

Rules of Accommodation and Services at the Grace Imperial Hotel

Dear Guest!

We are happy to welcome you at Grace Imperial Hotel!

We will do our best to make your stay at the Hotel comfortable. For this purpose let us present to you brief information about the Hotel and the rules of accommodation in the Hotel.

1. GENERAL PROVISIONS

1.1. The Rules determine the procedure of booking, accommodation, stay, provision and payment for services in the Hotel "Grace Imperial".

1.2. The Rules of Accommodation at the 5* Grace Imperial Hotel located at: 354392, Russia, Krasnodar Krai, Sochi, Esto-Sadok, Lunniy pereulok 6, are designed in accordance with the Russian Federation Law of February 7, 1992 No. 2300-1 "On Protection of Customer Rights", the Decree of the Government of the Russian Federation dated November 18, 2020 No. 1853 "On Approval of the Rules of Hotel Services Provision in the Russian Federation", Federal Law date July 23, 2013 No. 15-FZ "On the protection of citizens from exposure to environmental tobacco smoke consequences of tobacco consumption", Federal Law dated July 27, 2006 No. 152-FZ "On Personal Data", Federal Law dated July 18, 2006 No. 109-FZ "On Migration Registration of foreign citizens and stateless persons in the Russian Federation", the Law of the Russian Federation dated June 25, 1993 N 5242-1 (ed. July 01, 2011) "On the right of citizens of the Russian Federation to freedom of movement, choice of place of stay and residence within the Russian Federation", the Federal Law of July 29, 2017 No. 214-FZ "On conducting an experiment to develop resort infrastructure in the Republic of Crimea, Altai Krai, Krasnodar Krai and Stavropol Krai", the Law of Krasnodar Krai of November 27, 2017 No. 3690-KZ "On the introduction of the resort fee in the Krasnodar Krai and amending the Law of the Krasnodar Krai on" Administrative Offences "regulating the legal relationship between the Contractor and Customers - (hereinafter - the Parties), and is a corporate regulatory act governing the internal activities of the Hotel.

1.3. The information, both about the Hotel itself and about the services it provides, containing a list of information stipulated by Clause 4 of the "Rules of providing hotel services in the Russian Federation", as well as the information specified in Clause 1.2. 1.2. of the Act for familiarization shall be placed in the reception and accommodation service

1.4. In each Hotel room and at the reception desk at the reception service there is information on compliance with the Rules of Accommodation in the Hotel, Fire Safety Rules, Rules of Conduct in emergency situations; Fire Safety Rules; Rules for the use of electrical appliances; Rules for visiting the swimming pool; Rules for sauna, bath and hamam; Procedure and rules for storage and receipt of property from the chamber of forgotten items.

1.5. The basic terms used in these Rules:

- "Hotel" is a facility of accommodation, constituting a pool of assets (a building; part of a building, equipment and other property), designed to provide services.

- "Contractor" is an individual entrepreneur, providing hotel services to the Customer.

- "Customer" is an individual, a group of individuals or a legal entity that intends to book, order or use services, both for personal and business purposes.

2. ORDER OF CHECK-IN, REGISTRATION, ACCOMMODATION AND PAYMENT FOR SERVICES IN THE HOTEL

2.1. The hotel is intended for temporary accommodation of individuals for a period of time agreed upon by the parties. The minimum period of stay is one day. At the end of the agreed period, the Customer is obliged to check out. If you want to extend your stay, you must inform the receptionist no later than 12 hours before the settlement hour. Extension of the stay in the same room is only possible if there is no confirmed reservation in favor of third parties.

2.2. The Hotel is open 24 hours a day, seven days a week.

2.3. The uniform settlement hour is 12.00 (local time). Check-in time is 15.00 (local time), check-out time is 12.00 (local time).

2.4. Check-in at the Hotel is possible after making 100% prepayment for the entire period of stay.

2.5. Check-in at the Hotel without prior reservation can be made only if there are free rooms of the requested category on the date of check-in.

2.6. Registration in the Hotel is carried out by Russian citizens upon presentation of 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 or a passport certifying the identity of a citizen of the Russian Federation outside the Russian Federation for a person who permanently resides outside the Russian Federation.

Registration in the Hotel of underage individuals under the age of 14 shall be based on the identity documents of their parents (adoptive parents, guardians) or close relatives, the accompanying person (persons), the document certifying the authority of the accompanying person (persons), as well as the birth certificates of these minors.

Unaccompanied minors over 14 years old can be checked in the Hotel only with a written consent of their legal representatives (parents or one of them) on the basis of the documents certifying the identity of these minors.

Foreign nationals are checked in upon presentation of their national passport (required at all times) along with a migration card/permit for temporary residence in Russia/permit for permanent residence.

2.7. The Hotel shall have the right to refuse accommodation to the Customer in the absence of the above documents.

2.8. When checking in, the Hotel is obliged to inform the Customer about the category of rooms, the current rates for accommodation, the types of services provided in the Hotel for free or extra charge.

2.9. The Hotel shall determine the list of services that are included in the room price. The Customer shall be obligated to pay for the service indicated by the Contractor in full after accepting it. With the consent of the Customer, the service may be paid by him at the conclusion of the contract in full or in advance.

2.10. Payment for the accommodation and services in the Hotel shall be made at free (contractual) prices, according to the price list approved by the management of the Hotel. Pricing for the Hotel rooms in the Hotel is dynamic. The price for accommodation in the Hotel may change at any time at the discretion of the Contractor. The cost of the room is fixed when booking the room and does not change until the end of the Customer's stay in the Hotel. Payment is made in rubles, in cash, by non-cash transfer under a reservation agreement or with the use of payment (bank) cards

2.11. A receipt of payment shall be issued upon payment in cash to the cash desk of the Hotel or by debiting the Customer's bank card. The final payment is made upon check-in.

2.12. The fee for accommodation in the Hotel is charged in accordance with the established settlement hour 12.00 (local time).

2.13. For stays of less than one day (24 hours), the fee shall be charged per day, regardless of the time of check-in and check-out.

2.14. If the Customer is accommodated prior to the scheduled time of arrival (early check-in) and there are available rooms, the room fee shall be charged for the period from the time of check-in to the time of check-in in accordance with Section 2.16 of these rules.

2.15. If the Customer or their representative wishes to guarantee check-in earlier than 15.00 on the day of arrival, the room shall be booked and paid for from the previous day, i.e. one day before the actual date of arrival of the Customer at the Hotel.

2.16. In case of early arrival of the Customer, payment shall be made at the current rate in the following order:

- no more than 6 hours before the hour of arrival is by the hour payment;
- 6 to 12 hours before the hour of arrival is 50% of the room price;
- 12 to 24 hours before the hour of arrival is 100% of the room rate.

If the Customer delays check-out, the fee (extension of stay) will be charged at the current rate as follows:

- no more than 6 hours after the settlement hour is by hourly rate;
- 6 to 12 hours after the settlement hour is 50% of the room rate;
- 12 to 24 hours after the settlement hour is 100% of the room cost.

2.16.1. In case of early check-out, a refund for unused hours shall be made subject to reimbursement of the Executor's expenses.

Refunds for unused services by the Customer due to early check-out shall be made in the following order:

- The Customer in advance, 48 hours before the date and time of departure, applies to the administrator with a request to make a refund (bring your passport and a copy of the check received when paying for services);
- The Customer fills out an application for a refund of previously paid services, indicating the reason (early departure);
- The Administrator prepares a package of documents for refund (all documents are submitted to the accounting department and the refund procedure may take up to 30 minutes in order to ensure correct processing);
- The Customer signs the refund application, the cash voucher and the check issued to replace the refund;
- Upon completion of the procedure, the Customer receives his/her copy of the new receipt indicating the payment for the actually rendered services and the part of money to be refunded.

2.16.2. If the Customer reports early check-out less than 48 hours before the date and time of check-out, the Hotel shall charge a fee of one day's stay.

In case of non-cash payment by the Customer, the funds shall be refunded within 10 working days from the date of receipt of the application for refund to the bank details specified by the Customer in the application.

If the Customer stays 15 minutes or more after check-in, the money for the current day shall not be refunded (the hotel has provided lodging service).

