

AB DEVELOPMENT LLC
INN/KPP 2536276653/253601001
OGRN 1142536008185
Legal address: 690106, Russian Federation,
Primorsky Krai, Vladivostok, st. Nerchinskaya 12
TFL Hotel Vladivostok

APPROVED BY
CEO
AB Development LLC
Ivchenko V.V.

(signature)
« » _____ 2023г.

PUBLIC OFFER AGREEMENT

for hotel accommodation with additional services

This document is an official offer of AB Development LLC (hereinafter referred to as the Executor) represented by Chief Executive Vladimir Viktorovich Ivchenko, acting on the basis of power of attorney №25AA 3626510 dated 02.28.2023, concludes this Public Offer Agreement with any individual or legal entity called (hereinafter referred to as Customer/Guest). The offer agreement is an agreement for the provision of services on a reimbursable basis and regulates the procedure for the provision of services and the obligations arising in connection with this between the Executor and the Customer/Guest (hereinafter referred to as the Parties).

This public offer for the provision of hotel services (hereinafter referred to as the Agreement) is considered concluded through acceptance of this Agreement. It includes payment for services or sending by the Customer/Guest an application for booking a room sent to the Executor's e-mail address booking@tflhotel.ru for the provision of hotel accommodation services, or filling out a guest questionnaire. In other words, performing any actions aimed at fulfilling obligations under the Agreement.

This Agreement has legal force in accordance with Article 434 of the Civil Code of the Russian Federation and is equivalent to the Agreement signed by the Parties. The provisions of Article 438 of the Civil Code of the Russian Federation on the Treaty of Accession apply to this Agreement. Acceptance of an offer is tantamount to concluding an Agreement on the terms and conditions set out in the offer.

Acceptance, along with the full and unconditional acceptance of the offer by the Guest, is recognized as the performance by the person who received the offer of actions to fulfill the obligations of the Customer/Guest specified in it under section 4.2 of the Agreement. The parties have entered into this Agreement as follows:

1. TERMS, CONCEPTS AND GENERAL PROVISIONS

1.1. Terms and concepts

Reservation is a preliminary reservation for a specific guest of a room/place in a hotel, indicating the room category, arrival date and period of accommodation.

Agreement - this Offer Agreement concluded between the Customer and the Executor.

Hotel - a building, equipment and other property located in it, intended for the provision of accommodation and other hotel services.

Guest (accommodating) - an individual in whose name the Customer has submitted an application for the provision of hotel accommodation services or room reservations and who directly receives hotel accommodation services paid by the Customer.

(Hotel) room - a structurally separate room (several rooms), including a separate bathroom and having one entrance (exit) to common areas.

Hotel services - services related to accommodation (stay) in a hotel and other related services provided by the Executor to the Guest in accordance with the Rules for the provision of hotel services in the Russian Federation and other regulations, as well as the Rules for accommodation (stay, residence) of Guests at the TFL Hotel Vladivostok (Appendix №2 to this Agreement, hereinafter referred to as the Placement Rules).

Customer is an individual or legal entity who submits an application in the interests of other individuals for the provision of hotel accommodation services or room reservations and pays for the received hotel accommodation services.

Reservation application - a request for accommodation at the Hotel.

Executor - AB Developer LLC represented by Chief Executive Vladimir Viktorovich Ivchenko.

Place - a bed in a room, defined as a place for one guest (accommodating) to stay overnight. The number of beds in the room is determined according to the number of available beds for overnight stay.

The room stock is the totality of all rooms of a hotel or the entire hotel complex.

Offer - this document "Public Offer Agreement" for the provision of services.

The Executor's reception and accommodation service is a division of the Contractor that directly receives and places arriving guests in rooms.

Checkout time is 12:00 local time.

The Agreement may use terms not defined by the above concepts. In this case, the interpretation of such a term is made in accordance with the text of the Agreement.

1.2. General provisions

1.2.1. The Agreement is concluded in a special manner: by acceptance by the Customer of this Agreement in accordance with Article 438 of the Civil Code of the Russian Federation (hereinafter referred to as the Civil Code of the Russian Federation). In accordance with paragraph 3 of Art. 438 of the Civil Code of the Russian Federation, acceptance of the essential conditions

contained in this Agreement is equivalent to the conclusion of an agreement for the provision of hotel accommodation services, signed by the Parties.

1.2.2. A fact confirming the full and unconditional acceptance (acceptance) of the conditions of this public offer set out below is the Customer/Guest's application for accommodation in a hotel in the form of Appendix №1 to the Agreement (hereinafter referred to as the application), sent to the Executor's e-mail address booking@tflhotel.ru, to provision of hotel accommodation services and their subsequent payment.

1.2.3. This Agreement is considered concluded from the moment of its acceptance by the Customer/Guest and is valid until the Parties fulfill all their obligations under this Agreement.

2. SUBJECT OF THE AGREEMENT

2.1. The Executor, during the term of this Agreement, undertakes to provide the Customer/Guest, upon his request, with accommodation services at the TFL Hotel Vladivostok Hotel, as well as other additional services, in accordance with the Executor's orders on the cost of accommodation at the TFL Hotel Vladivostok, cost orders additional services, and the Customer/Guest undertakes to accept and pay for the services provided within the time frame and in the manner provided for in this Agreement, the Rules for the accommodation (stay, residence) of guests at the TFL Hotel Vladivostok

2.2. Place of service provision: 690106, Vladivostok, st. Nerchinskaya 12

2.3. If the Guest is also the Customer, the obligations and rights of the Customer provided for in this Agreement apply to the Guest.

3. PRICE OF SERVICES AND PAYMENT PROCEDURE

3.1. The cost of accommodation at the Hotel and the provision of additional services is determined according to the Executor's prices in effect on the date of provision of services.

