

Public Offer Agreement

Federal State Unitary Enterprise Main Administration for Service to the Diplomatic Corps (GlavUpDK at the MFA of Russia), hereinafter referred to as the Contactor, represented by Director of the GlavUpDK branch at the MFA of Russia Recreational Complex Zavidovo, acting under the Regulation on the branch and the power of attorney, shall enter into this Public Offer Agreement with any individual, hereinafter referred to as a Guest. The Public Offer Agreement is an agreement on the provision of services provided for by vouchers/upon the provision of accommodation in the GlavUpDK branch at the MFA of Russia Recreational Complex Zavidovo and/or other extra services on the terms and conditions provided for by this Agreement on a reimbursable basis; it regulates the procedure of provision of services and obligations arising in its connection between the Contractor and the Guest, hereinafter referred to as the Parties. One can find the text of this Public Offer Agreement (hereinafter referred to as the Agreement) on the website: www.zavidovo.ru, and in the folder 'Information for Consumers' (reception area) in the main building (hotel) of the GlavUpDK branch at the MFA of Russia Recreational Complex Zavidovo (Russian Federation, Tver region, Konakovo district, Shosha village). In accordance with Clause 2 of Article 437 of the Civil Code of the Russian Federation, this document is a public offer. This public offer for the provision of hotel and/or other additional services (hereinafter referred to as the Agreement) shall be concluded under special procedure: by accepting this Agreement, containing all the essential terms hereof, without its signing by the Parties. This Agreement is legally binding in accordance with Article 434 of the Civil Code of the Russian Federation and is equivalent to an agreement signed by the Parties. This Agreement is an Accession Agreement. The fact confirming the acceptance of the conditions set out below, and the acceptance of this public offer is the order of services (in accordance with clause 3 of Article 438 of the Civil Code of the Russian Federation, the acceptance of the offer is tantamount to concluding an agreement on the conditions set forth in the offer). A person who has ordered the service is recognized as a Guest or a Guest's representative with proper authority. This Agreement shall be considered concluded from the moment of its acceptance and shall be valid until the Parties fulfill all their obligations hereof. The Parties have entered into this Agreement on the following:

1. GENERAL DEFINITIONS

The following general definitions are applied in the Agreement:

Agreement is the Public Offer Agreement entered into between the Guest and the Contractor for the provision of services, which is concluded through the acceptance of the offer.

Contractor is the Federal State Unitary Enterprise Main Administration for Service to the Diplomatic Corps (GlavUpDK at the MFA of Russia), represented by the GlavUpDK branch at the MFA of Russia Recreational Complex Zavidovo, entitled to provide services ordered by the Guest.

The GlavUpDK branch at the MFA of Russia Recreational Complex Zavidovo means a complex of hotel, sports, administrative and other buildings and facilities located at: RF, Tver region, Konakovo district, Shosha village.

Rooms mean the building of the main facility (hotel), consisting of hotel rooms; cottages; townhouses intended for temporary accommodation of guests.

Hotel room is a room (several rooms) in the main building, equipped with furniture and other items necessary to accommodate guests.

Guest (accommodated guest) means an individual (citizen from among Russian or foreign citizens), in whose name a room has been booked for the provision of services, and who directly receives such services.

Offer's acceptance means full and unconditional acceptance of the terms of the offer by taking actions by the Guest expressing the intention to use the Contractor's services.

Services mean services provided for by vacation vouchers and/or services for the provision of accommodation in the GlavUpDK branch at the MFA of Russia Recreational Complex Zavidovo (related to accommodation in the rooms) and/or other additional (related) services provided by the Contractor to the Guest in accordance with the Contractor's Price List, the Rules for the provision of hotel services in the Russian Federation (approved by the Decree of the Government of the Russian Federation of 09.10.2015 No. 1085), other regulatory legal acts, and the Rules of Stay on the territory of the GlavUpDK branch at the MFA of Russia Recreational Complex Zavidovo (hereinafter referred to as the Rules of Stay);

Booking request means a request submitted by the Guest for accommodation in the rooms, and for the use of other additional (related) services, drawn up according to the form specified in Annex 1 to the Agreement.