To make a refund, the Customer shall fill out an application for a refund, and must enclose a copy of the receipt confirming payment for the stay in the Hotel. If the receipt is lost or refuses to return it, the administrator may refuse to process the refund procedure.

Keep your copy of the RECEIPT until the end of your stay!

In case the payment for accommodation services was made when ordering a trip with a travel agency, a refund will only be made by the travel agency.

2.16.3. In case of forced eviction of the Customer due to gross violations of the hotel rules or committing illegal actions against other Customers or the staff of the Hotel, refunds for unused services shall be made subject to compensation for the expenses of the Hotel.

2.16.4. The maximum period of stay at the Hotel is 6 months.

2.17. The accommodation of the Customer in an already booked room prior to the time of arrival at the Hotel, the delay of the Customer after the settlement hour shall be allowed by agreement with the reception administrator.

2.18. If the Customer is late by more than 24 hours, the cost of the actual room downtime will be charged, but not more than per day

2.19. Children under the age of 4 without the provision of an extra bed shall be accommodated in the Hotel free of charge. Children over the age of 4 are provided with a separate bed, and the payment is taken on general terms

2.20. If there are two children under 4 years old in the room, one extra bed is provided, and the payment is charged on the same basis.

2.21. A transfer from one room to another can be made at the Customer's request (if there is a free, unreserved room) or due to the production needs of the Hotel. The transfer shall be formalized by the administrator.

2.22. At the request of residents, with the consent of the Contractor, visitors shall be allowed to stay in the Customer's room from 7.00 to 23.00, upon presentation of an identification document by the visitor. If a visitor stays in the Customer's room after 23.00, or is invited to the Hotel by a registered visitor during the night (from 23.00 to 07.00), such person shall be registered for a room in the Customer's room, upon presentation of a visitor's identification document in accordance with Russian law. If a visitor refuses to provide proof of identity, the Hotel may refuse to check-in the Customer. Such check-ins may be charged in accordance with the price list approved by the Hotel and the rate in effect on the date of check-in.

2.23. The Contractor shall not be liable for the actions of the Customer's visitors.

2.24. The persons who visit the Hotel are the subjects of personal data in accordance with the Federal Law of July 27, 2006 No. 152-FZ "On Personal Data". By providing the Hotel with personal data, the above-mentioned persons confirm that the personal data they have provided to the Hotel is accurate. Given that the Contractor needs the personal data of the Customers in order to provide the Hotel services and for registration purposes, the Customer, by signing the Registration Card, confirms that it authorises the Contractor to process its Personal Data, including: name, surname, patronymic, gender, citizenship, date and place of birth, address of residence, address of the Customer, without notifying the body responsible for the protection of personal data subjects and without a special consent of the Customer, as well as to provide the Customer with the necessary personal data in order to ensure the proper provision of the Hotel services.

Personal data relating to people who occupy the Hotel shall be stored on paper and electronic media and shall be secured by the Hotel. The Hotel shall be entitled to process the Client's personal data for a period of five years from the date of the contract for the provision of hotel services (subsequently, this information shall be destroyed by the Hotel or the Client will provide a new consent to the processing of personal data). The processing of personal data of the persons settling in the Hotel includes actions (operations) including collection, systematisation, accumulation, storage, clarification (updating, change), use for registration purposes, distribution (including transfer) at the request of law enforcement, tax and court authorities, any lawyers, as well as employers of this person, depersonalisation, blocking, destruction of these personal data.

2.25. When checking in, the Customer is charged a spa fee in order to comply with the Federal Law of July 29, 2017 No. 214-FZ "On the Experimental Development of Spa Infrastructure in the Republic of Crimea, Altai Krai, Krasnodar Krai and Stavropol Krai" and the Law of Krasnodar Krai of November 27, 2017 No. 3690-KZ "On the introduction of the resort fee in the Krasnodar Krai on "Administrative Offences" with the exception of Customers belonging to the preferential categories of citizens listed in the Federal Law of July 29, 2017 No. 214-FZ.

2.26. Pursuant to Article 12 Clause 5 of the Federal Law No. 15-FZ of February 23, 2013 "On the Protection of Citizens' Health from the Effects of Environmental Tobacco Smoke and the Consequences of Tobacco Consumption", smoking tobacco is prohibited in premises designated for the provision of housing services, hospitality services, temporary accommodation and/or temporary accommodation services. In addition, under article 19, paragraph 3, of the above-mentioned federal law, retail sales of tobacco products are prohibited in areas and premises designed for the provision of housing services, hospitality services, temporary accommodation and/or temporary accommodation services, and domestic services. Smoking and the sale of tobacco products is therefore prohibited on the premises of the Hotel.

Lodging rooms and balconies in them are declared a **non-smoking area**. Special smoking areas have been designated. If this provision is breached, the Contractor will charge the Customer a compensation fee of 5,000 roubles. In addition, the said offence shall result in the offender being held administratively liable in accordance with the Administrative Code of the Russian Federation.

2.27. The right to priority accommodation in the Hotel, subject to availability, is granted to:

- Heroes of the Soviet Union, Heroes of the Russian Federation, full Cavaliers of the Order of Glory,
- Employees of the prosecutor's office, internal affairs officers, judicial officers, courier service, tax service, and employees of federal government communications and information agencies (when they perform their official duties).
- People with 1st group disabilities and persons accompanying them (not more than one person); other categories of citizens in accordance with the current legislation of the Russian Federation.
- Participants of the Great Patriotic War, invalids of the 2nd and 3rd groups and their accompanying persons are accommodated in the hotel on a first-come, first-served basis, as places become available.

2.28. The Customers staying at the Hotel are entitled to priority service in the Hotel's restaurants.

2.29. Bed linen is changed once every four days. Towels shall be changed once every two days. Toiletries shall be changed daily as they are used. Unscheduled linen changes can be made at the request of the Customer.

2.30. All Customers registered at the hotel may use the following free additional services:

- use of the gym, sauna, hamam and pool during the entire stay;
- wireless internet access at a speed of 3 MB at most;
- use of the children's room.

2.31. The hotel provides the following services to the resident Customers at no extra charge:

- calling an ambulance;
- use of a first aid kit;
- calling a taxi;
- delivery of correspondence to the room upon receipt;
- wake-up service at a specified time;
- provision of boiling water, sewing supplies, one set of dishes and cutlery.

2.32. The hotel shall provide additional paid services to the Customer at his/her request in accordance with the list of services and the valid price list for such services.

2.33. The hotel is not entitled to provide additional services for a fee without the consent of the Customer. The Customer has the right to refuse to pay for services that have not been ordered and, if they have already been paid for, to demand a refund of the previously paid amount. It is forbidden to make the provision of certain services conditional on the provision of other services.

2.34. Refunds for purchased tour tickets in case of the Customer's withdrawal from the service shall be provided if the Customer has informed the Contractor about the withdrawal 24 hours in advance. In all other cases the money shall be refunded including reimbursement of the Contractor's expenses.

3. BOOKING PROVISIONS

3.1. If the Customer agrees to the current Stay and Service Rules, the Contractor shall have the right to confirm or refuse a reservation request from the Customer by telephone, e-mail or on the Contractor's website, allowing to reliably establish that the request comes from the Customer.

3.2. Hotel booking is made by submitting a request to the reservation department of the Contractor via telephone, e-mail or on the website:

Tel.: +7 (862) 277-75-30, 8 (800) 551-63-50

e-mail: zakaz@grace-imperial.com

The Contractor's website:

<https://grace-imperial.com/>.

3.3. Guaranteed booking means booking a room with a confirmation that the Contractor guarantees to the Customer or its representative to check in to the room booked by the Customer at the time requested by the Customer. The Customer, in turn, guarantees to pay for the room, even if they are unable to use it in case of a failure to appear at the Hotel.

The guarantee of a room booking is considered to be:

- payment for the first day's accommodation;
- payment for the entire period of the stay.

3.4. Bookings for more than 21 (twenty-one) calendar days shall be made on the condition that the Customer (Customer of the service) pays in advance 20% (twenty) % of the cost of the accommodation for the entire period booked.

3.5. The Customer may guarantee their reservation with the following types of payment:

- in cash at the hotel;
- with Visa, MasterCard, American Express, JCB, MIR cards;
- by bank transfer to the Contractor's bank account.