3.2. The Customer/Guest pays for the services specified in clause 2.1 of the Agreement in accordance with the application by making an advance payment in the amount of 100% of the cost of services to the Executor's bank account, in payment terminals of partner banks, by bank card, by depositing funds into the Executor's cash desk.

3.3. Payment for accommodation at the Hotel is charged in accordance with a single checkout time - 12 noon of the current day, local time.

In case of booking a guaranteed early check-in or extension of stay at the Hotel, the accommodation fee will be charged as follows:

— guaranteed early check-in (check-in from 08:00 to 14:00) subject to further stay of the guest, an additional payment of 50% of the room rate per day will be charged;

— guaranteed early check-in before 08:00, subject to further stay of the guest, an additional payment of 100% of the room rate per day will be charged. In this case, double the cost of accommodation for one night is paid.

— for late check-out from 12:00 to 18:00 an additional fee of 50% of the room rate per day will be charged;

— for late check-out after 18:00, an additional fee will be charged in the amount of the full room rate per day. In this case, double the cost of accommodation for one night is paid.

The checkout time is set at the time of handing over the keys to the Reception and Accommodation Service (reception).

3.4. In case of cancellation, change of the reservation application or no-show of the Guest/Guests, the rules specified in the Offer Agreement (Appendix №7) apply. Refunds to the Customer/Guest are made within 15 (fifteen) banking days. To return funds, the Customer/Guest sends a written application to the Executor, attaching a copy of the document confirming the fact of payment.

3.5 Fees for children are charged according to the hotel's internal regulations:

— from 0 to 3 years old, a baby cot is provided free of charge (on request);

— from 4 to 6 years old without provision of an extra bed, children are accommodated free of charge;

— from 0 to 13 years old, accommodation of children in an extra bed is charged in the amount of 50% of the cost of the extra bed;

— children over 14 years old are accommodated on an extra bed at full price. The cost of an additional bed is 3000 rubles.

4. RIGHTS AND OBLIGATIONS OF THE PARTIES

4.1. The Executor undertakes:

4.1.1. During the validity of this Agreement, provide services to the Customer/Guest using our own resources, means or with the involvement of third parties.

4.1.2. Provide information on the cost of hotel accommodation and the provision of additional services in accordance with the Executor's prices in effect at the time of conclusion of the Agreement on the cost of accommodation at the TFL Hotel Vladivostok, the cost of additional services.

4.1.3. Transfer to the Customer/Guest all necessary completed documents related to payment for hotel accommodation and the provision of other additional services.

4.1.4. Eliminate deficiencies that arose during the provision of services under the Agreement within the time limits agreed upon by the Parties.

4.1.5. Provide accommodation services at the Hotel if rooms are available on the date of arrival of the Customer/Guest. When booking in advance, rooms are provided in accordance with the application received by the Executor from the Customer/Guest.

4.1.6. Provide additional services to the Customer/Guest on a paid basis in accordance with the Executor's Orders on the cost of additional services in force at the time of conclusion of the Agreement.

4.1.7. No later than 3 working days from the date of receipt of the application, confirm the possibility of providing the Customer/Guest with hotel accommodation services, indicating their cost. If it is impossible to make a reservation on the terms stated by the Customer/Guest, inform the Customer/Guest about this and, if possible, offer a reservation on alternative terms.

4.1.8. Provide round-the-clock registration of arrival/departure of arriving/departing Guests.

4.1.9 The Executor reserves the right to change the customer's room number within the selected category or a category higher than the one booked.

4.2. The Customer/Guest undertakes:

4.2.1. Send an application to the Executor for the provision of hotel accommodation services.

4.2.2. Familiarize yourself with and comply with the accommodation rules, safety and fire safety rules, this Agreement, valid on the date of provision of services, the Regulations for compensation for material damage to the Executor's property and other internal regulatory documents related to the provision of the stated services.

4.2.3. Before paying for services, read the accommodation rules published on the Hotel website - <https://tflhotel.ru/>

4.2.4. Present your identity card upon check-in and provide other personal data required for hotel check-in when booking services or staying in a hotel, fill out the Guest Questionnaire (Appendix №3 to this Agreement).

4.2.5. Pay for the Executor's services within the terms and manner established by this Agreement.

4.2.6. Ensure the Executor's unhindered access to the place of provision of services.

4.2.7. Timely hand over the hotel room upon check-out, pay the cost of services provided on the check-out date, if necessary, pay for damage caused by incompleteness (missing property) or damage to property, make payment in accordance with the Regulations for compensation of material damage to the Hotel property.

4.2.8. Agree to the terms of this offer. In case of disagreement, services are not provided.

4.2.9. Accept the risk of adverse consequences when providing booked services in the event of inaccuracy or unreliability of the information that the Guest transmits to the Executor by phone or email.

4.2.10. Provide, at the Executor's request, all necessary materials and information to monitor the compliance of transferred funds with the quantity and cost of services provided in accordance with this Agreement.

4.2.11. Pay the Executor the amount of penalties specified in clause 4.4.3 in case of untimely cancellation of hotel room reservations and other services.

4.2.12. Take full responsibility for your children.

4.3. The Executor has the right:

4.3.1. Require the Customer to provide documents confirming the accuracy of the personal data provided when posting and filling out the Guest Questionnaire.

4.3.2. Withhold the cost of the Guest's accommodation for the first day if the cancellation of the reservation is declared by the Customer/Guest later than 48 hours before check-in, except for other cases provided for in Appendix №7 of this agreement.

4.3.3. Independently determine hotel rooms to accommodate the Customer/Guest in accordance with received reservation requests.

4.3.4. Refuse accommodation to the Customer/Guest:

— in case of violation of the Hotel Accommodation Rules and the terms of this agreement;

— in case of violation of the terms of payment for the declared services

— if person refuses to agree to the terms of the Offer Agreement and internal regulatory documents defining the placement procedure.