Guaranteed booking means a type of booking in which the Contractor expects the guest before the checkout time of the day following the day of the planned arrival.

Non-guaranteed booking means a type of booking in which the Contractor waits for the guest until a certain hour, set by the Contractor, on the day of arrival, after which the booking is cancelled.

Contractor's website means the Contractor's website www.zavidovo.ru.

There may be other terms used in the Agreement that are not defined by the above definitions. In this case, the interpretation of such a term shall be made in accordance with the text of the Agreement.

2. SUBJECT OF THE AGREEMENT

Under the Agreement, the Contractor undertakes to provide the Guest with services at the GlavUpDK branch at the MFA of Russia Recreational Complex Zavidovo in accordance with the Contractor's Price Lists, and the Guest undertakes to pay for the services under the terms provided for by this Agreement.

This Public Offer Agreement shall be considered concluded (offer acceptance) from the moment of ordering services, thereby the Guest confirms his/her agreement with the terms of this Agreement, after which the Public Offer Agreement shall be considered the basic document in the official relationship between the Guest and the Contractor.

The cost of services is indicated in the Contractor's Price Lists (published on the Contractor's Website).

3. RIGHTS AND OBLIGATIONS OF THE PARTIES

3.1 The Contractor shall:

3.1.1. Provide the Guest with information about the Complex's services and their cost, information about additional services provided at extra charge, and the Rules of Stay on the territory of the GlavUpDK branch at the MFA of Russia Recreational Complex Zavidovo by publishing the information on the Contractor's Website, and in the folders 'Information for Consumers' at the places of service provision.

3.1.2. Provide the Guest with services in accordance with the booking request.

3.1.3. At the Guest's request, inform him/her by calling about the availability of vacant rooms, and confirm the Contractor's acceptance of the booking request.

3.1.4. When booking through the Contractor's Website, send the Guest a document confirming the room reservation by e-mail.

3.1.5. Provide services to the Guest in accordance with the Rules for the provision of hotel services in the Russian Federation (approved by the Decree of the Government of the Russian Federation of 09.10.2015 No. 1085) and the Rules of Stay on the territory of the GlavUpDK branch at the MFA of Russia Recreational Complex Zavidovo.

3.1.6. Provide the Guest with documents on the cost, payment and duration of stay.

3.1.7. Provide 24/7 registration of arrival/departure of arriving/departing individuals.

3.1.8. Eliminate the shortcomings arising from the provision of services under the Agreement within the timeframe agreed by the Parties.

3.2. The Contractor is entitled to:

3.2.1. In the absence of vacant rooms (accommodation) or the possibility of pre-booking, by prior agreement with the Guest, register the received requests in the waiting list and confirm them as the rooms (accommodation) become vacant, or, with the Guest's consent, cancel the requests in the waiting list.

322. Independently determine the number of rooms for accommodating the Guest based on the received booking requests.

323. Refuse to accommodate and/or provide services to the Guest:

- in case of violation of the Rules of Stay on the territory of the GlavUpDK branch at the MFA of Russia Recreational Complex Zavidovo, or the terms of this Agreement;
- should a Guest violate the terms of payment for the provided services;
- should a Guest refuse to agree with the terms of the Offer Agreement and internal regulatory documents that determine the procedure for the provision of services.

324. Require the Guest to adhere to all procedures for ordering and booking services strictly in accordance with the request.

325. Withhold from the Guest or demand from him/her to pay the full cost of the services rendered and/or for damage caused to the Contractor (premises, inventory, equipment and any other Contractor's property). In this case, the Guest shall recognize the Contractor's actions as fully legitimate, and shall have no complaints.

326. In the absence of the Guest at the place of accommodation in the room upon the expiration of his/her checkout time, the Contractor is entitled to create a commission and evict the Guest, while making an inventory of the Guest's property found in the room. After the inventory is completed, the Guest's property found in the room, including material assets (cash), precious metals, valuable documents, is placed in the storage room (luggage storage room) of the Contractor.

327. Accept payment for services.

328. The Contractor is entitled, in case of untimely delivery of rental items and/or inventory to the points of sale (receipt), to charge the cost of renting (use) outside the working hours of the point of sale, according to the current price list.

