

RULES FOR STAYING AT THE 'ARAKS' HOTEL

(City of Verkhnyaya Salda, Voronova St., 7b)

01.03.2026

TERMS USED IN THESE RULES.

Hotel (accommodation facility) – a property complex (building, part of a building, equipment, and other property) intended for the temporary accommodation (residence) of individuals (provision of hotel services), as well as for providing additional services.

Room – an isolated space in the accommodation facility, intended for the temporary accommodation and residence of individuals.

Hotel services – a set of services for providing individuals with places for temporary residence in a hotel, as well as other services for servicing individuals residing in the accommodation facility.

The contractor is Evinyan Sarkis Aikoi, an individual entrepreneur who owns the property complex in which the hotel is located and provides hotel services.

Customer - an individual or legal entity or an individual entrepreneur who intends to order or purchase, or who orders or purchases hotel services for the consumer;

Consumer - an individual who intends to order or purchase, or who orders or purchases and/or uses hotel services for personal and other needs not related to business activities, including employees, clients of the Customer, sent by the Customer for Hotel accommodation.

The price of accommodation is the cost of temporary accommodation in a room (on a separate bed in a multi-bed room), a separate building (part of a building), a structure, a facility, or a campsite, as well as other services provided to consumers by the accommodation provider at a single price.

An application is a written document sent by the Customer to the Provider in order to book rooms / services in a hotel and provide other services on a specific date and under certain conditions.

Booking is the assignment of a room (a separate bed in a multi-bed room) to a consumer. on the terms determined by the customer's (consumer's) request, after confirmation of this request by the Contractor and payment by the Customer, Consumer. The Contractor applies a reservation that provides for waiting for the Consumer until 12:00 on the day following the scheduled arrival, and in case of non-arrival of the Consumer, the Contractor has the right to cancel the contract.

Local time – in this agreement is used and mentioned, including in the applications, price list, correspondence, applications time at the location of the Hotel (Yekaterinburg, MSK+2).

Check-in time - time set by the contractor for the consumer check-in, the standard time from which the accommodation of customers in the Hotel is carried out. For the purposes of this Agreement, the Check-in time in the Hotel is understood as 14:00 (local time).

Early check-in is the check-in to the Hotel room earlier than from 02:00 to 14:00 hours of the check-in day.

Check-out time is the time set by the Contractor for the consumer's check-out, the standard time on the last day of stay at the Hotel, no later than which the Customer is obliged to vacate the occupied room. For the purposes of this Agreement, the Check-out time from the Hotel is understood as 12:00 hours (local time).

Late check-out – check-out from the Hotel, and accordingly release of the room in the Hotel, made by the Client in agreement with the Contractor, later than the standard time on the last day of stay in the Hotel, between 12.00 and 24.00 on the day of check-out.

Check-out time – the standard time on the last day of stay in the Hotel, no later than which the Client is obliged to pay for accommodation in the Hotel. Under standard conditions, the Check-out time is understood as 12:00 hours (local time) on the last day of stay. In the case of a late check-out, the Check-out time is the time of the Client's check-out that is different from the standard time and has been agreed upon by the Contractor.

GENERAL PROVISIONS

1.

1.1 These rules establish the procedure for booking, staying and providing services at the Araks Hotel, located at 7b Voronova St., Verkhnyaya Salda, Sverdlovsk region. The accommodation facility (hotel) has not been assigned a category, the registration entry number in the Unified Register of Objects Classified in the field of the tourism Industry is C662024003061, the date of inclusion in the registry 01.01.2025, effective date 03.07.2025, effective date 03.07.2028 (<https://tourism.fsa.gov.ru/ru/resorts/hotels/247749f2-c608-11ef-92da-a9b784bda5ae/about-resort>).

1.2 These Rules have been developed in accordance with the Law of the Russian Federation dated 07.02.1992 № 2300-1 "On Consumer Rights Protection", Decree of the Government of the Russian Federation dated 27.11.2025 № 1912 "On Approval of the Rules for the Provision of Hotel Services and Other Accommodation Facilities in the Russian Federation", Decree of the Government of the Russian Federation dated 17.07.1995 № 713 "On Approval of the Rules for Registration and Withdrawal citizens of the Russian Federation from registration at their place of stay and place of residence within the Russian Federation and the list of officials responsible for registration", the Civil Code of the Russian Federation, and other regulatory legal acts regulate the relationship between the hotel and consumers, that is, citizens who intend to order or order and use the services of the hotel for official purposes personal, family and other needs not related to the implementation of entrepreneurial activities.

1.3 Information about the Contractor, who is an individual entrepreneur, is provided to the Consumer by posting it on a sign located near the entrance to the hotel or in a room designated for temporary accommodation of consumers.

2.

2.1 The provision of hotel services to the Consumer is carried out on the basis of a contract concluded in writing with the Consumer or the Customer. The contract concluded with the consumer or the customer, who is not an individual entrepreneur, is a public contract.

