

Rules for provision of hotel services in Mezhdunarodnaya Apartment hotel

1. General Provisions

These Rules for provision of hotel services in Mezhdunarodnaya Apartment hotel (hereinafter referred to as the "Rules") are developed on the basis of the Rules for provision of hotel services in the Russian Federation, approved by the Resolution No. 1085 (rev. of 30.11.2018) of the Government of the Russian Federation of 09.10.2015.

2. Information about the Hotel and hotel services rendered

2.1. General information about the Hotel

Location of Mezhdunarodnaya Apartment hotel (hereinafter referred to as the "Hotel"): Russian Federation, 123610, Moscow, Krasnopresnenskaya embankment, 12, contact phone number +7 (495) 258-21-03/06, e-mail: mninfo@wtcmoscow.ru

The hotel is located on the territory of the Public Joint Stock Company "World Trade Center" (hereinafter referred to as PJSC WTC) and constitutes its structural subdivision.

PJSC WTC carries out activities in the area of "international inbound tourism, domestic tourism" with assignment of a register number MBT No. 000077 in the Unified Federal Register of Tour Operators.

2.2. Hotel services are provided on the basis of certificate № 550008066 verifying assignment of corresponding category to the hotel provided by the hotels and other accommodations classification system, issued on 29.11.2017 by the accredited facility – Independent Non-Profit Organization "Center of social and cultural tourism". Term: 29.11.2017-28.11.2020.

The hotel has been awarded the "Four stars" category.

2.3. Hotel open hours – round the clock.

2.4. Accommodation charge – daily.

2.5. Hotel rooms correspond to the following categories: Highest-category "Studio" and "Apartment" rooms, floor area 33 to 89 sq. m.

2.6. Booking (cancellation) form, conditions and procedure:

Hotel rooms can be booked 24 hours a day, 7 days a week, 365 days a year.

Reservations are made by phone, fax, e-mail, "on the counter", using electronic communication means, which allow to establish that the request comes from the customer, through partners and agents of PJSC "WTC".

In the application form, the customer shall specify his name, date of arrival, duration of stay and date of departure, category and number of rooms, payment method.

In case of a successful booking, the customer receives a verbal or written confirmation of the booking, which contains all the necessary information about the booking number, rate, dates of stay, the customer's name and surname, payment method and cancellation procedure.

Cancellation shall only be valid if it has been made by way of a written notice with the obligatory confirmation of the receipt of the said notice by the Hotel.

2.7. The following additional services are included in the room price:

- using the safe in the room;
- access to Wi-Fi;
- parking of customers' vehicles on the territory of WTC (no more than 2 vehicles per room, further paid according to the price list);
- delivery to Expocenter and back during major exhibitions.

2.8. Services provided for an additional fee:

- *Buffet breakfast.*

Breakfast is served at the Real Food Restaurant. The restaurant is located on the 1st floor of Crown Plaza Moscow World Trade Centre Hotel.

At the customer's request, breakfast can be included in the accommodation bill, which must be reported to the receptionist in advance.

Breakfast time. 6:30 to 11:00 a.m. – weekdays

6:30 to 11:30 a.m. – weekends and holidays

- *Dry cleaning/laundry*

In order to hand in your belongings, you need to fill out a receipt and sign, put your belongings in a special bag and call the receptionist at +7 (495) 258-21-03 (ext. 82103) to pick up your belongings.

Belongings handed over to dry cleaner's/laundry before 11:00 a.m. will be returned to your room the same day.

Belongings handed over to dry cleaner's/laundry after 11:00 are available the next day.

Payment for the services provided is made immediately after the service is provided at the reception desk.

The hotel provides local, long-distance and international telephone exchange.

2.9. At the customer's request the hotel provides the following services for free:

- emergency calls, other special services;
- using a medical kit;
- delivery of customer's correspondence to the room;
- a wake-up call;
- boiling water, a sewing kit, one set of dishes and cutlery.