329. In case of untimely (less than a day (24 hours)) cancellation of booking, late arrival or no-show of the Guest, he/she or the Customer shall be charged for the actual vacancy of the main building/cottage/townhouse's room, in the amount of the cost of staying for the first one day. Should the Guest arrive more than a day later, the guaranteed reservation shall be cancelled.

3210. In case of non-guaranteed booking, the Contractor is entitled to cancel the booking if the Guest has not paid for these services within 3 days from the date of their booking. In case of booking made less than three days before the arrival, the booking will be cancelled if the payment was not received one day before the expected arrival.

3211. In case of early departure of the Guest from the room of the main building/cottage/townhouse and notification of departure after checkout time (03:00 pm of the current day), the money for the current day's accommodation will not be refunded.

3212. In case of the Guest's departure from the room of the main building/cottage/townhouse earlier than the period specified in the voucher (booked), the refund is made upon a written request of the Guest in the established form, indicating the time of departure.

Should the duration of stay be reduced, the Contractor shall recalculate the cost of the voucher/provision of accommodation, depending on the actual duration of stay.

3.3. The Guest shall:

3.3.1. Independently, in detail and in full, read the terms of this Agreement and the Rules for Stay on the territory of the GlavUpDK branch at the MFA of Russia Recreational Complex Zavidovo.

3.3.2. Agree to the terms of this Offer. In case of disagreement, the services shall not be provided. Should the Guest make a reservation (ordering services) and/or payment for services, all the terms of the Offer shall be considered accepted by the Guest by default.

3.3.3. Pay in full the cost of the booked (ordered) services. After payment for the services, the booking is considered completed and the Guest is entitled to use the service. At the same time, the provision of services indicated in the vacation vouchers shall be carried out only after their full (100 (one hundred)%) payment by the Guest.

3.3.4. In a timely manner and in full, provide the Contractor with information required for the provision of services by the Contractor, as well as any other information related to the implementation by the Parties of the terms of this Agreement and be fully responsible for it.

3.3.5. Accept the risk of adverse consequences in the provision of booked services in case of inaccuracy or unreliability of the data the Guest provides to the Contractor by phone or e-mail.

3.3.6. At the Contractor's request, provide all the necessary materials and information to monitor the compliance of the transferred funds with the amount and cost of services sold under this Agreement.

3.3.7. Pay the Contractor for other services rendered.

3.3.8. Enter valid data into the Booking Request.

3.3.9. Comply with the terms of this Offer.

3.3.10. Observe the Rules of Stay on the territory of the GlavUpDK branch at the MFA of Russia Recreational Complex Zavidovo (You can read the rules on the official website in the information and telecommunications network Internet at: <http://zavidovo.ru/hotel/>).

3.3.11. In case of loss or damage to the Contractor's property, compensate the actual damage caused to the Contractor. The cost of compensation for actual damage is determined in accordance with the approved list of the Contractor's property for compensation for damage. In the absence of data on the amount of the cost of compensation for damage in the above list, the cost of damage is determined by the Contractor as a commission, activated and signed by the Guest.

3.3.12. Timely vacate the room, pay the existing debt on the date of departure (if any), pay for damage caused by incompleteness (loss of property) or damage to the property. Timely (before the end of the operating time of the corresponding point of sale (provision of services)) bring back the rental items and/or inventory to the points of sale (receipt).

3.3.13. Not accommodate more guests in the room than provided for by beds for accommodation specified in the Contractor's price list.

3.3.14. Submit an ID for registration to the Contractor's employees upon check-in and/or the provision of additional services.

3.3.15. Pay in full the invoices signed by them for the services provided by the Contractor.

3.3.16. Observe fire safety rules in buildings intended for accommodation (Annex 6 to this Agreement)

3.4. The Guest is entitled to:

34.1. Choose one of the methods of payment for services:

- by depositing cash to the Contractor's cashier;
- by a bank card;
- by transferring funds to the Contractor's settlement account.

34.2. Withdraw consent to the processing of personal data (the revocation shall be made in writing on paper and sent to the Contractor). At the same time, the Guest agrees that if the absence of this consent prevents the Contractor from fulfilling its obligations under the Agreement, then the Contractor is entitled to terminate the Agreement unilaterally.

