

RULES OF STAY ON THE COMPLEX'S TERRITORY

These Rules of Stay on the grounds of the GlavUpDK branch at the MFA of Russia Recreational Complex Zavidovo (hereinafter referred to as the Rules) have been developed in accordance with the Law of the Russian Federation dd. 07.02.1992 No. 2300-1 'On Protection of Consumer Rights', Government Resolution No. 1085 'On Approval of the Rules for the Provision of Hotel Services in the Russian Federation' and Federal Law of 24.11.1996 No. 132-FZ 'On the Basic Principles of Tourism Activity in the Russian Federation'. These Rules govern the relationship between the Consumer/Customer, i.e. individuals who intend to order, or ordering and using the services of the GlavUpDK branch at the MFA of Russia Recreational Complex Zavidovo and the Contractor that is the GlavUpDK branch at the MFA of Russia Recreational Complex Zavidovo.

When accommodating, a Consumer/Customer shall read these Rules and observe them throughout the entire period of stay on the grounds of the GlavUpDK branch at the MFA of Russia Recreational Complex Zavidovo (hereinafter referred to as the Recreational Complex Zavidovo).

A Consumer/Customer shall inform about these Rules all the guests invited by him/her. Accommodation in a room in the main building/cottage/ townhouse (hereinafter referred to as the rooms) and stay on the grounds of the Recreational Complex Zavidovo is carried out only upon presentation of an ID, registered in accordance with the established procedure, including:

- a passport of a citizen of the Russian Federation, certifying the identity of a citizen of the Russian Federation on the territory of the Russian Federation;
- a passport of a citizen of the USSR, which certifies the identity of a citizen of the Russian Federation, until it is replaced within the prescribed period by a passport of a citizen of the Russian Federation;
- birth certificates, for persons under 14;
- a passport certifying the identity of a citizen of the Russian Federation outside the Russian Federation, for persons permanently residing outside the Russian Federation;
- a passport of a foreign citizen or other document established by federal law or recognized in accordance with an international treaty of the Russian Federation as an ID of a foreign citizen;
- a document issued by a foreign state and recognized in accordance with an international treaty of the Russian Federation as an ID of a stateless person;
- a temporary residence permit for a stateless person;
- a residence permit of a stateless person,

including after filling out a registration card.

Foreign citizens are to present a passport with a valid visa and a migration card. The documents are provided to the administrator for registration.

The administration of the Recreational Complex Zavidovo undertakes to ensure the confidentiality of information about a Consumer/Customer.

The checkout time is set by the Recreational Complex Zavidovo as 03:00 pm of the current day, local time.

Time of arrival (check-in) and departure (check-out) set by the Recreational Complex Zavidovo:

Check-in:	05:00 pm
Check-out:	03:00 pm

When accommodating a Consumer/Customer from 12:00 am to the fixed checkout time, with a stay lasting no longer than 12 hours, the payment is charged for half a day, but if it exceeds 12 hours, the payment is charged for a full day. If a Consumer/Customer arrives before the fixed time (early check-in), the payment is charged for half a day if his/her stay lasts no more than 12 hours before the fixed time of arrival, and for a full day for stays exceeding 12 hours before the fixed time of arrival. If the check-out is delayed within 12 hours after checkout time, the payment is charged for half a day, with the payment charged for a full day, if it exceeds 12 hours. Accommodation fees are calculated according to the current price list of the Recreational Complex Zavidovo.

When making cash settlements and/or settlements using electronic means of payment with a Consumer/ Customer for services provided for by vouchers, the Contractor issues to the consumer an accountable form (voucher) in accordance with the procedure established by the Decree of the Government of the Russian Federation of 06.05.2008 No. 359 'On the Procedure for Making Cash Settlements and (or) Settlements Using Payment Cards without the Use of Cash Registers' and Federal Law of 22.05.2003 No. 54-FZ 'On the Use of Cash Registers When Making Cash Settlements and (or) Settlements Using Electronic Means Payment'. A Consumer/Customer shall pay for the services provided for by vouchers before or at the time of check-in, with other services paid in full immediately after their provision. After the final payment for the services rendered, a Consumer/Customer receives a permit to leave/exit the territory of the Recreational Complex Zavidovo.