4.3.5. Require the Customer/Guest to adhere to all procedures for ordering and booking accommodation services at the Hotel strictly in accordance with the application posted on the website <https://tflhotel.ru/> and in this agreement (Appendix №1 to the Agreement).

4.3.6. Withhold from the Customer/Guest or demand payment of the full cost of services provided or damage caused by the Customer/Guest in accordance with the Regulations for compensation of material damage to the Hotel property. At the same time, the Customer/Guest recognizes the Executor's actions as completely lawful and has no claims.

4.3.7. If the Guest is absent from the hotel for more than 24 hours (or after 6 hours from the date of his check-out time), the Executor's Reception and Accommodation Service has the right to create a commission and evict the Guest, while making an inventory of the Guest's property in the room. After making an inventory, the Guest's property located in the room, including material assets in the form of cash, precious metals, valuable documents, is placed in the luggage storage room of the Hotel. This property is stored until required by the Guest, upon presentation of an

identity card, for a period not exceeding 6 months from the date of eviction of the Guest. After the expiration of the 6-month period, the Executor has the right to dispose of the Guest's property out of court.

4.3.8 If the guest forgot his things, the Executor has the right to dispose of them if the Guest did not manage to pick them up before the end of the established period:

- Perishable products and other categories of products are subject to disposal on the day of the Guest's departure from the Hotel, regardless of their possible shelf life

- Alcoholic drinks – must be disposed of within 5 days after the Guest's departure from the Hotel.

- Any personal belongings left behind must be disposed of 6 months after the Guest's departure from the Hotel, regardless of their value

4.4. The Customer/Guest has the right:

4.4.1. Receive the declared and paid services in full on the agreed terms.

4.4.2. At any time, refuse accommodation services at the Hotel, while paying the cost of the services provided by the Executor in accordance with the terms of the accommodation rate.

4.4.3. Cancel your room reservation at any time. Moreover, in the case of pre-payment for a reserved room and late cancellation or no-show of the Guest, a refund is made upon a written application from the Customer/Guest, taking into account penalties, in accordance with the selected rate and cancellation rules.

4.4.4. Order adjustment. When making changes to the order (application) regarding the start or end of the provision of services, etc.), introducing other additional paid services, they are subject to recalculation according to the current price list; in case of untimely adjustment of the reduction of stay, a fine of one day is withheld for actual downtime numbers.

4.4.5. For a refund in case of cancellation of the order in accordance with the terms of this agreement.

4.4.6. Withdraw consent to the processing of personal data. At the same time, the Guest agrees that if the absence of this consent prevents the Executor from fulfilling its obligations under the Agreement, then the Executor has the right to terminate the Agreement unilaterally.

5. RESPONSIBILITY OF THE PARTIES

5.1. For violation of the terms of the Agreement, the Parties bear responsibility under the legislation of the Russian Federation.

5.2. The Executor shall not be liable in the event of non-performance or improper performance of services on its part or on the part of third parties arising from unreliability, insufficiency or untimeliness of supporting information and documents provided by the

Customer/Guest, as well as arising from other violations of the terms of this Agreement by Customer/Guest.

5.3. The Executor is not responsible in the event of the Customer/Guest's failure to show up at the Hotel on the first day of arrival and, as a result, possible failure to check into the Hotel on subsequent days of accommodation according to the Customer's/Guest's request.

5.4. The Executor is not responsible for the failure of the service provided to meet the expectations of the Customer/Guest and his subjective assessment.

5.5. The Executor is not responsible for the quality of the provided public services to the Customer, but is obliged to provide objective information about the planned work of city services and resource supply organizations, which may affect the quality of the provided public services.

5.6. The Contractor is not responsible for children staying with the Guest/Customer, or for children left unattended by parents or accompanying persons

5.7. The Customer represents the interests of all guests specified in the application, and is personally responsible to the Contractor for the correctness of the information about them provided in the application, for the fulfillment by guests of all obligations, including obligations to pay for services and pay a fine in case of refusal to provide accommodation services at the Hotel and prepayment (including no-show at the Hotel).

5.8. The parties will make every effort to reach agreement on controversial issues through negotiations. If it is impossible to reach an agreement, disputes regarding the execution of this Agreement are subject to consideration by the appropriate court at the location of the Executor in compliance with the claims procedure. The claim in writing must be sent to the Executor's postal address and to the email office@tflhotel.ru. The deadline for responding to a claim is 25 calendar days from the date of receipt.

5.9. For all other issues not provided for in this Agreement, the Parties are guided by the current legislation of the Russian Federation. All possible disputes arising from the provisions of this Agreement will be resolved in the courts of the Russian Federation in accordance with the current legislation of the Russian Federation.

5.10. The Customer/Guest shall compensate for damage caused to the Hotel property due to the Guest's fault. The guest is responsible for other violations in accordance with the Accommodation Rules.

6. CONSENT OF THE CUSTOMER/GUEST AND PROCESSING OF PERSONAL DATA

6.1 The Customer/Guest hereby confirms the presence of the Guest's consent/gives voluntary consent to the processing and other necessary actions with the Guest's personal data for the purpose of providing the service of booking a room at the Hotel and providing hotel services.

Consent is given by the Guest for an unlimited period of validity and can be revoked in accordance with the terms of the Offer.

6.2 The Executor undertakes not to disclose to third parties or distribute the Guest's personal data without the latter's consent, unless otherwise provided by federal law.

6.3 The Executor undertakes to process the Guest's personal data solely for the purpose of providing hotel services to the Guest.

6.4 The Customer/Guest guarantees and confirms that he has read and agrees:

— with the terms of this Offer;

— with the conditions for the provision of hotel services at the TFL Hotel Vladivostok,

— with the Rules for Accommodation at the TFL Hotel Vladivostok,

— with the conditions for compensation for material damage to the property of the TFL Hotel Vladivostok,

— conditions of the accommodation rate according to the submitted Reservation Application.