2.10. The following facilities are at the customers' service in the hotel on the territory of PJSC WTC:

- restaurants, bars, cafes, catering service;
- room service (round-the-clock);
- business-centre;
- congress center and meeting rooms;

- transportation services;
- laundry and dry cleaning services;
- beauty salon;
- boutiques, souvenir stores, supermarket;
- mail, courier delivery;
- currency exchange offices.

Information on the services in this list can be obtained at the Hotel's reception desk.

2.11. The hotel is not entitled to provide other paid services, which are not included in the room price (bed in a room), without the customer's consent.

3. Payment procedure

3.1. The hotel reserves the right to change the open rates at its discretion. Service rates are set according to the rates schedule and the price list approved by PJSC WTC.

3.2. Payment for the services provided shall be made:

- by wire transfer;
- in cash in Russian rubles;
- by credit cards (AmericanExpress, Visa, MasterCard / EuroCard, Diners, JCB, China Union Pay, MIR).

3.3. Payment for services, including additional services, shall be made before or immediately after provision of such services.

In case of non-payment the Hotel shall be entitled to block funds on the customer's bank card and/or other actions at the discretion of the Hotel administration, including restriction of access to the room.

3.4. List of categories of customers eligible for benefits.

The following individuals are entitled to priority check-in:

- Heroes of the Soviet Union, Heroes of the Russian Federation, Full Cavaliers of the Order of Glory, the Great Patriotic War participants and disabled veterans and persons of equal status, as well as 1st class disabled individuals and persons accompanying them (one person max.).

4. Customer registration procedure and rules of accommodation

4.1. A hotel room is provided to the Customer upon presentation of the document certifying his identity, executed in the prescribed manner, including:

- passport of the Russian Federation certifying the identity of the citizen of the Russian Federation in the territory of the Russian Federation;
- USSR passport certifying the identity of a citizen of the Russian Federation, until replacement thereof within the established period of time for the Russian Federation passport;
- birth certificates – for an individual under 14 years of age;

- passport certifying the identity of a citizen of the Russian Federation outside the Russian Federation – for an individual permanently residing outside the Russian Federation;
- a foreign citizen's passport or other document established by the Federal Law or recognized in accordance with the international treaty of the Russian Federation as an identity document of a foreign citizen;
- a document issued by a foreign state and recognized in accordance with the international treaty of the Russian Federation as an identity document of a stateless person;
- temporary residence permit for a stateless person;
- a stateless person's residence permit.

4.2. Registration of minors under 14 years of age in the Hotel is based on the identity documents of their parents (adoptive parents, guardians) or close relatives, accompanying person(s), a document certifying the authority of the accompanying person(s), as well as birth certificates of those minors.

4.3. Registration of foreign citizens, stateless persons, citizens of the Russian Federation is carried out by the Hotel in accordance with the current laws of the Russian Federation.

4.4. If needed to check in the second person to the room who was not covered by the booking, check-in is done subject to mandatory registration with the consent of the customer staying in the room.

4.5. Non-registered persons without prior booking are not allowed to stay in the room after 11.00 p.m. If so desired, such a person can buy a room at the best rate of the day (subject to availability of vacant rooms) and check in at the hotel without prior booking.

4.6. Check-out time set by the Hotel:

- check-in time is 2:00 p.m.;
- check-out time is 12:00 a.m.

4.7. If the client stays in the hotel less than 24 hours, the fee is charged for a full day, regardless of the check-in time.

4.8. Children under 12 years of age will be accommodated in the same room with their parents at no extra charge in the existing beds, and if an extra bed or an extra bed linen set is provided, a fee will be charged in accordance with the current price list (except for group check-ins, where rooms are provided according to the approved price list).

4.9. Guaranteed refundable rate booking is a type of booking where the Hotel shall wait for the customer until the check-out hour of the day following the day of scheduled arrival. In case of late cancellation, customer's delay or non-arrival, the customer or the owner of the hotel services will be charged for the actual down time of the room (bed), but not more than for a day. If you are more than one day late, your guaranteed booking will be cancelled.