3.6. In accordance with the Contractor's rules, the Customer who has made the booking must be the holder of the bank card used to make the booking. This card must also be presented at check-in. If a different bank card is presented, the prepayment will be refunded to the card used to make the booking. In this case, the Customer will be required to pay by another bank card or in cash.

3.7. A fee of one day will be charged for the unused room if the Customer fails to cancel the accommodation booking in time.

3.8. Any changes of accommodation dates (check-in date, check-out date, postponement of the stay) as well as cancellation of booked hotel services without any penalties may be made by the Customer in high season: from April 20 to October 15, - no later than 14 calendar days before the check-in date; in low season: from October 16 to April 19, - no later than 7 calendar days before the check-in date.

If the Customer cancels the room reservation and sends a corresponding written notification of cancellation to the Contractor's e-mail address no later than within the deadline specified in clause 3.8. of these booking rules, the prepayment to the Customer shall be refunded

without fine, in full, except for the fee charged by the bank for transferring the funds.

In case of violation of the notification terms specified in Clause 3.8, the Contractor shall be entitled to deduct from the advance payment made by the Customer (his guarantor, service customer) an amount equal to the cost of one night's stay according to the tariff in effect at the time of the said transaction. This amount is a reimbursement to the Contractor for the actual downtime of the room or reservation of the room in the name of the Customer for the entire period of their stay.

3.9. If the Customer who guaranteed the booking is unable to check in at the Hotel as a result of acts of indefinite force, such as:

- Death, sudden health impairment of the Customer, their spouse or other close relatives;
- damage to the Customer's property by fire and other disasters;
- Legal proceedings in which the Customer is involved by court order and is unable to travel outside their place of residence;
- refusal of a visa at the Russian embassy for foreign nationals;
- force majeure (natural disasters, epidemics, quarantine, bad weather conditions);
- Cancellation of flights, trains or buses through no fault of the Customer,
- and has provided written evidence of this, no penalties shall be imposed on the Customer.

3.10. For guaranteed bookings (if the booking is paid for on the 1st day), the room is reserved for the customer until 07.00 on the day following the scheduled arrival day.

In case of a guaranteed booking (if the booking is paid for more than 1 day) and if the Customer fails to arrive by 07.00 on the morning of the day following the day of scheduled arrival, the booking shall be retained until 12.00 on the day following the day of scheduled arrival to clarify the situation. If the Customer fails to arrive and/or contact the Contractor after 12.00 noon of the day following the day of scheduled arrival, the Contractor shall have the right to cancel the reservation.

3.11. An unguaranteed booking means that the room is reserved for the Customer until 18.00 on the day of arrival. The Customer shall be accommodated on non-guaranteed reservations on a first-come, first-served basis, starting at 14.00 on the day of arrival. Settlement before 14.00 is not guaranteed and shall be subject to room availability. The Customer is not obliged to guarantee a room in advance. If the Customer fails to show up at the Hotel after 18.00 on the arrival day, the reservation will be cancelled and the room will not be retained by the Customer. The Customer shall not be charged for the unused room.

3.12. If the Customer has not guaranteed the reservation and has not checked in by 18.00 on the date indicated on the reservation, the reservation will be cancelled on the same day after 18.00. If the reservation is cancelled and the Customer arrives later than 18.00, then the Customer shall be accommodated on a first-come, first-served basis, subject to the availability of rooms at the rates applicable on the current date.

4. RIGHTS AND OBLIGATIONS OF THE PARTIES

4.1. Obligations of the Customer:

4.1.1. To ensure the safety of the rooms, to treat the Property and the Hotel's premises, sanitary and other equipment with care.

4.1.2. To turn off the water taps, windows, lights, TV, air conditioning, iron, kettle and other electrical appliances when leaving the room.

4.1.3. Observe the rules of accommodation established by the Hotel, respect the quietness and sanitary order in the room and in the common areas.

4.1.4. To maintain silence in the rooms between 23.00 and 07.00. In case of violation of this accommodation rule, the Contractor shall be entitled to unilaterally terminate the provision of hotel services and evict the Customer.

4.1.5. To use TVs, radios, tape recorders and other loudspeakers only if the volume is set to a level that does not disturb other holidaymakers; to respect the resting rights of other Customers. If this rule is violated, the Contractor shall have the right to refuse further accommodation to the Customer.

4.1.6. To comply fully with these Rules, the Fire Safety Regulations and the Regulations for the Use of Electrical Appliances.

4.1.7. To compensate for damages in cases of loss, damage or deterioration of property of the Hotel, employees of the Hotel or other Customers. The amount of damage shall be determined according to the prices as per "Price list for property damage" approved by the Contractor.

4.1.8. To avoid concentrations of smoke in living areas and common areas that will set off the fire alarm.

4.1.9. To grant access to the occupied dwelling unit to employees of maintenance organizations and representatives of the Contractor for the inspection of the technical and sanitary condition of the dwelling unit, sanitary, technical and other equipment located therein, as well as for the performance of necessary repair and maintenance works.

4.1.10. To take care of decorative objects and greenery and to maintain sanitary regulations on the territory of the Hotel

4.1.11. To take responsibility for the actions of visitors invited to their room.

4.1.12. To pay for all services provided in accordance with the price list approved by the Contractor in full and on time.

4.2. Rights of the Customer:

4.2.1. In the event of a fault in the service provided, the Customer has the right to claim at their own discretion:

- to remove the defects without compensation;
- a corresponding reduction in the price for the service provided.

4.2.2. The Customer shall be entitled to claim compensation for defects in the service provided in proportion to the type and extent of the service provided.

4.3. Obligations of the Contractor:

4.3.1. To ensure the declared quality of the services provided.

4.3.2. To provide full information about the services provided, the form and manner of payment, to place the information in the room in the information for Guests, or at the Contractor's Reception and Accommodation Service.

4.3.3 Provide at the first request of the Customer a customer feedback book, which is available at the reception of the Hotel.

4.3.4. Promptly deal with the demands and complaints of the Customers.

4.4. Rights of the Contractor

4.4.1. The Contractor reserves the right to visit the room without the consent of the Customer to provide the necessary Guest Services: room cleaning, minibar and tea supplies renewal, delivery of correspondence and laundry orders, as well as in case of smoke, fire, flooding, as well as in case of violation of these Terms of Stay, public order and household appliance use by the Customer.

4.4.2. The Contractor shall be entitled to terminate the contract for the provision of Hotel Services unilaterally or refuse to extend the stay and further book rooms at the Hotel in the following cases:

- in the event of a breach of the accommodation procedure by the Customer;
- late payment for services;
- the Customer has caused material damage to the Contractor;
- making unreasonable demands on the quality of the services provided by the Contractor, contrary to the Contractor's standards and regulations;
- immoral behaviour that is contrary to generally accepted concepts of reasonable and decent behaviour, such as: violence, insults, hooliganism, excessive alcohol consumption, rudeness and disrespect towards hotel employees, other Customers and other persons, unworthy behaviour in common areas, etc.

5. IT IS FORBIDDEN:

5.1. For unauthorised persons (guests of the Customer) to be present in the room between 23.00 and 7.00 during the day of the stay

5.2. To give unauthorised persons who are not staying in the Hotel the magnetic key card of the room

5.3. To keep dogs and cats as well as other animals in the apartments and on the territory of the Hotel without the Contractor's notification and permission

5.4. To keep bulky items, inflammable, explosive, toxic materials, weapons, fireworks, petrol and lubricants as well as substances which are polluting to the environment in the room.

5.5. The Customer shall only be entitled to carry weapons when carrying them on duty and with a note on the business card.

5.6. To use heating appliances, except for those installed in a room.

5.7. To rearrange or move furniture without the consent of the Contractor.

5.8. To smoke in the entire territory of the Hotel, except for specially designated places for this purpose, under the conditions of responsibility for violation of this paragraph, provided in clause 2.26. of these Rules.

5.9. To keep and use psychoactive substances while being at the territory of the Hotel, to be in a state of intoxication by alcohol or drugs.