Persons invited by a Consumer/Customer are required to register at the registration desk of the main building. Persons invited by a Consumer/Customer, exceeding the number of beds in the room, are allowed to stay in the room only upon the Consumer/Customer's invitation, from 09:00 am till 11:00 pm with the obligatory payment for their daily stay. A Consumer/Customer is liable for the timely departure of the invited guests and their compliance with these Rules of Stay.

If the invited guest stays in the room after 11:00 pm, a fee is charged according to the current price list of the Recreational Complex Zavidovo.

With the consent of a Consumer/Customer, payment for services can be made in full or in part by bank transfer prior to arrival. Payment for services by Customers-legal entities shall be made on the terms of the concluded contracts.

Prices for services provided for by vouchers, services for providing accommodation, other services are fixed in the Price List and/or a special offer approved by the order of the Recreational Complex Zavidovo's administration. The list of services included in the vacation voucher and provision of accommodation is determined by the order of the Recreational Complex Zavidovo's administration.

The weekend rate is in effect when arriving from Friday to Saturday or on a pre-holiday day, subject to changes (transfer) of holidays, from Saturday to Sunday.

Registration and stay of minors under 14 on the territory of the Recreational Complex Zavidovo require identity documents of their parents (adoptive parents, guardians) or close relatives, accompanying person(s), a document certifying the powers of the accompanying person(s), and the birth certificates of these minors. Parents (adoptive parents, guardians) or close relatives are obliged to monitor the behaviour of their children in order to ensure their safe and healthy recreation and the comfort of people around.

Each Consumer/Customer of the Recreational Complex Zavidovo receives an electronic key card and a guest card, which is his/her pass to the room. Recreational Complex Zavidovo is entitled to make charges to the account number for services provided to the Consumer/Customer on the territory of the Recreational Complex Zavidovo by means of a card. Upon departure, a Consumer/Customer shall hand over the key card to the administrator. The provision of services to the Consumer/Customer at all points of sale of the Complex shall be made only upon presentation of the guest card.

A Consumer/Customer is obliged to provide the safety of property in the rooms of the main building, cottages, and townhouses in accordance with the room's content list.

A Consumer/Customer or a visitor to the Recreation Complex Zavidovo shall be liable for causing damage to the property of the Complex; it concerns both his/her family members, and guests.

For the safety of property and proper operation of the equipment in the room, a Consumer/Customer is obliged to:

- when leaving the room:
 - ❖ close the windows and the front door;
 - ❖ not leave the lights on;
 - ❖ not leave the TV and split system running;
 - ❖ make sure the water taps are closed.
- being in the room:
 - ❖ when the split system is working, close windows and doors.

In the event of any malfunctions or uncomfortable conditions (for example, if it is too hot or too cold), you should contact the monitoring service by calling 507 or the administrator by calling 444, 485. It is prohibited to independently regulate the temperature, cut off the water, make any other interventions in the technical systems of the room. A Consumer/Customer is fully liable for damage caused by such actions, including by its visitors/guests.

Payment for the damage caused shall be effected by the Consumer/Customer prior to his/her departure (departure from the territory of the Recreational Complex Zavidovo).

When using fireplaces, a Consumer/Customer shall comply with the rules for their use one can find in the cottages. If there are no rules, please contact the monitoring service by calling 507 or the administrator by calling 444, 485.

Forgotten or lost valuables (items made of precious metals, money, securities, cell phones, laptops, etc.) are stored for one year. Low-value items are kept in the Recreational Complex

Zavidovo for six months. We do not keep disposable items, damaged and dirty clothes.

Lost or forgotten things will be returned to their owner upon presentation of: an ID; proof of ownership of the property based on an ID and a power of attorney issued by a notary, a proof that the property belongs to the owner.

Swimming is allowed only on the beach located near the building of the main facility, from May (the date of the official opening, confirmed by an act of technical inspection of the beaches) till September inclusive. Beach opening hours: 09.30 am till 07:00 pm. The administration of the Recreational Complex Zavidovo is entitled to close the beach due to circumstances unfavourable for the guests' recreation (weather conditions, cleaning day, repair work, etc.).