2.2 The written form of the contract is considered to have been complied with in the event of the preparation of a single document (including an electronic document) signed by the two parties, or the confirmation of the application by the executor by sending an appropriate notification confirming the reservation, as well as in the event of the customer (consumer) taking actions aimed at receiving accommodation services (including the payment of accommodation services by the customer (consumer)).

2.3 The contract may be concluded by sending an application to the Contractor, provided that it is possible to establish that the application comes from the customer (consumer). In this case, the contract is considered to be concluded from the moment the customer (consumer) receives a notification confirming the booking.

2.4 The application can be submitted in the form established by the Contractor (Appendix No. 1 to the Rules) or on the Customer's letterhead. The application must contain the following information: the status of the application (initial reservation, modification of a previously submitted reservation, cancellation of a reservation), the number of rooms, the names, surnames, and patronymics (if any) of the clients, their citizenship, the dates and times of check-in and check-out, the room categories, the types of accommodation, the payment method, the contract number (if any) under which the reservation is made, the name, surname, and patronymic (if any) of the contact person of the Customer who is making the reservation, and the phone number/fax number and email address of the contact person.

3. BOOKING AND ACCOMMODATION REGULATIONS. RIGHTS AND OBLIGATIONS OF THE PARTIES.

3.1. Rights and obligations of the Customer and Consumer when booking rooms and when checking in.

3.1.1. Before the check-in date, the Customer or Consumer sends the Contractor a written request for room reservations, which must be completed in accordance with the requirements specified in paragraphs 2.2. and 2.3. of these Terms. The request is sent via email or electronic document exchange services. The request is signed by an authorized representative of the Customer or Consumer.

3.1.2. The Contractor, if there are available rooms (places in the room) on the dates specified in the application that correspond to the Customer's (consumer's) request, sends the Customer (consumer) a notification containing information about the Contractor's name (brand name), the Customer (consumer), the category of the ordered room and the price of the room (places in the room), the timing hotel accommodation, booking conditions, as well as other information determined by the Contractor.

3.1.3. In the event of changes to the information specified in the Application, the Customer or Consumer shall provide the Contractor with the relevant information in writing no later than the Check-in time, indicating the status of "Application Change," as well as the information specified in paragraphs 2.3. and 2.4. of these Terms.

3.1.4. The Customer, the Consumer, has the right to cancel the reservation. The notification of cancellation of the reservation and the cancellation of the contract must be sent to the Contractor before 00:00 hours on the day of check-in, by sending a written cancellation request to the Contractor by e-mail or through the electronic document

management service. The cancellation request must contain information about the services that are being cancelled. (Appendix No. 2 to the Rules)

3.1.5. The Customer undertakes to provide the Consumer with complete information about the Contractor, including the Terms of Residence and the procedure for providing hotel services in accordance with these Terms (including check-in and check-out times, conditions and procedures for charging for services provided by the Contractor, conditions for canceling reservations, and so on).

3.1.6. When the Consumer checks in, either based on a previously submitted request (for reserved rooms) or upon direct personal check-in without reservation, they must present their identity documents (Russian Federation passport, foreign passport of a Russian Federation citizen, birth certificate of a minor, or other documents required by applicable law) to the receptionist.

3.1.7. The Customer who has made a request (booking) undertakes to pay the invoices issued by the Contractor for the hotel services provided in a timely and full manner.

3.1.8. The Consumer who has made a booking request, in the event of confirmation of the booking by the Contractor, is obliged to pay for the hotel services no later than 14:00 on the date of check-in. In the absence of payment before 14:00 on the date of check-in, the Contractor has the right to cancel the booking.

3.1.9. A consumer who has made a reservation through a booking service pays for hotel services in accordance with the terms of the relevant services.

3.1.10. A consumer who arrives for check-in based on a previously submitted unpaid request (booking), as well as a consumer who arrives for check-in without a prior request (without booking), pays for hotel services before check-in. Failure to pay means a rejection of the contract and, consequently, a refusal to check-in.

3.1.11. A consumer who arrives at the hotel without prior reservation, as well as a consumer who has not paid for the rooms they have booked in accordance with clause 3.1.8. of these Terms and who arrives after 14:00, may only be accommodated if there are available rooms (seats).

3.1.12. When paying for the accommodation service of one Consumer in a multi-bed room (two or more beds) or in a room with a double bed, the accommodation service is provided only to one Consumer whose accommodation has been paid for. When paying for single accommodation of one Consumer in a multi-bed room, he does not have the right to occupy other places than the one paid for in this room. Additional Consumers can be accommodated only if they pay for their accommodation.

3.1.13. When paying for the accommodation of one Consumer in one place in a multi-bed room (two or more beds), the Contractor has the right to accommodate another Consumer in the same room in another place.