4. GUEST'S CONSENT

I hereby give voluntary consent to the processing of my personal data for the purpose of rendering services to me in the GlavUpDK branch at the MFA of Russia Recreational Complex Zavidovo. I allow to process my personal data, and do other necessary actions for the provision of services by the Contractor. Consent is provided by me without limitation of validity period and can be withdrawn by me in accordance with the terms of the Offer.

I guarantee and confirm that I have read and agree:

- with the terms of this Offer;
- with the conditions for the provision of services in the GlavUpDK branch at the MFA of Russia Recreational Complex Zavidovo;
- with the Rules of Stay on the territory of the GlavUpDK branch at the MFA of Russia Recreational Complex Zavidovo;
- with the conditions and cost of compensation for damage to property of the GlavUpDK branch at the MFA of Russia Recreational Complex Zavidovo.
- with the cost of services provided for in the vacation vouchers and/or for the provision of accommodation and other additional services specified in the Contractor's Price Lists.

5. BOOKING AND PAYMENT PROCEDURE

5.1. Request for booking a room can be sent by a Guest to the Contractor's address by e-mail, or in the form filled out on the Contractor's Website or by phone.

5.2. The Guest confirms the accuracy of his/her personal data indicated in the request, and the data of other persons for whom the Contractor's services are ordered, and assumes full responsibility for their accuracy, completeness and reliability.

53. The Guest shall make a preliminary full (100 (one hundred)%) payment for the services indicated in the vacation vouchers according to the Price List posted on the Contractor's Website.

54. When booking, the Contractor informs the Guest by e-mail or by phone of the request number and the cost of services. Payment for services is made by the Guest in any convenient way:

- by depositing cash to the Contractor's cashier;
- by a bank card;
- by transferring funds to the Contractor's settlement account.

Payment shall be made within 24 hours of the time specified in the booking request.

A copy of the paid receipt is to be sent by the Guest to the Contractor by e-mail or fax.

55. The Guest's accommodation will be provided only upon presentation of his/her ID.

56. Should the Guest refuse from the booked services, the prepayment is refundable. The Guest shall be refunded the advance payment on the basis of an application for cancellation of the request for the provision of services (booking) and the corresponding application for the refund (Annexes 2-5 to this Agreement), taking into account the provisions of clauses 3.2.9 - 3.2.12 hereof.

Refunds shall be made after the Contractor receives the original application for the refund from the person who has paid for the services, or the trustee (if there is an original notarized power of attorney for the performance of the relevant actions). The application for the refund can be sent to the Contractor by courier, or by mail to one of the following addresses:

- 171285, Tver region, Konakovo district, Vakhoninskoye rural settlement, Shosha village, GlavUpDK branch at the MFA of Russia Recreational Complex Zavidovo;
- 119034, Moscow, 1 Kursovoi Pereulok, room 121;
- 119002, Moscow, 22/14 Smolensky Boulevard, floor 2, room 3.

57. Refunds shall be effected only in Russian roubles, in the same way and by the method in which the payment has been made, or according to the bank details (rouble accounts of Russian banks) of the person who has made the payment (including in case of loss /closure of previously valid bank cards).

To identify the owner of a bank card when returning funds paid through Internet acquiring/trade acquiring of the GlavUpDK branch at the MFA of Russia Recreational Complex Zavidovo, a person who has made the payment shall attach to the application the details of the bank card the payment was made with.

6. LIABILITY OF THE PARTIES

61. The Contractor, in accordance with the legislation of the Russian Federation, shall be liable for harm caused to the life and health of the Guest due to deficiencies in the provision of services.

62. The Guest shall reimburse the actual damage caused through his/her fault to the Contractor's property, in the amount established under clause 3.3.11 hereof. The Guest is liable for other violations in accordance with the Rules of Stay on the territory of the GlavUpDK branch at the MFA of Russia Recreational Complex Zavidovo and the current legislation of the Russian Federation.