5.10. To disturb the peace of citizens staying at the Hotel between 23.00 and 7.00. During this period, the Customers shall be obliged to observe the silence

6. LIABILITY

6.1. The parties shall be liable for non-performance or improper performance of their obligations in accordance with the legislation of the Russian Federation

6.2. The Contractor shall not be liable for disruptions in the operation of city communications (disconnection of electricity, water supply, heating, etc.).

6.3. In case of loss or damage to the property of the Hotel in accordance with the legislation of the Russian Federation the Customer shall compensate the damage in the amount of the market value of the lost or damaged property at the date of the damage, as well as be financially responsible for the violations caused by the invited persons according to the Price list for Property Damage (Appendix No. 7 to the Rules) and located in the hotel rooms, to compensate damage.

6.4. The Contractor shall not be liable for items not entrusted to the employees of the Hotel (including valuable items), as well as for items left unattended in the public areas of the Hotel or other premises not provided for storage.

6.5. The Contractor shall not be liable for the loss of money, other valuables, securities and other valuables of the Customer which have not been accepted for safekeeping by the Vendor or which have not been placed by the Customer in an individual safe deposit box provided by the Contractor.

7. ADDITIONAL INFORMATION ABOUT THE TERMS AND CONDITIONS OF ACCOMMODATION

7.1. If the Customer is absent from the accommodation for over 2 hours (according to the billable hour) without payment, the Contractor shall draw up a commission, take an inventory of the Customer's belongings in the room, transfer them to the luggage room of the Hotel for safekeeping and then vacate the room. Valuables in the form of cash, precious metals and valuable documents shall be deposited in the Contractor's safe at the Contractor's responsibility

7.2. The procedure and rules for storage of forgotten items shall be available at the reception desk.

7.3. Upon discovery of forgotten items the Contractor shall immediately notify the owner of the item, if the owner is known. The Contractor shall keep the thing forgotten by the Customer for 3 months. Valuables and large sums of money shall be kept for up to 1 year in accordance with the Terms and Conditions for Forgotten and Found Items.

7.4. In case of a complaint by the Customer the Contractor shall take all possible measures as stipulated by law to settle the conflict.

7.5. The Customer shall take note of and not object to the fact that video surveillance systems are used in the premises of the Hotel (with the exception of rooms and toilet cubicles) for the security of the Hotel.

7.6. In order to ensure that potential third party Customers are aware of the services provided by the Hotel, the latter reserves the right to carry out 24-hour online video surveillance and/or video recording in common areas (swimming pool, restaurant, etc.), the image of the Customer captured by the video recording is not the main object of use.

Video recording may be carried out as a control of the services provided.

Video recording may be carried out covertly and overtly, using any technical means owned by the Contractor.

When examining claims of the Customer, the Contractor shall be entitled to use the results of video recording as evidence when settling any disputes.

The Contractor shall be entitled to use the said video recording results without notifying and obtaining prior consent from the Customer and its representatives, including for promotional purposes.

By signing the Guest (Customer) Registration Card, the Customer, including their representatives and persons staying with them in the room, specified in the Guest Registration Card, agrees to the terms and conditions of this paragraph. In doing so, the Customer, his representatives and persons living with him in the room shall waive in advance any claims against the Contractor in which the fact of video recording and its results shall be considered as an interference in the privacy of any persons or as dissemination of information discrediting the honor and dignity of citizens and the business reputation of citizens.

The results of the video recording may be made available by the Hotel to any public authority, including law enforcement and controlling authorities, at their request, without notifying and obtaining the prior consent of the Customer, its representatives and persons sharing the room with it.

7.7. The Contractor shall be entitled to prohibit photography and video recording using professional photography and video equipment in and around the Hotel if this recording has not been agreed with the Contractor in advance.

7.8. In cases not covered by these rules, the Contractor and the Customer shall be governed by the applicable laws of the Russian Federation.

7.9. By signing the Guest Registration Card, the Customer confirms that they have read the Terms and Conditions of Stay and Services of the Grace Imperial Hotel, as well as:

- with the Rules of room booking at the Grace Imperial Hotel (Appendix No. 1);
- with the Rules of conduct in emergency situations (Appendix No. 2);
- with the Fire Safety Regulations for residents of the Grace Imperial Hotel (Appendix No. 3);
- with the Rules of use of electrical appliances for the residents of the Grace Imperial Hotel (Appendix No. 4);
- with the Rules of visiting the swimming pool for the residents of the Grace Imperial Hotel (Appendix No. 5);
- with the Rules of use of sauna, bath and hamam for the residents of the Grace Imperial Hotel (Appendix No.

6);

- with the Price list for property damage at the Grace Imperial Hotel (Appendix No. 7);
- with the Procedure and rules of storage of forgotten items at the Grace Imperial Hotel (Appendix No. 8).
- with information about the amount and procedure of payment of the resort fee;
- The Customer has been informed that the Grace Imperial Hotel offers free internet connection via WI-FI at a speed of no more than 3 MB.

FINAL PROVISIONS

The Rules are binding for all the Contractor's Customers and visitors to the Hotel.

By signing the Guest Registration Card upon checking in at the Hotel, the Customer automatically consents to the processing of his/her personal data and that of the persons living with him/her, as stated in the Guest Registration Card.

Your signature on the Guest Registration Card, upon checking into the Hotel, shall mean that you have read and fully understood all the terms of these Rules and agree with them, including full responsibility for breach thereof, in accordance with these Rules and the laws of the Russian Federation.

RULES OF ROOM BOOKING AT THE GRACE IMPERIAL HOTEL

General provisions

The Rules set out the procedure for booking, providing and paying for services at the Grace Imperial Hotel.

The Rules are designed in accordance with the Civil Code of the Russian Federation, in accordance with the Russian Federation Law of February 7, 1992 No. 2300-1 "On Protection of Customer Rights" and the Russian Federation Government Resolution of November 18, 2020 No. 1853 "On Approval of the Rules for Provision of Hotel Services in the Russian Federation".

Basic terms used in the Rules

"Booking" means a pre-booking of beds and/or rooms in a hotel or other accommodation facility by the Customer;

"Guaranteed booking" means booking a room with a confirmation that the Contractor guarantees to the Customer or its representative to settle in the room booked by the Customer at the time required by the Customer. The Customer, in turn, guarantees to pay for the room, even if they cannot use it in case of non-appearance at the Hotel.

"Hotel" is a facility of accommodation, constituting a pool of assets (a building; part of a building, equipment and other property), designed to provide services. ■

"Contractor" is an individual entrepreneur, providing hotel services to the Customer.

"Customer" is an individual, a group of individuals or a legal entity that intends to book, order or use services, both for personal and business purposes..

1. Room booking procedure.

1.1. Hotel booking is made by submitting a request to the reservation department of the Contractor via telephone, e-mail or on the website:

Tel.: +7 (862) 277-75-30, 8 (800) 551-63-50

e-mail: zakaz@grace-imperial.com

The Contractor's website: <https://grace-imperial.com/>

You can also contact the Grace Imperial Hotel directly at reception, through the portals or by booking through an agent.

2. Booking confirmation deadline.

2.1. The reservation department, no later than 24 hours after receipt of the booking request, confirms the reservation to the Customer, or denies the request.

The booking confirmation must contain the following information on the booking: room category, accommodation price and period of stay, the list of services included in the room price and the list and price of other paid services provided by the Contractor for a fee, conditions for their purchase and payment as well as other conditions of the hotel services provided.

2.2. If the booking request is confirmed, the Contractor shall send the Customer an invoice for the prepayment of the accommodation. The Customer who has booked the accommodation shall pay the prepayment for the first day of the stay. If the Customer has booked an accommodation with a non-refundable rate, the prepayment shall be made in the amount of 100%.

2.3. From the moment the invoice is issued and sent to the Customer, the room specified on the invoice is considered pre-booked.

2.4. An explicit invoice shall be deemed to be valid for the period specified therein by the Contractor, but no more than five banking days from the date of the invoice.

2.5. If the period between the booking date and the Customer's arrival date is less than five days, an online payment link via Internet Acquiring will be issued and will be valid for 24 hours from the date of the invoice.

2.6. If the period between the booking date and the Customer's arrival date is less than 24 hours, an online payment link via Internet Acquiring will be issued and will be valid for 3 hours from the date of issue.