3.1.14. A consumer can be accommodated alone in a multi-room room only if all the rooms in the multi-room room are fully paid for. In this case, additional consumers can be accommodated in a multi-room room that has been paid for by one consumer only with the consumer's consent, without additional charges, and only after they have been registered in accordance with the established procedure.

3.1.15. When checking in, the consumer must independently familiarize themselves with the hotel's rules of residence, which are either displayed on the receptionist's desk or in the hotel room, as well as available on the hotel's website in the "Legal Information" section (<https://araks-vs.ru>). The consumer agrees to comply with the hotel's rules of residence.

3.2. Rights and obligations of the Contractor during booking and check-in:

3.2.1. The Contractor undertakes to accept the Consumer for accommodation if there are available rooms in the hotel. The Contractor undertakes to reserve a room (bed) for the Consumer upon receipt of the booking request, payment of at least the first day of accommodation, and availability of rooms in the hotel for the dates of the booking.

3.2.2. The Contractor, within 24 hours of receiving the Application, confirms the acceptance of the Application via email or electronic document management services, indicating whether it is possible, partially possible, or not possible to satisfy the Application.

3.2.3. The Contractor ensures that the Consumers are accommodated at the agreed time on the date of Check-in, if the room is booked and paid for. If it is not possible to provide accommodation in the booked and paid-for room, the Contractor must immediately inform the Customer and provide the Consumer with equivalent services in their own or another Hotel of the same or higher class, including the geographical location, and provide free transportation for the customer and their luggage to the alternative Hotel, with all related expenses being covered by the Contractor.

3.2.4. The Contractor ensures that there is a vacant room available for the Consumer to check in upon the Consumer's Request (booking) without prior payment, provided that the Consumer arrives at the hotel no later than 14:00 on the date of the reservation. After 14:00 and in the absence of payment, the Contractor has the right to refuse to check in the Consumer or to check them into a different room, provided that there are vacant rooms available. This rule does not apply to consumers who have booked a room through specialized booking services with which the Contractor has contracts in place.

3.2.5. The Contractor undertakes to keep the reserved room available for the Consumer's arrival until 12:00 on the day following the day of arrival (in the case of payment for one night's stay, or in the case of a reservation based on the Customer's guarantee letter), or for the entire reservation period if the reservation is paid for the entire period. The Contractor uses a reservation at the accommodation facility that allows the Consumer to wait

3.2.6. The Contractor has the right to refuse the Consumer to check in, regardless of the presence/absence of a reservation, the presence/absence of payment, if the Consumer, who has arrived for check-in, refuses to give written consent to the processing of personal data, as well as if the Consumer refuses to provide the personal data necessary for the consumer's registration in the hotel, in accordance with the rules for registration and deregistration at the place of stay and at the place of residence within the Russian Federation. In this case, the reservation is canceled.

3.2.7. The Contractor has the right to refuse the Consumer's check-in, regardless of the presence/absence of a reservation or payment, if the Consumer arrives for check-in while under the influence of alcohol and/or drugs, or if the Consumer violates the Hotel Regulations during check-in.

3.2.8. The Contractor has the right to unilaterally withdraw from further performance of the contract and require the Consumer to vacate the room in the event of the Consumer's violation of the rules of accommodation, as well as in other cases not specified in the rules of accommodation, when the Consumer's actions prevent the provision of hotel services to other Consumers.

3.2.9. The Contractor shall notify the Customer, Consumer in writing, by means of the details specified in the contract (in the event of a contract concluded in writing) or by posting on the hotel website, at the reception desk, of changes in the rates for hotel services no later than 7 (seven) calendar days before the date of the new rates coming into effect. In this case, hotel services for previously confirmed Requests shall be provided in accordance with the rates in effect on the date of acceptance of these Requests by the Contractor.

3.3. Check-in at the hotel. Hotel rules. Hotel services.

3.3.1. The Consumer's check-in is carried out upon presentation of documents that prove their identity in accordance with the legislation of the Russian Federation:

- a passport of a Russian Federation citizen that proves the identity of a Russian Federation citizen in the territory of the Russian Federation;
- a passport of a USSR citizen that proves the identity of a Russian Federation citizen, until it is replaced by a Russian Federation passport within the established period;
- a birth certificate for a person under the age of 14;
- a passport of a citizen of the Russian Federation, which certifies the identity of a citizen of the Russian Federation outside the Russian Federation, for a person who permanently resides outside the Russian Federation;
- a temporary identity card of a citizen of the Russian Federation;
- a foreign citizen's passport or another document established by federal law or recognized under an international treaty of the Russian Federation as an identity document for a foreign citizen;
- a document issued by a foreign state and recognized under an international treaty of the Russian Federation as an identity document for a stateless person;
- a temporary residence permit for a stateless person;
- a residence permit for a stateless person.
- a driver's license (for Russian citizens from 01.04.2026)

3.3.2. Minors under the age of 14 are accommodated in hotels on the basis of documents proving the identity of their parents (adoptive parents, guardians) and the accompanying person(s), provided that the accompanying person(s) provides a notarized consent from the legal representatives (one of them) and the birth certificates of the minors.