7. FORCE MAJEURE

7.1. The parties are released from liability for partial or complete failure to fulfill their obligations under this Agreement if their fulfillment is prevented by an extraordinary and unavoidable circumstance under the given conditions (force majeure).

7.2. If force majeure circumstances arise that prevent the fulfillment of obligations under this Agreement by one of the Parties, it is obliged to notify the other Party no later than three (three) days from the occurrence of such circumstances, while the deadline for fulfilling obligations under this Agreement is postponed in proportion to the time during which the force majeure circumstances occurred.

8. CHANGE AND TERMINATION OF THE AGREEMENT.

8.1 The Executor reserves the right to make changes to the terms of this Agreement at any time without prior notice to the Customer/Guest. Unless the time of entry into force of the changes is specifically specified, they come into force from the moment they are published on the Executor's website. The Customer/Guest, knowing about the possibility of such changes, agrees that they will be made. If the Customer/Guest continues to use the Executor's services after such changes, this means his agreement with them.

8.2 This Agreement may be terminated by the Executor unilaterally if the Guest violates the Accommodation Rules.

8.3 The Customer/Guest has the right to cancel the Agreement at any time, taking into account the provisions of clause 4.4.2 and clause 4.4.3 of the Agreement.

9. TERM OF THE AGREEMENT

9.1. The Agreement comes into force from the moment (date) of the Customer/Guest's acceptance of the Executor's offer. In other words, from the moment the Customer/Guest carries out any actions aimed at fulfilling obligations under the Agreement, and are applied until the expiration of the time paid by the Customer/Guest for staying at the Hotel, and in partial payment - until the Customer/Guest fully fulfills the obligations.

10. ADDRESSES AND BANK DETAILS OF THE PARTIES

Executor:

Limited Liability Company "AB Development"

Chief Executive: Ivchenko Vladimir Viktorovich

Legal address/postal address: 690106 Vladivostok, st. Nerchinskaya 12, office 1

Actual address: 690106 Vladivostok, st. Nerchinskaya 12, office 1

ITN 2536276653

KPP 253601001

OGRN 1142536008185

OKPO 27028417

Current account 40702810700060000920

Correspondent account 30101810900000000705

BIC 040507705

PJSC "Far Eastern Bank"

Reservation request

My order

SNGL - Single with a view of the hill – single
09/24/2023 - 09/25/2023, 1 night, 2 guests

8 300 ₺ [Delete](#)

[+ Add another number](#)

Total: 8,300 ₺

Contact Information

You will receive a booking confirmation to this e-mail

If necessary, we will contact you to clarify the booking details

Total: 8,300 ₺

I agree to [the booking conditions](#)

[Book](#)

Rules for accommodation (stay, residence) of Guests at the TFL Hotel Vladivostok

1. General Provisions

1.2. The rules determine the procedure for accommodation (stay) of guests at the **TFL Hotel Vladivostok** (hereinafter referred to as the Hotel) and the requirements that must be observed by guests on the territory of the Hotel. Other rules for accommodation (stay) at the Hotel do not apply to the accommodation (stay) of guests at the Hotel.

1.3. The rules are mandatory for all guests staying at the Hotel.

1.4 The Rules use the following basic terms and definitions:

Hotel – Hotel «TFL Hotel Vladivostok», located at: 690106, Vladivostok, st. Nerchinskaya 12.

Agreement (Guest Profile) - an agreement for the provision of accommodation services at the Hotel, concluded between the Guest and the Hotel.

Guest - an individual (in whose name an application for provision of accommodation services at the Hotel or reservation of a room has been submitted) who directly receives accommodation services at the Hotel.

Room stock - the totality of all rooms of the Hotel or the entire hotel complex. The rooms are equipped with equipment, furniture, bedding and other equipment, and sanitary and hygienic items intended to provide living conditions, provided for by the Hotel tariffs in force on the date of accommodation.

Reservation is a preliminary reservation for a specific Guest of a room/place in the Hotel, indicating a specific type of room, date of arrival, period and rate of accommodation.

Reception and Accommodation Service is an authorized division of the Hotel, responsible for organizing the reception, accommodation and service of guests at the Hotel.

Checkout time is 12:00 local time.

Application - a prescribed form intended for booking rooms.

Guest Card is a personal document that is issued to the Guest after registration of accommodation (stay) at the Hotel, gives the right to receive a key to the hotel room and serves as a pass to the Hotel for the period of the Guest's accommodation (stay).

Hotel Administrator is an authorized employee of the Accommodation Service of a structural unit of the Hotel.

A security officer is an authorized employee of a licensed security company who ensures security, anti-terrorism protection, safety of property, compliance with access and intra-facility regimes on the territory of the Hotel, on the basis of a corresponding contract (agreement) with the Hotel.

2. Procedure for registration of accommodation and provision of services

2.1. Check-in of the Guest's room is subject to reservation. Reservation data includes information about the guest's last name, first name and patronymic, rate and period of accommodation.

2.2 Booking department forms based on requests for accommodation from the Guest/Customer, subject to the availability of available rooms for the relevant dates.

2.3 When staying at the Hotel, a signed agreement on two residences (Guest Form) is drawn up between the Guest and the Hotel, in addition all additional terms of the agreement on the provision of hotel services. Upon check-in, the guest is given a Guest Card and a key (key card) to the hotel room.

2.4 The Guest signing the Guest Questionnaire has confirmed that he has received complete and progressive information regarding:

- these rules of staying at the Hotel;
- instructions for fire safety and use of electrical appliances in the Hotel;
- amount of payment for accommodation and additional services;
- the procedure for processing digital data;
- the issues of catering and food conditions
- the procedure for compensation for material damage caused to the premises and property of the Hotel.

