Consent to personal data processing shall be a public offer. Booking a room an individual shall be obliged to accept the Present Consent to personal data processing (hereinafter – the “Consent”).

The User gives his/her consent to EstateGroup LLC (Airhotel ) with its registered address at building 6, territory "Airport "Domodedovo", Domodedovo City, Moscow Region, 142015, Russia (hereinafter – the “Operator”) to process his/her personal data with the following conditions:

1. The Present Consent is given to personal data processing both with using automation tools and without them.
2. The Consent is given to process the following personal data:
* type of an identity document;
* series and number of the document certifying the identity of a personal data subject, details about date of issue of the said document and the issuing body;
* registration address and residence address;
* surname, name, patronymic;
* phone numbers;
* e-mail addresses;
* details on social networks accounts;
* sex;
* age;
* information on acquired products and services;
* location details.
1. Personal data that are not deemed special or biometrical
2. Personal data shall not be available to the public.
3. The aim of personal data processing:
* ensuring compliance with the Constitution of the Russian Federation, legislative and other regulatory acts of the Russian Federation, and local standard regulations of EstateGroup LLC;
* implementation of the rights and legal interests of EstateGroup LLC within the framework of carrying out activities specified by the Articles of Association and other local standard regulations of EstateGroup LLC or the third parties or achieving socially important objectives.
1. The basis for personal data processing is Article 24 of the Constitution of the Russian Federation; the Federal Law dated 27/07/2006 No. 152-ФЗ “On Personal Data”; Regulation of the Government of the Russian Federation dated 09/10/2015 No.1085 “On Approval of the Rules of Services Rendering in the Russian Federation”; the present offer.
2. During the course of personal data processing the following actions are to be taken: collection; record; classification; accumulation; storage; specification (updates, changes); extraction; usage; transfer (distribution, provision, access); blocking, deleting; elimination.
3. The Consent shall come into force as of upon signing guest’s registration card and shall be valid until an individual quits the Present Consent.
4. The Consent may be retracted by the personal data subject or his/her representatives by sending an application in writing to the Operator or his/her representative at the address specified at the beginning of this Consent.
5. In case of a retraction of the Consent to personal data processing by a personal data subject or his/her representative the Operator shall have the right to continue personal data processing without the consent of the personal data subject if there are grounds specified in clauses 2-11 part 1 article 6 part 10 and part 2, article 11 of the Federal Law dated 27/07/2006 No. 152-ФЗ “On Personal Data”.
6. The present Consent shall be valid all the time until the moment of termination of personal data processing specified clauses 8 and 9 of the present Consent.