3.3.3. Accommodation of minors who have reached the age of 14 in the absence of their legal representatives is carried out on the basis of documents confirming the identity of these minors, provided that the consent of their legal representatives (one of them) is duly certified.

3.3.4. Consumers who arrive for accommodation provide the administrator with written consent to process their personal data and the personal data of their minor children. After receiving the consent to process personal data, the administrator registers the arriving Consumers, enters their data into the registration system, and arranges the accommodation.

3.3.5. The Consumer pays for the room (bed) if the payment has not been made earlier during the booking process, and then receives a receipt and the room key. The invoice and documents for the accommodation are issued upon departure, after the room has been vacated.

3.3.6. The consumer can stay in the room for the entire paid period.

3.3.7. Until the date on which the Consumer is provided with a room (place in a room), the Contractor shall not be entitled to demand the Consumer to vacate the room, except in cases where the Consumer has violated the rules of accommodation or in other cases established by law.

3.3.8. The Consumer has the right to withdraw from the contract at any time, provided that the Consumer pays the Contractor for the actual expenses and services provided.

3.3.9. The Consumer has the right to extend their stay in the room they are occupying or in another room beyond the date specified in the reservation, provided that there are available rooms in the hotel.

3.3.10. If there are available rooms (accommodation), but the Customer/Consumer does not pay for further accommodation, the room key is not issued, and the room must be vacated no later than the time it was booked and paid for.

3.3.11. The transfer of the Consumer from one room to another may be carried out at the Consumer's request or due to the production needs of the hotel. The transfer is approved by the hotel administrator.

3.3.12. Visits to the Consumer by outsiders are allowed between 8:00 and 23:00 with the Consumer's consent and permission, and only if the visitor has a visitor's card issued by the administrator based on the visitor's identification document.

3.3.13. It is not allowed for unregistered persons and visitors to stay in the hotel, in hotel rooms from 23:00 to 8:00, including those who came to the hotel with the Consumer.

3.3.14. Visitors of the Consumer who wish to stay in the hotel after 23:00 may be accommodated if there are available rooms, payment for accommodation and registration as a Consumer of services.

3.3.15. Accommodation with animals in the hotel is not allowed.

3.3.16. The Contractor provides the Consumer with a room in a technically sound condition, suitable for temporary accommodation and residence.

3.3.17. The room is cleaned according to the established schedule, as well as when the residents change. Cleaning, equipment, and other work in the room are carried out in the absence of the Consumer. Cleaning is carried out in the presence of the Consumer only with their consent.

3.3.18. The Contractor is responsible for the loss or damage of the Consumer's belongings that have been brought to the hotel, with the exception of money, other foreign currency valuables, securities, and other precious items. A belongings brought to the hotel is considered to be a thing entrusted to the hotel employees for placement in the safe at the reception desk.

3.3.19. The Contractor is responsible for the loss of money, securities, other foreign currency assets, and other precious items, provided that they were accepted by the Administrator at the Consumer's request for storage, and there is a receipt confirming the transfer of the items for storage. The Contractor is not responsible for the loss of items accepted for storage if access to the storage location is made possible due to force majeure or the Consumer's fault, including if the Consumer has given the keys to the room to third parties.

3.3.20. A consumer who discovers the loss, shortage or damage of their belongings shall immediately report it to the hotel administrator. Otherwise, the hotel shall be released from liability for the non-preservation of the belongings.

3.3.21. In the event of the discovery of forgotten things, the hotel is obliged to immediately notify the owner of the things. If the person entitled to claim the forgotten thing or the place of his stay is unknown, the hotel is obliged to declare the find to the police or the local government body. The things forgotten by Consumers are described by the act and are stored in the hotel for 6 months. Valuable things, money, documents are stored in the safe.

3.3.22. The Contractor is responsible for the loss or damage of the find only in the case of intent or gross negligence and within the value of the thing.

3.3.23. If within six months from the date of the discovery to the police or the local government authority, the owner is not identified or does not declare his right to the thing, the hotel acquires the right of ownership of the thing. The Contractor has the right to receive from the owner of the thing the reimbursement of the necessary expenses associated with its storage.

3.3.24. The following services are provided at the hotel without additional payment:

- calling an ambulance;
- using a first aid kit;
- delivering correspondence to the room upon receipt;
- waking up at a specific time;
- providing boiling water;
- daily room cleaning;
- wireless Internet access (Wi-Fi) (password available from the administrator);
- taxi service (the Consumer pays for the trip);
- providing an ironing board and iron (available from the administrator upon request);

- providing a hairdryer (available from the administrator upon request);

3.3.25. The list of paid services and their prices are available at the reception desk. Payment for paid services is made at the reception desk upon request.

3.3.26. Guests have the opportunity to park their vehicles in front of the hotel for a limited period during their stay. The parking area is not secure, and the hotel is not responsible for the safety of the vehicles.