There is a signal mast on the beach.

- Raised yellow flag means swimming is permitted;
- Raised black ball means swimming is prohibited.

The Recreational Complex Zavidovo is not liable for the consequences of swimming in places not designated for these purposes, as well as on the beach during non-working hours and during its closure.

Parking of Consumers/Customers' cars on the territory of the Recreational Complex Zavidovi is allowed only at designated parking spaces at the main building in the amount of two cars per a hotel room, at parking lots at four-, six- and eight-bed cottages in the amount of 2, 3, 4 cars, respectively, and parking lots at townhouses (2 cars). In addition, a Consumer/Customer or his/her guests can use the services on providing parking spaces for cars, according to the current price list of the Recreational Complex Zavidovo.

Fishing is allowed in specially designated places with special signs.

On the territory of the Recreational Complex Zavidovo, it is prohibited to:

- bring and use firearms (except for those registered in the manner prescribed by law, subject to complying with storage rules); it is allowed to use weapons on the territory of the Recreational Complex Zavidovo only at a specially equipped shooting range. A person to whom the weapon is registered is responsible for observing the rules for storing and using weapons;
- store and use any pyrotechnic products without prior agreement with the duty shift service;
- carry cylinders with flammable gases and flammable liquids, with the exception of technical equipment in vehicles;
- keep pets in the rooms of the main building. Pets are only allowed in cottages and townhouses. In the territory of the Recreational Complex Zavidovo, pets are allowed to walk only on leashes and in muzzles, with accompanying persons, outside the territory of sports and playgrounds, and flower beds, keeping the territory clean, providing the safety of people and the property of the Recreational Complex Zavidovo. For violations in the keeping of animals, a fee is charged in accordance with the current price list for each case of violation;
- smoke (use tobacco products for the purpose of inhaling smoke) in residential and public areas, except for specially designated areas in the open air. For smoking in the wrong place, a fee is charged in accordance with the current price list for each case;
- take food and drinks outside the restaurant when served buffet style;

- play music, sing and produce any other sounds from 11.00 pm till 07.00 am on weekdays and from 11.00 pm till 10.00 am on weekends (Saturday and Sunday) and holidays;
- bring your own food and drinks to the restaurants;
- make fires, have a barbecue in places not provided for this;
- bring and take narcotic drugs;
- exceed the speed of car movement (20 km/h) on the territory of the Recreational Complex Zavidovo;
- training driving on motor vehicles and cars, entering the territory of the Recreational Complex Zavidovo on motor vehicles (mopeds, motorcycles, ATVs), driving on lawns, parking on them. You are allowed to drive snowmobiles and ATVs on the grounds of the Recreational Complex Zavidovo only in accordance with the rules of operation, rental and movement, approved by the administrative document of the Recreational Complex Zavidovo. Stay on the territory of the Recreational Complex Zavidovo with a personal snowmobile or ATV is paid in accordance with the current price list;
- use a vehicle in a state of alcoholic and/or drug intoxication;
- drive vehicles without a driving license of the corresponding category;
- navigate small boats of the Recreational Complex Zavidovo without an appropriate certificate;
- store flammable supplies in the room;
- park vehicles in areas not designated for parking;
- swim (enter the water), visit the beach, Russian baths, saunas and a healthcare centre under the influence of alcohol and drugs.

A Consumer/Customer is obliged to:

- read these Rules (and sign the registration card) and comply with them;
- comply with the Rules in the places where services are provided;
- behave correctly with the staff and other vacationers;
- observe safety rules on the water;
- monitor the safety of his/her property;
- independently control the behaviour of minor children.

The administration of the Recreational Complex Zavidovo is entitled to refuse servicing a Consumer/Customer in a state of alcoholic or drug intoxication. The administration of the Recreational Complex Zavidovo is entitled to refuse providing services to a Consumer/Customer for violation of these Rules.

A Consumer/Customer shall be liable for non-compliance with these Rules, the same concerns his/her guests.

If you have any questions, contact the administrator of the Registration and Accommodation Sector by calling 444, 485.

The Administration of the GlavUpDK
branch at the MFA of Russia
Recreational Complex Zavidovo