This information is located at the Hotel reception desk. Basic information about the rules of living in the Hotel, fire safety rules and rules for using electrical appliances in the Hotel is communicated to the Guest directly by the administrators of the Reception and Accommodation Service when registering for a stay at the Hotel.

2.5. Registration of accommodation at the Hotel is carried out upon receipt of the following documents:

- passport of a citizen of the Russian Federation, identifying the identity of a citizen of the Russian Federation on the territory of the Russian Federation;
- a passport of a citizen of the USSR, identifying himself as a citizen of the Russian Federation, until it is replaced within the prescribed period with a passport of a citizen of the Russian Federation;
- birth certificates - for a person under 14 years of age;

- passport of a citizen of the Russian Federation, identifying the identity of a citizen of the Russian Federation on the territory of the Russian Federation, as well as a written agreement of one parent (adoptive parent, guardian) for children from 14 to 18 years old.
- a passport identifying a citizen of the Russian Federation outside the Russian Federation, for a person permanently residing outside the Russian Federation;;
- a passport of a foreign citizen or another document established by federal law or recognized in accordance with the Ministry of Foreign Affairs of the Russian Federation as an identification document of a foreign citizen;
- a document issued by foreign country and recognized in accordance with an international treaty of the Russian Federation as an identification document of a stateless person;
- permit for temporary accommodation for person without citizenship;
- residence permit for a stateless person.

2.6. Registration of minor citizens under 14 years of age at the Hotel is carried out on the basis of identification documents of the parents (adoptive parents, guardians) or close relatives who are with them, an accompanying person, a document certifying the powers of the accompanying person (consent, power of attorney), and also the birth certificates of these minors.

2.7 Registration of individual accommodation for minors during their group stay (sports teams, creative groups, etc.) is carried out on the basis of the minors' documents specified in clause 2.6. of these Rules and a document identifying the identity and powers of the legal representative (parents, adoptive parents, guardians, and other persons acting on the basis of a written power of attorney).

2.8. Registration of a foreign citizen and stateless person at the place of stay in the Hotel and deregistration of them at the place of stay are carried out in accordance with the Rules for the implementation of migration registration of foreign citizens and stateless persons in the Russian Federation, approved by the Decree of the Government of the Russian Federation of January 15, 2007 № 9 «On the procedure for carrying out migration registration of foreign citizens and stateless persons in the Russian Federation».

2.9 The contract for the provision of hotel services is concluded:

- with citizens over 18 years of age upon presentation of identification documents (for foreign citizens, it is additionally necessary to have a migration card with a mark on crossing the State Border of the Russian Federation);
- with legal entities and/or individual entrepreneurs initiating the residence of these individuals.

2.10. In the event that a contract for the provision of hotel services is concluded by a legal entity or an individual entrepreneur, these relations are regulated by Chapter 39 of the Civil Code of the Russian Federation.

2.11. Persons who violate public order or commit hooligan acts at the time of registration of accommodation will not be accommodated in the Hotel.

2.12. Checkout time is 12:00 local time (Vladivostok). Check-in at the Hotel is after 14:00, check-out is before 12:00. Early accommodation (before 14:00) is possible if rooms are available (the booked room is ready).

2.13. Extension of stay after check-out time is subject to available rooms.

2.14. To organize the safety of accommodation, an access control has been established - entry to the Hotel is carried out using the Guest's card.

2.15. If personal items are discovered missing from the room, or the Guest card or key (key card) to the room is lost, the Guest is obliged to immediately notify the Accommodation and Reception Service to take the necessary measures to find the missing items.

2.16. At the Hotel Guest can take advantage of the following types of free services:

- calling an ambulance and other special services;
- «alarm clock» service at a certain time;
- use of a first aid kit;
- food delivery Room Service;
- delivery to the room of correspondence addressed to the Guest upon receipt;
- other services at the discretion of the Hotel.

2.17. At the Hotel, the Guest can use the following types of paid services, which may be supplemented in the future and are subject to additional payment by the Customer/Guest according to the Contractor's current prices.

- laundry and clothing repair services
- conference rooms and business center
- SPA center and gym
- catering services or Room Service

2.18. Eviction of the Guest is carried out at the end of the period of accommodation specified at the time of booking, as well as ahead of schedule in case of violation by the Guest of the terms of the agreement for the provision of accommodation services at the Hotel and in case of non-compliance with these Rules.

2.19. During the entire period of accommodation, the Guest is responsible for the property located in the hotel room, and upon departure is obliged to return it in the same quantity and condition.

3. Payment procedure for accommodation

3.1. The amount of payment for accommodation at the Hotel and the provision of additional services is determined by the rate approved by the orders of the Hotel in force on the date of conclusion of the contract.

3.2. Payment for accommodation is made immediately for the entire period of stay immediately before the guest checks into the Hotel. If a guest books a hotel stay on the website, payment occurs immediately after booking. In the event that a guest decides to extend their stay, payment is made immediately.

3.3. Payment for accommodation is made by depositing funds into the Hotel's cash desk or at payment terminals of partner banks, as well as into the Hotel's bank account.

3.4. In case of booking a guaranteed early check-in or extension of stay at the Hotel, an additional fee will be charged for accommodation in the following amount:

— guaranteed early check-in (check-in from 08:00 to 14:00) subject to further stay of the guest, an additional payment of 50% of the room rate per day will be charged;

— guaranteed early check-in before 08:00, subject to further stay of the guest, an additional payment of 100% of the room rate per day will be charged. In this case, double the cost of accommodation for one night is paid.

— for late check-out from 12:00 to 18:00 an additional fee of 50% of the room rate per day will be charged;

— for late check-out after 18:00, an additional fee will be charged in the amount of the full room rate per day. In this case, double the cost of accommodation for one night is paid.

The checkout time is set at the time of handing over the keys to the Reception and Accommodation Service (reception).

3.5 When canceling, changing the reservation application or no-show of the Guest/Guests, the rules specified in the Offer Agreement (Appendix №7) apply.