3.3.27. The right to priority placement is granted to the following categories of guests, subject to availability of rooms:

- Heroes of the Soviet Union, Heroes of the Russian Federation, and Full Cavaliers of the Order of Glory;
- employees of the Prosecutor's Office, internal affairs agencies, judicial bodies, tax authorities, and federal government communications and information agencies (while performing their official duties);
- disabled individuals with a first-degree disability and their accompanying persons (up to one person);
- other categories of citizens in accordance with the current legislation of the Russian Federation.
- Participants of the Great Patriotic War, disabled people of the 2nd and 3rd groups, and their accompanying persons are accommodated at the Hotel first, as soon as the rooms become available.

3.3.28. When staying and checking out, the Consumer is obliged to:

3.3.28.01. comply with the rules of accommodation in the Hotel established by the Contractor;

3.3.28.02. maintain cleanliness, silence, and public order in the room and in the Hotel;

3.3.28.03. strictly comply with fire safety regulations;

3.3.28.04. comply with the ban on smoking tobacco, consuming nicotine-containing products, or using hookahs in the hotel, where smoking tobacco, consuming nicotine-containing products, and using hookahs are prohibited in accordance with the Federal Law "On Protecting the Health of Citizens from the Effects of Environmental Tobacco Smoke, the Consequences of Smoking or Consuming Nicotine-containing Products," the Consumer agrees to pay 4000 rubles for smoking in the room, which will be used to clean the room and remove the smell of smoke.

3.3.28.05. when leaving the room, close the water taps, windows, close the room, and hand over the key to the administrator;

3.3.28.06. compensate for damage in case of loss, damage, or spoilage of the hotel's property; the assessment of the damage is made based on the price list for the damage to the Hotel's property; the fact of property damage and compensation for its cost is documented in an act, which is drawn up in 2 copies, one for each party;

3.3.28.07. be responsible for the actions of visitors invited to their room, and compensate for damage caused by visitors;

3.3.28.08. To exclude the risks of infection in the room, if the Consumer is diagnosed with an infectious disease or if there is a suspicion of such a disease, immediately vacate the hotel room (Article 33 of Federal Law No. 52 "On the Sanitary and Epidemiological Well-Being of the Population" dated March 30, 1999).

3.3.28.09. Upon departure, make a full payment for the services provided, including additional services that are not classified as free services;

3.3.29. The following is prohibited in the hotel:

3.3.29.01. leaving unauthorized persons in the room, as well as giving them the room key;

3.3.29.02. storing bulky items, flammable substances, weapons, explosives, chemical and radioactive substances, mercury, narcotic and psychotropic substances without medical purpose;

3.3.29.03. keeping animals in the room;

3.3.29.04. to be in a state of alcoholic or drug intoxication;

3.3.29.05. to use heating devices other than those provided by the hotel;

3.3.29.06. to rearrange or remove furniture, bedding, or other hotel property from the room.

3.3.29.07. to disturb the peace of guests in neighboring rooms.

3.3.29.08. to smoke in all rooms.

3.3.30. The Consumer takes note and does not object to the fact that video surveillance systems are used in the premises of the Hotel (with the exception of rooms and toilets).

3.3.31. The Contractor is not responsible for the illegal actions of individuals staying at the Hotel. In the event that such actions pose a threat, cause harm, or damage to individuals staying in neighboring rooms (Consumers), the Administration has the right to call law enforcement agencies to resolve the conflict. In such cases, compensation for damages is the responsibility of the individuals responsible for the illegal actions.

3.3.32. In the event of a consumer complaint, the Contractor, represented by the hotel administrator, takes all possible measures provided for by the legislation of the Russian Federation to resolve the conflict.

3.3.33. The Contractor, represented by the hotel receptionist, reserves the right to enter the room without the guest's

consent in the event of smoke, fire, or flooding, as well as in the event of the Consumer's violation of the rules of accommodation, public order, or the rules of using household appliances.

3.3.34. If the Consumer is absent at the check-out time, the Contractor, represented by the hotel receptionist, takes measures to find out the Consumer's whereabouts. If it is not possible to find out the Consumer's whereabouts, the hotel administrator has the right to create a commission, enter the room, inventory the property in the room, draw up an appropriate act, and report to law enforcement agencies.

3.3.35. The Contractor has the right, in compliance with the provisions of clause 6.15, to independently vacate the Room in the absence of the Consumer, transferring the Consumer's belongings to storage in accordance with clause 6.6.

3.3.36. In the event of a dispute between persons staying at the hotel, the administration will take all possible measures to resolve the dispute on the spot. If the issue cannot be resolved on the spot, the hotel administration may involve the relevant authorities in accordance with the laws of the Russian Federation.

3.3.37. The contractor is not responsible for the consumer's health if they consume food and beverages purchased outside the hotel.

3.3.38. The Contractor ensures the confidentiality of information about Consumers and their visitors, with the exception of providing information to competent authorities in accordance with the legislation of the Russian Federation.