4.10. Guaranteed non-refundable rate booking is a type of booking where the Hotel shall wait for the customer until the check-out hour of the day following the day of scheduled arrival. In case of cancellation, customer's delay or non-arrival, the customer or the owner of the hotel services will be charged for 100% of the booking price. If you are more than one day late, your guaranteed booking will be cancelled.

4.11. If the disabled customer is accompanied by a personal assistant, a room with two separate beds must be provided. If this is not possible, an adjoining room must be provided at no charge (except for group arrivals, where the rooms are provided according to the approved price list).

4.12. Registration of the client in another room from the room where he has already checked-in (if the client stays in the room for no more than 15 minutes), shall be carried out without charge for the used room.

4.13. Guaranteed early check-in is possible subject to booking a room from the previous day with a guarantee (by a down payment or a credit card) and payment of the cost of one night's stay for the down time of the room.

In case of a non-guaranteed early check-in, the room is provided subject to the availability of vacant rooms on the following conditions:

- for check-in from 0:00 a.m. till the check-out hour, an additional payment not exceeding half a day will be charged;
- no extra fee shall be charged for check-in after 08.00 a.m.

4.14. In case a customer leaves the room after the check-out time, the payment shall be made as follows:

- 12:00 a.m. to 18:00 p.m. half a day is charged in advance;
- after 6 p.m. the fee is charged for a full day;
- subject to availability of the rooms, the Hotel reserves the right to extend the room till 2.00 p.m. at no extra charge.

4.15. Late check-out fees are charged at the current 24-hour rate (i.e. upon late departure on Friday – at Friday rate, on Monday – at Monday rate).

4.16. In case of delay of the customer's departure after the check-out time, lack of information about the customer's location and the possibility to extend the room:

- the room is blocked,
- A three-person commission collects the belongings and places them into custody.

4.17. Absence of the customer's belongings in the room after the check-out time is the basis for the customer's check-out from the Hotel and cancellation of the non-guaranteed reservation.

4.18. Extension of the customer's term of stay is subject to availability of vacant rooms.

4.19. Accommodation of clients with pets remains to the discretion of the Hotel subject to the mandatory presentation of a veterinary certificate with notes on the vaccination of animals against rabies, or other documents provided by current laws of the Russian Federation.

4.20. Customers carrying any weapon (firearms, non-lethal, cold arms, throwing, pneumatic, gas, signal, weapon-like products, pepper-spray balls, stun guns, etc., as well as items and substances that pose a threat to others) shall verbally declare them (inform about them) to the employees of the Security Department of PJSC WTC before passing through the stationary metal detector. These customers shall only be accommodated in the Hotel upon agreement with the management of PJSC WTC.

5. Responsibilities of the Parties

5.1. All customers staying in the Hotel have equal rights and shall:

- abide by these Rules;
- comply with fire safety and sanitary regulations;
- make no noise or disturb the rest of the Hotel's other customers;
- indemnify the damage in case of loss or damage to the Hotel's property in accordance with the valid price list;
- abstain from smoking. In accordance with the Federal Law of 23.02.2013 № 15-FZ "On Protection of the Public Health from Exposure to Environmental Tobacco Smoke and Consequences of Tobacco Use" smoking is prohibited throughout the hotel. In case of violation of this rule, the customer may be charged for additional cleaning in accordance with the current price list.

5.2. In case of loss of personal belongings from the room, the client shall immediately inform the Hotel reception accordingly, in order to take the necessary measures to find the missing belongings.

For the convenience of customers and the safety of personal belongings, a room safe is provided.

After check-out from the Hotel, if needed, the customer can use the storage room.

5.3. All the items left in the room will be transferred for storage under the act in accordance with the rules established in PJSC WTC. The hotel takes all possible measures to return them to their owners.

Unclaimed items left by customers are disposed of after 6 months.

5.4. A comments book available to all customers is kept at the reception desk. Any and all comments submitted by customers in the Comments Book are reviewed by the Hotel.

5.5. As for everything else not covered by these Rules, the Hotel is governed by the Rules of hotel services provision in the Russian Federation, Regulations and Technologies currently in force in PJSC WTC.

5.6. The hotel reserves the right to refuse customer's accommodation in case of violation of these Rules.