3.6 Fees for children are charged according to the hotel's internal regulations:

— from 0 to 3 years old, a baby cot is provided free of charge (on request);

— from 4 to 6 years old without provision of an extra bed, children are accommodated free of charge;

— from 0 to 13 years old, accommodation of children in an extra bed is charged in the amount of 50% of the cost of the extra bed;

— children over 14 years old are accommodated on an extra bed at full price. The cost of an additional bed is 3000 rubles.

4. Procedure for admission to the Hotel

4.1. Upon check-in, the Administrator issues the Guest a Guest Card to ensure access to the Hotel

4.2. Upon entering the Hotel:

- guests staying at this Hotel present the Guest card to the security officer;
- persons who do not have a pass to this Hotel can only enter accompanied by a Guest living in this Hotel, under his personal responsibility.

4.3. Entry and exit of Guests is allowed around the clock using the Guest card.

4.4. Entry and stay of invited persons is permitted from 7:00 to 23:00 only if accompanied by a Guest living in this building. Visiting hours may be limited in the event of mass illness or for other reasons, based on the local act of the Hotel.

4.5. Responsibility for compliance by visitors with these Rules rests with the Guest to whom these persons came.

5. Responsibilities of guests

5.1. Guests staying at the Hotel are obliged to:

- fulfill the terms of the concluded placement agreement;
- timely pay for all services that were provided to them;
- strictly comply with these Rules, fire safety instructions (rules) in the Hotel, safety regulations and fire safety rules;
- comply with other rules and instructions established at the Hotel and located for review in a convenient place for viewing;
- strictly follow the instructions for using household electrical appliances;
- ensure safety and do not disrupt the operation of installed fire protection systems;
- treat the premises, equipment and inventory of the Hotel with care;
- use energy resources (electricity, heat) and water economically;
- turn off the lights, close windows and doors when leaving your room;
- maintain cleanliness and order in hotel rooms and common areas;
- compensate for material damage caused in accordance with the current legislation of the Russian Federation and the placement agreement; local act of the Hotel on compensation for material damage caused to the premises, inventory, and equipment of the Hotel.
- immediately notify the Hotel administrator about the loss of the key (key card) to the hotel room;
- if you detect any malfunctions in the premises or sanitary and other equipment located in it, immediately report them to the Hotel administrator, and in emergency cases take possible measures to eliminate the malfunctions

- if an emergency occurs, report it to the administrator or security officer of the Hotel;
- in the event of an emergency, comply with the requirements of authorized employees of the Hotel, bodies and organizations involved in preventing or eliminating the consequences of emergency situations;
- comply with the stated (agreed) terms of accommodation (stay) at the Hotel;
- observe checkout time and hand over your room and room keys when leaving the Hotel.
- comply with the instructions of the security staff, including regarding the exercise of the right to access the Hotel premises.
- take full responsibility for your children.

5.2. Guests are prohibited from:

- make duplicate keys and transfer them to third parties;
- provide a room for accommodation to third parties, including those living in other hotel rooms or buildings;
- leave strangers in the room in your absence and children unattended;
- be drunk and drink alcohol in common areas of the hotel complex, with the exception of the restaurant;
- store and bring into rooms flammable materials, highly toxic substances;
- use open fire sources in all rooms;
- use non-standard (not provided for in the room equipment) electric heating devices in the rooms, as well as extension cords, adapters, etc.;
- leave electrical appliances on when leaving the room;
- cover switched-on floor lamps and table lamps;
- smoke any tobacco products, electronic cigarettes, hookahs, vapes on the premises and adjacent territory of the Hotel;
- use profanity in common areas of the campus hotel complex;
- perform work in a hotel room and/or building or perform other actions that create increased noise and vibration, violating normal accommodation conditions;
- disturb the peace of residents from 22:00 to 9:00 on weekdays and from 23:00 to 10:00 on weekends and holidays, including the use of televisions and other sound-reproducing equipment without reducing audibility to a degree that does not disturb the peace of residents, and also shout, sing, use musical instruments;
- stay in a hotel room with animals;
- violate sanitary standards and requirements for maintaining cleanliness in the hotel room;
- throw garbage, bottles and other objects out of the Hotel windows;
- remove linen, towels and equipment from the hotel room;

- rearrange furniture in a hotel room;
- carry, store, use, sell narcotic drugs, psychotropic substances, weapons of any kind (cold, pneumatic, firearms, etc.);
- commit acts and actions that demonstrate a disrespectful attitude towards the Hotel employees and residents;
- carry out trade, provide paid services on the territory of the hotel complex;
- distribute advertising products on the territory of the hotel complex;
- transfer perishable and other food products for storage to freezers and other places provided for this;
- carry out food preparation directly in the hotel room.

5.3. If the established procedure at the Hotel is not followed, accommodation may be limited or interrupted.

5.4. The Hotel has the right to terminate the agreement with the Guest for the provision of hotel accommodation services in the event of repeated or gross violation of these Rules.

6. Responsibility of guests

6.1. In the event of non-compliance or improper compliance with the Rules by guests, the Hotel administrators and/or Security Service employees draw up appropriate acts of violation of the Rules. These acts are the basis for restriction of residence/eviction.

6.2. In case of violation by a person staying at the Hotel or his guest of these Rules, fire safety rules at the TFL Hotel Vladivostok, the Hotel has the right to evict the violator from the Hotel. If it is impossible to fulfill the contract due to the fault of the Guest, services are subject to payment in full (in accordance with Article 781 of the Civil Code of the Russian Federation).

6.3. Responsibility for the integrity and safety of common property in the room rests with all Guests of the room jointly, if it is impossible to identify the person who caused the damage.

6.4. In the event of loss or damage to the Hotel property by a person staying at the Hotel, the damage caused is subject to compensation by this person in full in accordance with the current legislation of the Russian Federation and local regulations of the Hotel.