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

3.3.40. The Consumer is responsible and shall compensate for real damage in the event of breach of contractual obligations, as well as in the event of loss or damage to the property of the hotel due to the fault of the Consumer, in accordance with the legislation of the Russian Federation. If the amount of damage or other circumstances do not allow for the compensation of damage on the spot, including in the event of the Consumer's refusal to compensate for the damage, an act is drawn up and the damage is compensated by the Customer. In the event of the Consumer's refusal to sign the act, the act is signed by representatives of the Contractor as part of a commission of at least three people.

3.3.41. In cases not provided for by these Rules, the provisions of the current legislation of the Russian Federation apply. For non-performance or improper performance of obligations in the provision of hotel services, the Parties are responsible under these rules and the legislation of the Russian Federation.

4. COST OF SERVICES AND PAYMENT PROCEDURE

4.1. The cost of services (rate) is determined in accordance with the Contractor's price list approved at the hotel: when booking - according to the rates in effect on the date of booking, when direct personal (without booking) check-in - according to the rates on the date of check-in. The prices set by the price list include, among other things, VAT (5%).

4.2. The Customer pays for the Contractor's services in a non-cash form by transferring funds to the Contractor's account.

4.3. The Customer pays for the services provided by the Contractor upon the departure of the Consumer on the basis of invoices issued by the Contractor, taking into account the previously made prepayment in case of booking the room(s). If the Time of departure from the hotel (Check-out time) falls on a holiday or non-working day, the payment must be made no later than the next working day.

4.4 It is possible for the Consumer to pay for the Contractor's services directly at the service location using cash or a credit card.

4.5 If the Customer does not provide written confirmation of their willingness to pay for additional services or services related to the extension of the Consumer's stay, the Consumer will be responsible for paying for the hotel services using cash or a credit card.

4.6. If the Contractor confirms the reservation, the Consumer will be charged for the hotel services based on the invoice sent to the Consumer.

4.7. The consumer who has made a reservation through the booking services pays for the hotel services in accordance with the terms of the respective services.

4.8 The Consumer who arrives for check-in based on a previously submitted unpaid request, as well as the Consumer who arrives for check-in without a reservation, pays for hotel services independently in cash or by bank card.

4.9 The Contractor provides early check-in for the Consumer only for an additional fee. In the case of Early check-in of the Consumer, the Customer, the Consumer additionally pay:

4.9.1. In the case of early check-in from 02:00 to 12:00 on the date of check-in - 50% (fifty percent) of the cost of

accommodation for one day;

4.9.2. In the case of early check-in from 12:00 to 13:00 - 20% (twenty percent) of the cost of accommodation for one day;

4.9.3. Early check-in from 13:00 to 14:00 - 10% (ten percent) of the daily accommodation rate.

4.10. Early check-in and room availability from 02:00 to 14:00 on the check-in date is guaranteed only if the room is pre-booked with early check-in, otherwise it is only available if the room is available and ready for check-in.

4.11. Check-in before 02:00 on the planned check-in date (but not before 14:00 on the previous day) is treated as a reservation for the previous day and is charged at the rate of a full day's stay.

4.12. The Contractor, if this was explicitly stated in the booking request, or if there are available rooms in the Hotel, provides the Late Check-Out service. If the Consumer checks out late (between 12:00 and 24:00 on the date of departure), the Customer or Consumer will be charged an additional fee:

4.12.1. from 12:00 to 13:00 – 10% (ten percent) of the cost of accommodation per day.

4.12.2. from 13:00 to 14:00 – 20% (twenty percent) of the cost of accommodation per day;

4.12.3. from 14:00 to 24:00 – 50% (fifty percent) of the cost of accommodation per day;

4.12.4. Accommodation longer than 24:00 on the day of departure (no later than 12:00 the next day) is treated as accommodation on the following day and is charged as for a full day;

4.13. If the booking request does not specify the provision of late check-out service, the Contractor reserves the right to refuse accommodation after the previously agreed time.

4.14. Unauthorized, without the Contractor's consent, retention, as well as non-release of the Hotel room by the Consumer after the settlement hour, entails the accrual of a fine in 2-fold amount of the room rate.

4.15. In case of early departure of the Consumer before the time specified at the time of booking, if the difference between the time of actual departure and the time previously agreed upon at the time of booking is less than 24 hours, payment shall be made in full, by the date and time specified in the Booking Request.

4.16. If the Consumer leaves the accommodation facility earlier than the time specified in the Booking Request, and the difference between the actual departure time and the time previously agreed upon during the booking is more than 24 hours, the Customer or Consumer must notify the Provider of this at least 8 (eight) hours before the actual departure time. In this case, the payment is made for the last half-day as for a full day of accommodation.

4.17. In the event of the Consumer's early departure before the time specified in the booking without notifying the Contractor, or with notification but after the settlement hour, payment is made for the date and time specified in the booking.