2.7. If the Customer fails to meet the payment deadline, the reservation will be cancelled.

2.8. A prerequisite for cancelling a booking is notifying the Customer by a responsible manager by phone, text message or e-mail of the cancellation of the booking due to the Customer's failure to meet the payment deadline.

2.9. The room is considered to be guaranteed at the moment of receipt of the prepayment to the current account or to the hotel's cashier. This amount is then included in the room price.

2.10. The Contractor shall send a Booking Confirmation to the Customer by e-mail, containing information about the name (business name) of the Contractor, the Customer, the category and price of the ordered room (room place), the length of stay in the Hotel, booking conditions, as well as other information determined by the Contractor.

2.11. The uniform settlement hour is 12.00 (local time). Check-in time is 15.00 (local time), check-out time is 12.00 (local time).

In case of early arrival of the Customer, payment shall be made at the current rate in the following order:

- no more than 6 hours before the hour of arrival is by the hour payment;
- 6 to 12 hours before the hour of arrival is 50% of the room price;
- 12 to 24 hours before the hour of arrival is 100% of the room rate.

If the Customer delays check-out, the fee (extension of stay) will be charged at the current rate as follows:

- no more than 6 hours after the settlement hour is by hourly rate;
- 6 to 12 hours after the settlement hour is 50% of the room rate;
- 12 to 24 hours after the settlement hour is 100% of the room cost.

2.12. Early check-in/late check-out service is provided upon check-in or check-out of the guest. This service cannot be booked in advance.

2.13. The accommodation of the Customer in an already booked room prior to the time of arrival at the Hotel, the delay of the Customer after the settlement hour shall be allowed by agreement with the reception administrator

2.14. If the Customer is late by more than 24 hours, the cost of the actual room downtime will be charged, but not more than per day.

2.15. Registration in the Hotel is carried out by Russian citizens upon presentation of 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 or a passport certifying the identity of a citizen of the Russian Federation outside the Russian Federation for a person who permanently resides outside the Russian Federation..

2.16. Registration in the Hotel of underage individuals under the age of 14 shall be based on the identity documents of their parents (adoptive parents, guardians) or close relatives, the accompanying person (persons), the document certifying the authority of the accompanying person (persons), as well as the birth certificates of these minors.

2.17. Unaccompanied minors over 14 years old can be checked in the Hotel only with a written consent of their legal representatives (parents or one of them) on the basis of the documents certifying the identity of these minors.

2.18. Foreign nationals are checked in upon presentation of their national passport (required at all times) along with a migration card/permit for temporary residence in Russia/permit for permanent residence.

2.19. The Hotel shall have the right to refuse accommodation to the Customer in the absence of the above documents.

2.20. For guaranteed bookings (if the booking is paid for on the 1st day), the room is reserved for the customer until 07.00 on the day following the scheduled arrival day.

2.21. In case of a guaranteed booking (if the booking is paid for more than 1 day) and if the Customer fails to arrive by 07.00 on the morning of the day following the day of scheduled arrival, the booking shall be retained until 12.00 on the day following the day of scheduled arrival to clarify the situation. If the Customer fails to arrive and/or contact the Contractor after 12.00 noon of the day following the day of scheduled arrival, the Contractor shall have the right to cancel the reservation.

2.22. If the Customer fails to arrive by 07.00 of the day following the scheduled arrival day, the booking shall be cancelled.

2.23. If the Customer arrives after 07.00 of the next day, following the scheduled arrival day, the Customer shall be accommodated on a first-come, first-served basis and subject to room availability.

2.24. If the Customer fails to arrive by 07.00 on the morning of the day following the scheduled arrival day, the Customer will be charged a fine in the amount of one night's pay of the prepayment made.

3. Booking with discounts and special offers.

3.1. In the case of bookings made during the discount or promotion period, the discounts do not add up and are only valid for the main beds. **DISCOUNTS AND OFFERS DO NOT APPLY TO ADDITIONAL BEDS!**

3.2. In case of booking the Customer at the "Regular Guest discount", it is necessary to check the Customer's history for the number of visits. In this case, the Regular Guest discount will be valid, but cancelled reservations will not be taken into account.

4. Prices for hotel services.

4.1. The price of the services provided to the Customer shall be indicated in the confirmation of booking. When making the final payment between the parties, the price stated in the booking confirmation shall be taken into account.

4.2. Children shall be accepted from any age.

4.3. Children up to 4 years of age without an extra bed are accommodated free of charge. Children over 4 years of age are provided with a separate place, and payment is taken on a common basis.

4.4. If there is more than one child under 4 years of age in the room, extra beds will be provided and payment will be made on the same basis.

5. Payment procedure at the hotel.

5.1. Bookings of more than 21 (twenty-one) calendar days shall be made on the condition that the Customer (Customer of the service) pays in advance 20% (twenty) % of the accommodation cost for the entire period booked.

5.2. The services may be paid by one of the following methods at the discretion of the Customer:

- by non-cash transfer to the Contractor's current account;

- in cash at the Hotel;
- by bank cards Visa, MasterCard, American Express, JCB, MIR;
- online payment via link to Internet Acquiring (the link is sent by the manager of the reservation department).

5.3. The Customer's obligation to pay for hotel services shall be deemed to be fulfilled at the moment the prepayment/relevant funds are credited to the bank account or the cashier's office of the Hotel.

6. Conditions for changing accommodation dates, cancellation of booking

6.1. Any changes of accommodation dates (check-in date, check-out date, postponement of the stay) as well as cancellation of booked hotel services without any penalties may be made by the Customer in high season: from April 20 to October 15, - no later than 14 calendar days before the check-in date; in low season: from October 16 to April 19, - no later than 7 calendar days before the check-in date.

6.2. In the case of early departure from the room, a refund for unused hours shall be made subject to reimbursement of the Contractor's expenses.

6.3. The Customer shall notify the receptionist of early departure 48 hours in advance of the date and time of departure. If the Customer reports early departure less than 48 hours before the date and time of departure, the Hotel shall charge a fee of one night's stay.

6.4. If the Customer has booked a room for a certain period of time and upon arrival reduces the stay to 1 day, the Contractor shall be entitled to refuse to accommodate that Customer.

6.5. If the reservation is postponed, a new confirmation shall be made and sent to the Customer for the dates indicated.

6.6. The Customer shall be notified of any changes to the booking conditions by email.

6.7. The response to the notification shall be sent to the return address of the received email, or to the feedback email address indicated in the notification.

7. Procedure for refund of prepayment

7.1. If the Customer refuses to book a room and has sent a written notice of refusal to the Contractor's e-mail address no later than within the deadline specified in clause 6.1. of the booking rules, the prepayment shall be returned to the Customer without penalty in full, except for the bank charges for funds transfer.

7.2. In case of violation of the notification terms specified in Clause 6.1, the Contractor shall be entitled to deduct from the prepayment made by the Customer (its guarantor, Contractor) an amount equal to one night's stay at the rate in effect at the time of the transaction. This amount shall be a reimbursement of the Contractor for the cost of the actual room stay or room reservation in the name of the Customer for the entire period of their stay.

7.3. The Contractor, in its turn, shall send to the Customer's e-mail address an application form for reimbursement of the Prepayment (money)

7.4. To refund the prepayment, the Customer shall fill out the form (live signature, scan) with the full bank account details and send it to the e-mail address of the Contractor within 10 working days of receipt. Refunds will be made within 10 working days upon receipt of a completed pre-payment refund application form from the Customer to the bank account details provided by the Customer in that application.

7.5. In all other cases, the prepayment of one night's stay from the prepayment made shall not be refunded.

8. Force majeure and other conditions

8.1. In exceptional cases, the Contractor reserves the right to replace the pre-booked room with a room of an equal or higher class, without changing the cost of accommodation, or to refund the prepayment to the Customer in full. In this case the Contractor shall immediately inform the Customer about the replacement or refund of the prepayment.

8.2. By paying the invoice, the Customer automatically confirms their consent to the Terms and Conditions of booking rooms at the Grace Imperial Hotel and the Terms and Conditions of Stay and Services of the Grace Imperial Hotel with all appendices.

Rules of conduct in emergency situations

How do you prepare for a possible emergency? What do you need to do to avoid being caught unprepared? How do you handle emergencies, protect your health and, most importantly, save your life?