6.5. It is recommended to keep money and valuables in the hotel room safe or deposit them in a safe deposit box at the reception. The hotel is not responsible for the safety of cash, other currency values, or valuable items not deposited.

6.6. Forgotten items are registered by the Accommodation Reception Service in a log and handed over to the Hotel's storage room.

6.7. Responsibility for the storage and consumption of food that the guest brought with him to the hotel room or on the territory of the Hotel rests with the Guest.

6.8. The book of reviews and suggestions is located in the Reception and Accommodation Service (reception) and is issued upon the first request of the Guest.

6.9. In case of violation by the Hotel of these Rules, the protection of the rights of guests is carried out in the manner established by the Law of the Russian Federation dated 02/07/1992 № 2300-1 «On the Protection of Consumer Rights».

6.10. These Rules, changes and additions to them are approved by the Hotel unilaterally and are valid until cancelled.

6.11. The rules are posted on the official website of the Hotel on the Internet.

Appendix №3
to the Offer Agreement
for the provision of hotel accommodation
with additional services

Guest form

TFL Hotel Vladivostok

1. Фамилия Last name _____	Комната № Room N _____
2. Имя First name _____	Индекс поселения Accommodation index _____
3. Отчество Second name _____	Заезд Arrival date _____
4. Дата Рождения Birth date _____	Выезд Departure Date _____
4. Номер телефона Phone number _____	
5. Вид документа, удостоверяющего личность (серия, номер, когда выдан, кем выдан) Type of identity document (series, number, when issued, by whom issued) _____ _____	
6. Адрес прописки Address _____ _____	
7. Familiarization with the rules and other regulatory documents: The guest has read and agrees with: - Public offer agreement - Rules for accommodation (stay) of guests at TFL Hotel Vladivostok; - Rules of Fire Safety and Use of Electrical Appliances; - Regulations for compensation of material damage caused to the property of the «TFL Hotel Vladivostok»; - Amount and procedure for payment for services.	
8. I agree to the processing of personal data in accordance with Federal Law-№152. This consent is given to the Operator for the processing of my personal data for the following purposes: - providing me with services/work; - sending notifications to me regarding the services/works provided; - preparing and sending responses to my requests; - sending information to me, including advertising, about the Operator's events/products/services/works.	
Дата Date _____	Подпись гостя Guest Signature _____
Администратор Manager _____	Подпись администратора Manager Signature _____

Appendix №4
to the Offer Agreement
for the provision of hotel accommodation
with additional services

**Act № ____ on violation of accommodation rules
by Guests at the TFL Hotel Vladivostok**

« ____ » _____ 2023 г.

Vladivostok

This act has been drawn up in the presence of:

(positions, names of company representatives, etc.)

that the guest staying at the TFL Hotel Vladivostok violated the Rules of Accommodation (stay) specified in Appendix №2 of this Offer Agreement, and it was established (describe the situation):

A person (Guest) guilty of violating the Rules of Accommodation (stay) specified in Appendix №2 of this Offer Agreement:

(Full name, registration address, details of identity document)

All those present are warned of responsibility for signing an act containing data that does not correspond to reality.

Signatures:

_____	_____	_____
(position)	(signature)	(Full name)

_____	_____	_____
(position)	(signature)	(Full name)

_____	_____	_____
(position)	(signature)	(Ful name)

Due to violation of the points specified in clause 5.2 of the Rules for Accommodation (stay, residence) of this Offer Agreement, the Executor, on the basis of clauses 5.3 and 5.4 of the Rules for accommodation (stay), terminates the agreement with the Guest for the provision of accommodation services

I have read this act:

_____ /
(Full name) (Signature)

Fire safety rules

In the rooms and premises of the Hotel it is prohibited:

- smoke, light (set) a fire;
- store flammable and combustible liquids, explosives, gas cylinders, goods in aerosol packaging and other explosive substances and materials, as well as heating and household electrical appliances; except for household hair dryers, electric curling irons, electric shavers, etc., used for household purposes:
 - clutter passages, corridors, vestibules, elevator halls, landings, flights of stairs with furniture, equipment and other objects, as well as block emergency exits;
 - clean premises using gasoline, kerosene and other flammable and combustible liquids;
 - use electric heating devices (including boilers, electric kettles, electric irons, electric stoves), as well as homemade boilers, stoves and other electric heating appliances;
 - leave unattended electrical appliances, televisions, radios, computers, printers, etc. connected to the network;
 - use electrical appliances in violation of fire safety rules;
 - wrap electric lamps and lamps with paper, cloth and other flammable materials, as well as operate them with caps (diffusers) removed;
 - independently lay transit electrical wiring and cable lines in rooms, as well as through fire and explosion hazardous areas;
 - use local lighting lamps (table lamps, floor lamps, sconces, etc.), incandescent lamps with a power of more than 60 W, as well as lamps with a light source whose rated power is higher than the permissible values established in the passport or technical description;
 - store flammable materials at a distance of less than 0.5 meters from lamps, electrical wires and other electrical installations,
 - use electrical installations and connecting electrical cables that have mechanical damage and (or) violations of the integrity of electrical appliances;
 - use ventilation ducts as chimneys; close exhaust ducts, openings and grilles;
 - burn off fat deposits, dust, flammable substances and condensate accumulated in the air ducts; store various equipment and materials in ventilation chambers;
 - disconnect, block or remove equipment of fire safety systems of the building;
 - store flammable materials closer than 0.5 meters from the air ducts.