63. The Contractor shall not be liable for violation of the terms of this Agreement, should such violation be caused by force majeure. Force majeure circumstances, in particular, include: actions of state authorities, fire, flood, earthquake, acts of nature, strikes, civil unrest, riots, natural and man-made disasters and accidents not related to the guilty actions of the Parties.

64. Disputes over the execution of this Agreement are subject to consideration by the appropriate court at the location of the Contractor in compliance with the claim procedure. A written claim shall be sent to the Contractor's postal address: 171270, Tver region, Konakovo district, Vakhoninskoye rural settlement, Shosha village, the GlavUpDK branch at the MFA of Russia Recreational Complex Zavidovo. Claim response time: 30 calendar days from the date of its receipt by the Contractor.

7. PROCESSING OF PERSONAL DATA

7.1. The Contractor shall not disclose to third parties and disseminate the Guest's personal data without the consent of the latter, unless otherwise provided by the current legislation of the Russian Federation.

7.2. The Contractor shall process the personal data of the Guest solely for the purpose of providing services to the Guest.

7.3. When concluding this Agreement, the Guest agrees to the processing of his/her personal data by the Contractor in order to provide services.

8. PROCEDURE FOR AMENDMENTS AND TERMINATION OF THIS AGREEMENT

8.1. The Contractor is entitled to amend the terms and conditions of this Agreement at any time. If the time of entry into force of the amendments is not specifically stipulated, they come into force from the moment they are published on the Contractor's Website.

8.2. This Agreement may be terminated by the Contractor unilaterally in case of violation by the Guest of the terms hereof, and the Rules of Stay on the territory of the GlavUpDK branch at the MFA of Russia Recreational Complex Zavidovo.

8.3. The Guest is entitled to cancel the Agreement at any time, with the reimbursement of the actual costs incurred by the Contractor.

9. DURATION OF THE AGREEMENT

9.1. The Agreement shall come into force from the moment of booking (ordering)

services by the Guest (acceptance of the Offer) and shall be valid until the Parties fulfill their obligations in full.

10. CONTRACTOR'S DETAILS

Federal State Unitary Enterprise Main Administration for Service to the Diplomatic Corps (FSUE GlavUpDK at the MFA of Russia)

Location: 119034, Moscow, 20 Prechistenka Street, GlavUpDK branch at the MFA of Russia Recreational Complex Zavidovo.

Actual address: 171270, Tver region, Konakovo district, Vakhoninskoye rural settlement, Shosha village.

Taxpayer Identification Number (TIN) - 7704010978

Bank: BRANCH OF VTB BANK (PJSC) IN VORONEZH s/a 40502810027250000448
c/a 30101810100000000835

BIC 042007835; Tax Registration Reason Code 691102001

RNCBO codes 21322660

Tel. +7 (495) 982-52-77; Fax (495) 982-52-91

Email address: office@zavidovo.ru

Website: www.zavidovo.ru

Booking:

8 (800) 2001-801

8 (495) 982-52-70

8 (495) 982-52-80

8 (905) 600-93-39

Fax: 8 (495) 982-52-71

booking@zavidovo.ru

List of Annexes to this agreement (they are an integral part of the Agreement):

Annex 1 - Booking request;

Annex 2 - Cancellation of a booking request;

Annex 3 - Application for the refund to the current account;

Annex 4 - Application for a refund to a bank card account;

Annex 5 - Application for cash refund;

Annex 6 - Fire safety rules in the facilities intended for accommodation.

**Annex 1 to the
Public Offer Agreement**

to the GlavUpDK branch at the MFA of
Russia Recreational Complex Zavidovo

from _____

(Full name) passport:

series _____ No. _____

issued by _____

phone number: _____

_____20____.

Booking request

Full Name _____

Contact details: phone number _____ e-mail _____

Please book the following rooms and/or additional (related) services at the GlavUpDK branch at the MFA of Russia Recreational
Complex Zavidovo

Arrival date	Departure date	Room category	Accommodation type	Guest's data (full name)	Guest's contact details (phone number, email)	ID (series, number, issued by)	Payment method	Notes (special requests)

_____ signature

**Annex 2 to the
Public Offer Agreement**

to the GlavUpDK branch at the MFA of
Russia Recreational Complex Zavidovo

from _____

(full name)

passport: series _____ No. _____

issued by _____

phone number: _____

Cancellation of a booking request

_____ 20____.

Hereby I, _____,

(full name)

inform about cancellation of the booking request No. _____ dd. _____
_____ 20____.