4.18. Either party has the right to request a reconciliation of accounts. The reconciliation is carried out by signing a bilateral act of reconciliation of mutual accounts. The party that initiated the reconciliation of accounts sends the other party the act signed on their part. If the party initiating the reconciliation does not receive the reconciliation act signed by the other party within 10 (ten) calendar days of its submission, the reconciliation act is considered approved by the parties and signed in the version submitted by the party that sent it.

4.19. Within 5 (five) business days after the services are provided, the Contractor undertakes to send the Customer an Act on the services provided by means of the Russian Post, a courier service or by any other available means, including through the electronic document management service.

5. CONSEQUENCES OF ANNOUNCEMENT OF BOOKING, DISSOLUTION OF THE CONTRACT.

5.1. In case of cancellation (cancel) of booking by the Customer/If the consumer does not arrive by 00:00 on the day of arrival, the payment made upon booking will be refunded in full by the Contractor

5.2. In the event of an untimely notification of the cancellation of the contract (reservation cancellation) by the customer (consumer), a late arrival or no-show by the consumer, the consumer or the customer will be charged for the room (a separate place in a multi-room room):

5.2.1. When the reservation is cancelled (canceled) by the Customer/During the period from 00:00 to 12:00 on the day of arrival, the payment made at the time of booking is partially refunded by the Contractor, the Contractor has the right to withhold payment in the amount of 50% (fifty percent) of the cost of 1 night's stay in the room (place), the reservation of which has been canceled.

5.2.2. Upon cancellation (cancellation) of the booking by the Customer/If the consumer makes a reservation less than 2 hours before the check-in time, the payment made during the reservation will be refunded by the Contractor only to the extent of the cost of 1 day's accommodation in the room (place) that was cancelled.

5.2.3. If the Customer refuses to make a reservation through the booking services, and the relevant cancellation notice is received by the Contractor between 00:00 and 12:00 on the date of arrival, the Customer will be charged 50% of the cost of 1 night's accommodation in the room (location) that was cancelled.

5.2.4. If the Customer refuses to make a reservation through the booking services, and the relevant cancellation notice is received by the Contractor between 12:00 and 14:00 on the date of arrival, the Customer will be required to pay the Contractor 100% of the cost of 1 day's accommodation in the room (space) that was cancelled.

5.2.5. Waiting for the Consumer in the booked room is carried out until 12:00 on the day following the day of the scheduled arrival. In case of non-arrival of the Consumer, the Contractor has the right to cancel the contract. In this case, the payment made at the time of booking will be refunded by the Contractor only in the part exceeding the cost of 1 night's stay in a room (a place in a multi-bed room), the reservation of which has been canceled, the Contractor has the right to deduct the cost of one night's stay in the amount of 100% (one hundred percent).

The Customer undertakes to provide the Consumer with information about these rules when concluding the contract, and the Consumer independently familiarizes themselves with these Rules, which are posted by the Hotel administrators and on the official website of the Hotel: <https://araks-vs.ru/hotel>

ЗАЯВКА*
на заселение, бронирование (резервирование), изменение заявки
ВНИМАНИЕ: При заполнении Заявки ненужные варианты зачеркнуть, исключив двойное прочтение !

НОМЕР ДОГОВОРА	№ 132-____-ОСН-01 от _____
Статус заявки	<i>Первоначальная / Об изменении первоначальной</i>
Вид заявки	<i>Заявка на заселение без бронирования / с бронированием / с бронированием на основании гарантийного письма (гарантийное письмо прилагается к заявке)*</i> * При бронировании производится предоплата за весь период проживания. Бронирование на основании гарантийного письма осуществляется не более чем на 1 сутки.
Дата заезда (время стандартное)	14:00 «__» _____ 202_ г.
Услуга раннего заезда (если требуется, указать планируемое время заезда, отличное от стандартного)	<i>НЕТ / Да, время заселения __: __ «__» _____ 202_ г.*</i> * Если имеется необходимость заселения ранее 14:00 даты заезда, указать требуемое время, но не ранее 2:00 даты заезда.
Дата выезда (время стандартное)	12:00 «__» _____ 202_ г.
Услуга позднего выезда (если требуется, указать планируемое время выезда, отличное от стандартного)	<i>НЕТ / Да, время заселения __: __ «__» _____ 202_ г.*</i> * Если имеется необходимость позднего выезда, после 12:00, указать требуемое время, но не позднее 12:00 даты, следующей за датой выезда.
Требуемое количество номеров, категории номеров (тип размещения)	Всего _____ номеров: СТАНДАРТ. Двухместный. Эконом (без кондиционера). Количество номеров - ____ шт. Количество человек - ____. СТАНДАРТ. Двухместный. Количество номеров - ____ шт. Количество человек - ____. СТАНДАРТ. Одноместный с двуспальной кроватью. Количество номеров - ____ шт. Количество человек - ____. Номер повышенной комфортности («Люкс»). Количество номеров - ____ шт. Количество человек - ____.
Количество клиентов (гостей) для заселения	Всего _____ человек :
	1) _____ ФИО, документ, удостоверяющий личность
	2) _____ ФИО, документ, удостоверяющий личность
	3) _____ ФИО, документ, удостоверяющий личность
ФОРМА ОПЛАТЫ	Предварительная оплата при бронировании / оплата клиентами при заселении
ОТВЕТСТВЕННОЕ ЛИЦО ЗАКАЗЧИКА	_____ _____ ФИО, телефон, электронная почта