Rules for using electrical household appliances

1. Use electrical appliances following the safety rules specified in the factory instructions.
2. Do not turn on a large number of electrical appliances at the same time. This may lead to network congestion. Also, do not plug many electrical appliances into one outlet or extension cord, as overload may cause it to catch fire.
3. While in water, do not use electrical devices. Do not insert the plug of an electrical appliance into a socket or touch operating electrical appliances with wet hands or a damp cloth. It is advisable to use a hairdryer and corded electric razor outside the bathroom.
4. Strictly follow the order of connecting electrical devices to the network: connect the cord first to the device, and only then to the outlet. Disabling occurs in the reverse order. Do not remove the plug from the socket by pulling the cord.
5. Do not hang things to dry on electric heating devices or electrical wiring.
6. Do not hook the cords of electrical household appliances onto water pipes or heating radiators.
7. Do not use electrical appliances with damaged cord or housing insulation.
8. Do not leave electrical household appliances plugged in for a long time. Hair curling irons and irons that are plugged in must not be left unattended.
9. Do not place electric heaters near flammable items such as paper and paper products, clothing, curtains, blankets, etc. Do not leave heaters on without supervision and do not allow them to overheat. Do not use tiles with an open spiral for heating.
10. Do not touch a water tap or any other metal utility or building structure while holding an electrical appliance that is turned on.
11. When leaving your room, do not forget to turn off electrical appliances and lighting.
12. If you witness an electrical appliance catch fire, find a way to turn off the power. Do not pour water on burning electrical appliances. Immediately report the fire to the Hotel staff on duty.
13. It is prohibited to give false fire alarms.
14. If you discover a fire, be sure to report the fire to the administration representative or the front desk, as well as to the fire department by calling “101” or “112” (from a mobile or landline number).

Try to extinguish the fire using a fire extinguisher located in the middle or end of the corridor, on the staircase, in places marked with a special sign, or leave the room, close the door

without locking it, activate the manual fire call point located on the evacuation route according to the evacuation plan , posted on each floor.

Rates and cancellation rules

Refundable rate (standard rate) - this is a free cancellation of the reservation with a full refund if canceled no later than 48 hours before arrival. If the guest cancels less than 48 hours before check-in (unless otherwise agreed), the hotel will charge a fee equal to the cost of the first night of stay.

A **non-refundable rate** means cancellation of a reservation with a penalty. In case of cancellation of a reservation, the hotel will withhold a fine in the amount of the cost of the first night of stay, the rest is transferred to a deposit, which the guest can use until the end of the year.

Guaranteed reservation

Guaranteed reservation with a refundable rate - the guest makes an advance payment in the amount of the cost of the first night of stay. The guest can make any changes to the reservation and cancel the reservation without penalty 2 days before arrival (unless otherwise specified).

Guaranteed reservation at a non-refundable rate - the guest pays full payment for the stay. If the rate is non-refundable, you cannot make changes to the reservation; when canceling the reservation, a fine in the amount of the first day of stay is withheld, the rest is transferred to a deposit, which the guest can use until the end of the year.

Non-guaranteed reservation - the guest does not make an advance payment/full payment for the stay, such a reservation the Hotel reserves the right to cancel.

Demand	Cancellation Hours of booking
Season with low demand for rooms	from 24 hours to 72 hours
Season with average demand for rooms	from 72 hours to 168 hours
Season with high demand for rooms	from 168 to 336 hours

Anti-terrorist security rules

1. Pay attention to suspicious people, objects, and any suspicious little things. Report anything suspicious to law enforcement officials.
2. Be especially wary of people dressed clearly out of season (if you see a person dressed in a raincoat or thick jacket in the summer, be careful - terrorists most often hide bombs under such clothes, it is best to stay away from him and draw the attention of law enforcement officers to him organs).
3. Beware of people with large bags and suitcases, especially if they are in a place not suitable for such luggage.
4. Be careful, try to remember the signs of suspicious people, the distinctive features of their faces, clothes, names, nicknames, possible scars and tattoos, peculiarities of speech and behavior, etc., do not try to stop them yourself - you may become their first victim .
5. Try to move as far as possible from those who behave inappropriately, nervously, fearfully, looking around, checking something in their clothes or luggage.
6. If you cannot move away from a suspicious person, watch his facial expressions (experts say that a criminal preparing for a terrorist attack usually looks extremely concentrated, his lips are tightly compressed, or they move slowly, as if reciting a prayer).
7. Never accept packages and bags from strangers, and do not leave your bags unattended.
8. Familiarize yourself with the evacuation plan, find out where the backup exits from the building are.
9. If there is an explosion, a fire, or you hear loud noise and screams, immediately begin evacuating. Warn your neighbors about this, take documents and money with you. Leave the premises in an orderly manner.
10. Return to the abandoned premises only after permission from the responsible persons.
11. When you receive a message from management or law enforcement about the start of an evacuation, remain calm and strictly follow their commands.
12. Try not to panic, no matter what happens.

REMINDER

If you are taken hostage

BASIC RULES OF CONDUCT

1. Pull yourself together, calm down, don't panic.
2. Speak in a calm voice, do not look terrorists in the eyes.
3. Prepare physically and mentally for the possible ordeal.
4. Do not show hatred or disdain for the kidnappers.
5. From the very beginning (especially in the first hours) follow all the instructions of the terrorists.
6. Do not attract the attention of terrorists with your behavior, do not offer active resistance. This may worsen your situation.
7. Do not try to escape unless you are completely sure of the success of your escape.
8. State that you are not feeling well.
9. Remember as much information as possible about the terrorists (number, weapons, what they look like, features of appearance, physique, accent, topic of conversation, temperament, demeanor).
10. Try to determine your location (imprisonment).
11. Stay mentally and physically active. Remember that law enforcement agencies are doing everything they can to get you out.
12. Don't neglect food. This will help maintain strength and health.
13. Position yourself away from windows, doors and the terrorists themselves. This is necessary to ensure your safety in the event of an assault on a premises or vehicle, or shooting by snipers to kill criminals.
14. If you are injured, do not move: this will reduce blood loss.
15. When assaulting, lie face down on the floor with your hands folded at the back of your head. Under no circumstances should you run towards security officers!