This guide provides you with a concise summary of examples of what to do in the event of various emergencies.

ACT OF TERRORISM.

Guidelines in the event of a bomb threat.

Terrorists can plant explosive devices in the most unexpected places: on roads near organisations and residences, in buildings, and in parked cars. Both industrial and improvised explosive devices, disguised as any kind of object, can now be used.

Recommendations in the event of a threat of an act of terrorism.

1. Be extremely considerate and kind to the people around you.
2. DO NOT PANIC under any circumstances!!!
3. Secure the building:
 - remove any fire hazardous items - old stockpiles of paint, varnish, petrol, etc.;
 - remove pots of flowers from the windows (put them on the floor);
 - close the curtains on the windows to protect you from damage caused by glass splinters.
4. Delay public events.
5. Provide psychological support for staff and children.
6. Ensure proper access control to the premises.

Recommendations on what to do if you receive a threat over the phone

- Do not ignore any such call. Pass the information to law enforcement agencies
- Try to memorise the conversation verbatim, or better write it down on paper
- Remember the gender, age of the caller and speech patterns (pace, voice, pronunciation, manner of speaking)
- Be sure to note the sound background (car or train noise, voices), the nature of the call (urban or long-distance), etc.

Recommendations on how to deal with a written threat

- Ensure that the letter (floppy disk) is secured and quickly handed over to law enforcement authorities. If possible, put the letter in a clean plastic bag.
- If the document is in an envelope, open it only from the left or right side by cutting off the edge with scissors.
- Keep everything: the document itself, the envelope, the packaging, any attachments. Do not allow others to read the contents of the letter.

- Do not write, underline or circle certain places in the text on anonymous documents. Do not fold, crumple, staple or glue them.

Recommendations in case of an explosive object.

If you notice an explosive object (grenade, shell, bomb, etc.), do not go near it, call a nearby person and ask to report it to the police immediately. Do not allow random people to touch or try to disarm the dangerous object.

When travelling on public transport, look out for abandoned bags, suitcases, packages, toys and other abandoned objects that may contain improvised explosive devices. Immediately inform the driver, conductor or any police officer. Do not open or touch them and advise people standing nearby of the possible dangers.

When you enter a building, be aware of strangers and unfamiliar objects. There are usually explosives in buildings, planted in basements, on ground floors, near rubbish chutes and under stairs. Be vigilant and careful.

Procedures for inspections of territories and premises

- Conduct regular inspections (minimum two people), do not crowd into large groups when inspecting, ensure power supply
- Mandatory inspection of waste bins, sewer manholes, drain grates, waste bins, sheds, basement niches, unauthorised vehicles.
- Seal, lock and secure ventilation shafts, alcove doors, attics, cellars, etc
- If there is a suspicion of explosive devices, open windows, doors in the rooms being inspected and avoid any rash movements

Recommended safe removal and cordoning off perimeter when an explosive device or suspicious object likely to be an explosive device is detected

- RGD grenade – 50m
- F1 grenade – 200m
- 400g TNT – 60m
- 200g TNT – 50m
- 0,33l beer can – 60m
- MON-50 – 90m
- Suitcase – 200m
- Travel case – 400m
- Zhiguli car - 500m
- Volga car - 600m
- Microbus – 900m
- Cargo van – 1200m

Recommendations for finding suspicious postal items.

Indications of letters (parcels) that should arouse suspicion:

- mail is unexpected;
- has no return address, wrong address, inaccurate spelling, wrong addressee
- irregular in weight, size, shape, uneven on the sides, taped over with adhesive tape;
- marked with restrictions such as private and confidential;
- has a strange odour and colour, and the envelopes have inserts that are not characteristic of postal items (powder, etc.);

- no proper post office stamps or marks.

If suspicious containers containing unknown substances (in powder, liquid or aerosol form) are found, it is recommended:

- not try to open the container, package, container, etc. yourself;
- If possible, do not pick up any suspicious letters or parcels;
- notify the territorial authorities of State Sanitary and Epidemiological Surveillance Department and the Ministry of Emergency Situations of the Russian Federation;
- make sure that suspicious mail is separated from other letters and parcels;
- if there is a ventilation system in the room where the suspicious mail has been found and the packaging has been tampered with, take measures to exclude the possibility of an unknown substance entering the ventilation system of the building;
- before the arrival of specialists, place suspicious containers and items in a sealed container (a glass container with a tight-fitting lid or in multi-layer plastic bags). Use appropriate skin protection equipment (rubber gloves, plastic bags) and respiratory equipment (respirator, gauze bandage);
- keep sealed containers out of reach of children and pets until the arrival of specialists;
- make a list of all persons who have come into direct contact with suspicious mail (addresses, telephone numbers);
- persons who have come into contact with suspicious correspondence should strictly follow personal hygiene measures (washing hands with soap and water, if possible, taking a shower) and the recommendations of medical professionals on disease prevention.

If there is a sudden explosion.

1. Calmly ascertain the situation.
2. In case an evacuation is necessary, take documents and essential items.
3. Proceed cautiously, do not touch damaged structures or exposed wires..
4. Do not use an open flame (matches, candles, torches, etc.) in the destroyed or damaged room because of the risk of explosion of accumulated gases.
5. In case of smoke, protect the respiratory system with a moistened handkerchief (towel).
6. Proceed strictly in accordance with the instructions of the authorities.

You are trapped by wall debris.

Try not to give up, breathe deeply and evenly, prepare to endure hunger and thirst. Use your voice and your knocking to get people's attention. If you are deep off the ground, move any metal object (a ring, keys, etc) to the left or right for the metal detector to detect you.

If the space around you is relatively free, do not light matches, candles or oxygen. Move carefully, taking care not to cause another collapse, and be guided by the movement of air coming in from outside. If you can, use objects at hand (planks, bricks, etc.) to secure the ceiling from collapse and wait for help. If thirsty, put a small smooth pebble or a scrap of handkerchief in your mouth and suck on it while breathing through your nose.

RECOMMENDATIONS ON HOW TO BEHAVE IN THE EVENT OF A HOSTAGE SITUATION.

Each particular hostage-taking situation is different and distinct from others. Specialists in various fields (Federal Security Service, Ministry of Internal Affairs, Ministry of Defence, Ministry of Emergency Situations) actively study the practice of hostage-taking by criminals and develop various measures to prevent grave cases. These measures are preventive in nature, aimed at reducing the chances of becoming a hostage, and psychological and behavioural recommendations on how to behave if you are specifically a victim of a hijacking. The general advice offered by experts can be very useful and effective in preserving life and health:

1. As soon as possible, pull yourself together, calm down and don't panic. If you are bound or blindfolded, try to relax, breathe deeply.
2. Prepare yourself physically, mentally and emotionally for a possible ordeal. Remember that most hostage situations are resolved after an average of 5 hours and 95% of the time, the hostages remain

alive. Rest assured that law enforcement and other security agencies are already taking professional action to secure your release.

3. Do not attempt to escape unless you are absolutely certain that your escape will be successful.

4. Try to remember as much information about the terrorists as you can. Draw up a verbal portrait of them, paying attention to the features of their appearance, build, accents, temperament, mannerisms and. determine their number, the degree of their armament. This information may later be of great assistance to law enforcement agencies in identifying the terrorists.

5. If possible, move away from windows and doors, and from the terrorists themselves, i.e., places that will be safer in case the special unit takes active measures to free you (by storming the premises, sniper fire to defeat the intruders, etc.)

6. It is recommended that you lie face down on the floor, with your hands on the back of your head, in case of an assault on the building. Under no circumstances should you try to run towards or away from the SWAT team, as they may mistake you for one of the kidnappers.

7. Do not resent the fact that you may be treated in an inappropriate manner at first. You may be searched, handcuffed, tied up, emotionally or physically injured, or interrogated.

Be aware that in such situations, such actions by the assailants are justified (until all persons have been finally identified and the true perpetrators have been identified).