_____ from
_____ 20____.

till _____ 20____ and ask for permission to use the funds deposited

for the _____ voucher/provision of accommodation . in the
amount of _____ RUB _____

(_____ RUB _____ kopecks) for
future accommodation.

In case of an increase in the cost of the voucher, I undertake to make an extra payment according to
the current price list.

(signature)

Confirmation of receipt of the booking request's cancellation

The Contractor's representative: _____

Date and time of receipt _____ 20____ hours_

_____ minutes, local time

*Annex 3 to the
Public Offer Agreement*

to the GlavUpDK branch at the MFA of
Russia Recreational Complex Zavidovo

from _____
(full name)

passport: series _____ No. _____

issued by _____

phone number: _____

APPLICATION

I ask to return the funds transferred for the voucher by payment order

No. _____ dd. _____ 20 _____ in the amount of _
_____ RUB _____

(_____), due to _____

to the following (bank) details:

Name of the bank: _____

current account No. _____

correspondent account No. _____

BIC: _____

TIN: _____

TRRC: _____

(date)

(signature)

*Annex 4 to the
Public Offer Agreement*

to the GlavUpDK branch at the MFA of
Russia Recreational Complex Zavidovo

from _____
(full name)

passport: series _____ No. _____

issued by _____

phone number: _____

APPLICATION

Due to _____, please return the funds in the amount of RUB _____ (_____
_____), paid for the voucher No. _____ to the room from _____ till _____ to
the bank card _____ No. _____.

full details are as follows: Full name: _____

Account number: _____

Payee's bank: _____

BIC: _____

Corresponding account: _____

TIN/TRRC _____

(date)

(signature)

*Annex 5 to the
Public Offer Agreement*

to the GlavUpDK branch at the MFA of
Russia Recreational Complex Zavidovo

from _____

(full name)

passport: series _____ No. _____

issued by _____

phone number: _____

APPLICATION

Due to _____, please return the funds in the amount
of RUB _____ (_____), paid
for the voucher No. _____ to the room from
_____ 20 ____ till _____ 20 ____.

(date)

(signature)

Fire safety rules in the facilities intended for accommodation

1. Smoking in the buildings and premises of the main building, cottage and townhouse is prohibited.
2. Smoking is allowed in specially designated areas with 'Smoking Area' signs.
3. Using electric irons, electric stoves, electric kettles and other electric heating devices in the rooms intended for accommodation is prohibited.
4. Operating electric wires and cables with visible insulation defects is prohibited.
5. Using open fire in buildings and premises is prohibited.
6. When leaving the room of the main building, cottage and townhouse, do not leave household electrical appliances, including those in standby mode (TV, radio, air conditioner, lamps, chargers) connected to the electrical network unattended.
7. It is dangerous to cover the switched floor and table lamps with items made of combustible material.
8. It is prohibited to bring and store explosive, fire-explosive and fire-hazardous substances and supplies in buildings and premises.
9. Do not leave small children unattended and do not allow children to play with matches and lighters.
10. If this is your first visit to the building, be sure to remember well the location of emergency exits and stairs.

In case of fire in your room:

- Immediately report the incident to the reception administrator by calling 444,485, or to the dispatcher of the Recreational Complex Zavidovo by calling 507, indicating the address, the floor, what is on fire and your last name.
- Do not panic!
- Take all possible steps to extinguish the fire using emergency firefighting equipment.
- If you cannot eliminate the fire on your own, leave the room of the main building, cottage or townhouse and close the door without locking it.
- Leave the dangerous zone, and follow the instructions of the receptionist and dispatcher.

If there is a fire outside your room:

- Immediately report the incident to the receptionist by calling **444, 485**, or to the dispatcher of the Recreational Complex Zavidovo by calling **507**, informing the address, the floor, what is on fire, and your last name.
- To prevent smoke inhalation, cover slots and vents with water-dampened towels or bedding.
- Leave the dangerous area and follow the instructions of the administrator and dispatcher.