Должность, ФИО уполномоченного представителя Заказчика

*Рекомендуемая форма. Допускается заполнение заявки в иной форме с указанием всех необходимых реквизитов, в соответствии с п. 2.2. Договора.

ЗАЯВКА*

Об аннулировании заявки на заселение, бронирование (резервирование)

НОМЕР ДОГОВОРА	№ 132- ____ -ОСН-01 от _____
Дата и время подачи заявки, которая аннулируется	____:____ « ____ » _____ 202_ г.
Статус ранее поданной заявки	<i>Согласована / Не согласована Исполнителем</i>
Дата заезда, указанное в заявке, которая аннулируется	____:____ « ____ » _____ 202_ г.
Наличие заявки на услугу раннего заезда	<i>НЕТ / Да, время заселения ____:____ « ____ » _____ 202_ г.</i>
Количество номеров, указанное в заявке	Всего ____ номеров:
Количество клиентов (гостей) в отношении которых аннулирована заявка на заселение	Всего ____ человек :
	1) ФИО 2) ФИО 3) ФИО 4) ФИО
СВЕДЕНИЯ О ВНЕСЕННЫХ ПРЕДОПЛАТАХ (копия документа, подтверждающего предоплату, прилагается к Заявке)	_____ _____ _____ <i>Номер и дата документа, подтверждающего предоплату. Сумма предоплаты.</i>
ОТВЕТСТВЕННОЕ ЛИЦО ЗАКАЗЧИКА	_____ _____ _____ ФИО, телефон, электронная почта

Должность, ФИО уполномоченного представителя Заказчика

Заказчик, Потребитель вправе аннулировать бронирование. Уведомление об аннулировании бронирования и отказе от договора должно быть направлено Исполнителю до 00:00 часов дня заезда, путем направления Исполнителю письменной Заявки на аннулирование по электронной почте либо посредством сервис электронного документооборота. Заявка на аннулирование должна содержать информацию об аннулируемых услугах. В случае аннулирования (отмены) бронирования Заказчиком/Потребителем до 00:00 часов дня заезда, оплата, внесенная при бронировании, возвращается Исполнителем в полном размере.

В случае несвоевременного уведомления об отказе от договора (аннулировании бронирования) заказчиком (потребителем), опоздания или незаезда потребителя с него или с заказчика взимается плата за номер (отдельное место в многоместном номере):

При аннулировании (отмене) бронирования Заказчиком/Потребителем в период с 00:00 до 12:00 дня заезда, оплата, внесенная при бронировании, возвращается Исполнителем частично, Исполнитель вправе удержать оплату в размере 50% (пятидесяти процентов) от стоимости проживания 1-х суток в номере (месте), бронирование которых отменено.

При аннулировании (отмене) бронирования Заказчиком/Потребителем менее чем за 2 часа до времени заезда, оплата, внесенная при бронировании, возвращается Исполнителем только в части, превышающей стоимость проживания 1-х суток в номере (месте), бронирование которых отменено, стоимость проживания за одни сутки Исполнитель вправе удержать в размере 100% (ста процентов).

При отказе от бронирования, оформленного Потребителем через сервисы бронирования, в случае поступления Исполнителю соответствующего уведомления об аннулировании бронирования в период с 00.00 до 12:00 даты заезда, Заказчик оплачивает Исполнителю 50% от стоимости проживания 1-х суток в номере (месте), бронирование которых отменено.

При отказе от бронирования, оформленного Потребителем через сервисы бронирования, в случае поступления Исполнителю соответствующего уведомления об аннулировании бронирования в период с 12.00 до 14:00 даты заезда, Заказчик оплачивает Исполнителю 100% от стоимости проживания 1-х суток в номере (месте), бронирование которых отменено.

Ожидание Потребителя в забронированном номере осуществляется до 12:00 дня, следующего за днем запланированного заезда. В случае незаезда Потребителя, Исполнитель вправе отказаться от исполнения договора. В этом случае оплата, внесенная при бронировании, возвращается Исполнителем только в части, превышающей стоимость проживания 1-х суток в номере (месте в многоместном номере), бронирование которых отменено, стоимость проживания за одни сутки Исполнитель вправе удержать в размере 100% (ста процентов).

*Рекомендуемая форма. Допускается заполнение заявки в иной форме с указанием всех необходимых реквизитов.