Advice to organisational heads on what to do if people are taken hostage

- Immediately inform law enforcement authorities;
- Do not enter into negotiations with terrorists on your own initiative. If necessary, comply with the perpetrators' demands;
- Provide assistance to special units of the FSB and the Ministry of Internal Affairs;
- Avoid actions that may provoke attackers to use weapons.;

Advice on how to behave when people are taken hostage

- Calm down as soon as possible, do not panic;
- Do not try to escape unless you are certain of your escape;
- Stay away from windows, doors and terrorists as much as possible;
- In the event of an assault, lie face down on the floor, never rush to meet or run away from the SWAT team.;

If you find yourself taken hostage by terrorists

1. Do not resist aggressively, do not make any sudden or threatening movements, do not provoke the terrorists into reckless action and avoid direct eye contact.

2. Obey all orders given by the kidnappers.

3. Put yourself in a passive co-operative attitude. Speak in a calm voice. Avoid a defiant hostile tone, profanity and behaviour that may provoke anger and anger the captors.
4. Behave in a calm and dignified manner. Do not say categorical refusals, but do not be afraid to make quiet requests for what you desperately need.

Dealing with kidnappers

- Do not resist aggressively; do not make any sudden movements;
- In the first half hour, obey all kidnappers' commands;
- Adopt a positive employee attitude;
- Behave calmly and with dignity, do not be afraid to ask for what you need.

When in a hostage situation for a prolonged period of time:

1. Avoid feelings of pity, confusion and frustration; mentally prepare yourself for the challenge ahead. Remain mentally alert.
2. Avoid feelings of despair, use inner resources of self-possession to do so.
3. Think and recall pleasant events in your life. Remember that the chances of your release increase over time. Be sure that everything possible is being done for your deliverance.
4. Set a schedule for your physical and intellectual activities and do things in a strict methodical order.
5. To maintain your strength and possible escape, eat whatever you are given, even if the food does not please you or arouse your appetite. Convince yourself that loss of appetite and weight is normal in such an emergency.

Being held hostage for extended periods of time

- Avoid feelings of pity, confusion and frustration; mentally prepare yourself for the challenge ahead. Remain mentally alert;
- Think and remember the pleasant events in your life;
- Establish a schedule of physical and intellectual activities;
- To maintain strength and possible escape, eat whatever you are given, even if the food is not to your liking or appetite;

Interrogation behaviour:

1. Answer questions in a short sentence. Speak more freely and extensively on unimportant general topics, but be careful when important personal or national issues are raised.
2. Control your behaviour and answers carefully. Avoid making statements that could hurt you or others now or later.
3. Remain polite, tactful in all circumstances control your mood.
4. Do not side with kidnappers or actively express your sympathies or commitment to their ideals.
5. If forced to express support for terrorist demands (in writing, audio or video), state that they are from the kidnappers. Avoid making statements on your own behalf as well.
6. After release, do not make any sudden statements until you are in full control of yourself, recollect your thoughts, read information from official and other sources.

The main objectives of action to prevent acts of terrorism should be:

1. Maintaining constant vigilance within the organisation without elements of psychosis, panic, pathological suspicion and racism and nationalism.
2. Create a system of control over all non-residential premises in the organisation with the identification of personal responsibility.
3. Organise community policing by the staff.
4. Organise the control of vehicle movement and parking on the premises of the organisation.

The first task is the most important one. It is the extent to which it is addressed that determines how all the others will be dealt with. Managers and employees play a key role in the informal resolution of this task.

The second task, it must be borne in mind that control must cover all non-residential premises (basements, attics, rubbish chambers, broilers, etc.) as places of unauthorised intrusion. The control system is already well established in practice: by means of locking and sealing. The managers and employees of the organisation where the non-residential premises are located can perform the day-to-day control of the presence of the sealed stripes. Personal interest plays a major role here.

The third task should be defined as activities aimed at identifying persons, vehicles and items that could be related to the commission of terrorist acts, with the subsequent transfer of information to the competent authorities.

The fourth task is to control the movement and parking of vehicles within the organisation's premises.

EARTHQUAKE.

Upon receiving an earthquake warning.

Have a plan in place for what to do during an earthquake. Explain to staff and children what they should do during an earthquake, and train them in first aid. Move desks away from windows and outside walls. Secure cupboards, shelves and racks, and remove heavy objects from upper shelves and mezzanine.

Store hazardous substances (pesticides, flammable liquids) in a safe, well-insulated place.

The staff concerned must know where the switch, main gas and water taps are, so that the electricity, gas and water can be switched off if necessary.

Identify places where fires may occur and keep flammable substances away from them.

During an earthquake

If you feel the building shaking, if you see lights swaying, objects falling, if you hear a rising rumble and the sound of breaking glass, do not panic (you have 15-20 seconds from the time you feel the first tremors to the dangerous vibrations for the building). Get your staff out of the building quickly. Take the stairs, not the lift, to leave the building. Once outside, don't stand near buildings, but move to an open space.

Do not use candles, matches or lighters - a gas leak can cause a fire. Stay away from overhanging balconies, ledges, parapets and broken wires.

If you are forced to stay indoors, stand in a safe place: by an inner wall, in a corner, in an inner wall opening or by a support structure. If possible, hide under a table and stay away from windows and heavy furniture.

Keep yourself calm and orderly and demand this from others. Together with workers, cross the spread of panic rumours, all cases of looting, looting etc., listen to local radio reports.

After an earthquake.

Before entering a building, make sure there is no danger of stairs, walls, floors collapsing. Stay away from visibly damaged buildings.

Once back in the building, do not turn on electricity, gas or water until the utility company has checked that the building is in good working order.

Take care with stripped or bare electric wires. Keep children away from them.

Do not drink water from damaged (flooded) wells until it has been checked by the hygienic service.

If you are trapped under rubble.

Breathe deeply, don't let fear overcome you and lose heart; you must try to survive at all costs.

Assess the situation and examine what is positive about it (no wounds, freedom of action, fresh air).

Remember that a person can withstand thirst, and especially hunger, for a sufficient number of days if they do not waste energy.

Believe that help will surely come. Use your voice and knock to attract people's attention.

Don't light matches, lighters, or candles. Save oxygen.

If the only way out is through a narrow hole, you should squeeze through with your elbows pressed to your sides and your feet moving forward like a turtle.

If possible, use objects at hand (planks, bricks, etc.) to secure the ceiling from collapsing and wait for help.

If you are crushed by the ground, try to roll over onto your stomach to relieve pressure on your chest and abdomen. Rub and massage the pressed arms and legs more often to restore blood circulation.

If thirsty, put a small smooth pebble or a piece of handkerchief in your mouth and suck on it.

HURRICANE, STORM, TORNADO.

Recommendations for dealing with hurricanes, storms and tornadoes.

If you are caught in the building, move away from windows and take a safe place near interior walls, corridors, built-in cupboards, storage rooms, strong cupboards, under desks. Put out the fire in cookers, turn off the electricity and close the gas taps. Turn on your radio to receive information from the emergency services; if possible, shelter children in a shelter (shelter, basement, etc.).

If a hurricane, storm or tornado catches you and your children outdoors, keep as far as possible from light buildings, buildings, bridges, overpasses, power lines, masts, trees, rivers, lakes and industrial buildings. Use sheets of plywood, cardboard and plastic crates or other improvised means for protection against flying debris and shards of glass.

In open terrain, take shelter in a ditch, pit, ravine, any excavation; lie down on the bottom and snuggle up tightly to the ground.

In a dust storm, cover your face with a gauze bandage, scarf, piece of cloth and your eyes with goggles.

If there is a blizzard, take shelter quickly inside a building. If you find yourself in a field or on a country road, get out on main roads that are periodically cleared and where you are more likely to get help.

DROUGHT (HEATWAVE)

Recommendations for action in times of drought (heatwaves)

Avoid exposure to excessive heat. Wear light, breathable clothing (preferably cotton) with a hat. Remember that burned skin stops sweating and cools down. Take your time and try to stay in the shade more often. Do not drink beer or other alcoholic beverages as this will make your general condition worse. Ask your doctor if you need extra salt during a heatwave. If you get heatstroke, move immediately into the shade, into the breeze or take a shower and drink plenty of water slowly. Try to cool your body to avoid heatstroke. If someone around you faints, carry out resuscitation measures (give heart massage and CPR). Remember that fires are more likely during drought.

FLOOD.

Upon a flood warning and evacuation signal, remove employees, children from the danger zone of possible catastrophic flooding to a designated safe area or to an elevated area without delay and in accordance with the prescribed procedure.

Before leaving, turn off the electricity and gas, extinguish the fire in the heating cookers, secure all floating objects outside the buildings or place them in outbuildings. If time permits, move valuable material to the upper floors or attic of the building. Close windows and doors and, if necessary and if time permits, board up the windows and doors of the ground floors from the outside. If there is no organised evacuation, stay on upper floors and roofs until help arrives or the water recedes.

At the same time, always signal your distress by hanging or waving a clearly visible flag padded with a flagpole in the daytime and, in the dark, by a light signal and periodically by your voice.

When rescuers approach, calmly, without panic or fuss, and with respect for safety precautions, arrange for the children to enter the watercraft. At the same time, strictly follow the instructions of the rescuers and do not overload the watercraft. While travelling do not leave the designated places, do not sit on board, strictly obey the instructions of the crew.

You should only leave a flooded area by yourself if there are serious reasons, such as the need for medical aid for the injured, the continuing rise in water level, or the threat of flooding of the upper floors (attic). It is essential to have a safe means of swimming and be aware of the direction of travel. When moving out on your own, do not stop signalling a distress call. Assist people floating in the water and drowning.

LANDSLIDE.

If you receive warning of a landslide, switch off electrical appliances, gas appliances and water mains, and prepare for immediate evacuation according to plans drawn up in advance. Depending on the speed of landslide movement detected by the landslide station, act according to the threat.

At low displacement rates (metres per month), proceed according to your capabilities (remove furniture, equipment, etc.). At landslide displacement rates of more than 0.5-1.0 metres per day, evacuate according to pre-established plans.

ACCIDENT INVOLVING THE RELEASE OF HAZARDOUS TOXIC SUBSTANCES.

Industrial plants in the city (district) may experience industrial accidents with the release of harmful substances - chlorine, ammonia, hydrochloric acid.

Chlorine is a greenish-yellow gas with a pungent, suffocating smell. It is heavier than air. When evaporating and combining with water vapour in the air, it floats above ground in form of greenish-white fog and can penetrate into ground floors and basements of buildings. When released into the atmosphere from defective containers, it smokes. Vapours are highly irritating to the respiratory system, eyes and skin.

Ammonia is a colourless gas with a pungent stifling smell. It is lighter than air and highly soluble in water. Smoke when released to the atmosphere from defective containers. Harmful by inhalation. High concentrations may be fatal. Vapours are highly irritating to respiratory organs, eyes and skin.

Hydrochloric acid is a yellow aqueous solution with a pungent smell. The vapours irritate the mucous membranes in the eyes, cause coughing and choking. In case of skin contact with aqueous solution - burns.

Hazardous toxic substances available at the facilities of the city (district) when released (spilled) as a result of emergencies spread in the wind direction and have a sharp, characteristic smell, form a cloud of fog of different colours on the ground.

The simplest means of protection against the ingestion of these substances is a water-moistened cotton-gauze bandage, so everyone should have such a bandage ready.

If you receive a radio alert or information about a contamination hazard or signs of a hazardous chemical in the air, you must:

- close windows and vents, turn off heaters, extinguish fires in cookers;
- put on a cotton gauze bandage moistened with water (if no bandage is available, a cloth, handkerchief, towel, fur or cotton parts of clothes moistened with water can be used);
- organise the evacuation of staff and children;
- quickly move out of the contaminated area perpendicular to the wind direction to elevated, well-ventilated areas;
- strictly follow the instructions of the police and EMERCOM;
- it is forbidden to enter basements, create panic and obstruct the actions of the police while in the contamination zone;
- in case of signs of poisoning, take the victim out into the fresh air, free him/her from restrictive clothing, wash his/her eyes and mouth with 2 % soda solution, if necessary, perform artificial respiration and send him/her to a medical facility or call a doctor;
- after the radio or loudspeakers of the patrol cars have given a signal to eliminate accidents, it is only permitted to enter the premises after ventilation.

FIRE.

To avoid a fire, you need to know the main causes of a fire:

1. Careless handling of fire when smoking, using open flames indoors, making fires near buildings, careless handling of household chemicals and flammable liquids.
2. Fires from electrical appliances in case of overloading of the mains by powerful Customers, in case of incorrectly installed or old electrical systems, when using defective electrical appliances or appliances with open spirals and leaving them unattended.
3. Unattended heating ovens and the use of flammable liquids to ignite them.
4. Fires caused by children playing with fire.
5. Violation of fire safety rules when carrying out electric and gas welding works.

Remember! **When there is a fire, you should always avoid panic, call the fire brigade on 01, take the necessary measures to save people, organise a meeting with the fire brigade and show the water sources.**

6. Fires from electrical appliances in case of overloading of the mains by powerful Customers, in case of faulty installation or an old electrical system, when using faulty electrical appliances or appliances with open coils and leaving them unattended.

7. Unattended heating ovens left unattended or the use of flammable liquids to ignite them.

8. Fires caused by children playing with fire.

9. Violation of fire safety rules when carrying out electric and gas-welding works.

Remember! When there is a fire, you should always avoid panic, call the fire brigade on 01, take the necessary measures to save people, organise a meeting with the fire brigade and show the water sources.

When calling the fire brigade, you must inform the dispatcher:

- the full address (name of the settlement, street, building number and storey, floor where the fire occurred);
- the location of the fire (room, attic, basement, corridor, warehouse, etc.), what is burning and the possible cause of the fire;
- your name and telephone number.

If a fire breaks out:

- call the fire brigade;
- arrange to take children and people who need help outside;
- extinguish the fire with primary fire extinguishing equipment (fire extinguishers, water, sand, dense wet cloth, from indoor fire hydrants);
- switch off the electricity. Remember! Putting out live electrical appliances with water is life-threatening!
- turn off the gas supply;
- if the fire cannot be extinguished by yourself, immediately leave the area by locking the door behind you, without locking it;
- inform the fire brigade of any people left in the premises.

Remember! Extinguish flammable liquids with a fire extinguisher, sand or a thick cloth. Unplug a burning TV set first and cover it with a thick cloth. If frying pan fats are on fire, put a lid or a wet cloth over the pan and let them cool down for about half an hour. Remember! Don't extinguish the fat with water. If burning grease ends up on the floor or walls, you can use washing powder or soil from flowerpots to extinguish.

A safe evacuation is as follows:

- leave by the safest possible route, moving as close to the floor as possible and protecting your respiratory organs with a wet cloth;
- never run at random;
- only go down ladders, with your hand on the wall. Do not use the lift or any other mechanical means during a fire: they get stuck between floors if the power goes out. Do not climb down drainpipes, communication risers or using sheets - a fall is almost inevitable.

If a person is wearing clothes that have caught fire:

- don't let the person run so the flames don't get bigger;
- drop the person on the ground and make them roll around to fight the flames, or throw a thick cloth over them. Without oxygen, the burning will stop;
- call an ambulance at 03;
- administer first aid to the victim.

In case of burns, do not remove or tear off clothing from burned areas or apply lubricant (iodine, oil, greenish) to burned areas.

In case of carbon monoxide poisoning, take the victim out into the fresh air immediately, free him/her from tight clothing, start artificial respiration immediately if necessary and take him/her to a hospital.

REMEMBER! Your knowledge and skills, correct and competent action can save lives.

EMERGENCY HOTLINE

01

FIRE SAFETY REGULATIONS FOR RESIDENTS OF THE GRACE IMPERIAL HOTEL

The following is forbidden in the hotel rooms and facilities:

1. Smoking, making a fire;
2. Store flammable and combustible liquids, explosives, gas cylinders, aerosol-packed goods and other explosive substances and materials as well as heating and household appliances; except household hair dryers, electric pliers, electric shavers, etc., used for household purposes;
3. Clutter passageways, corridors and stairwells with furniture, equipment and other items.

In the event of a fire in your room:	В случае пожара в Вашем отеле:
<ol style="list-style-type: none">1. Immediately report the incident to the fire brigade by calling "01". If the fire cannot be extinguished by yourself, leave your room and close the door without locking it.2. Be sure to report the fire to the floor manager or another member of the administration.3. Leave the danger zone and proceed as directed by the administration or fire brigade.	<ol style="list-style-type: none">1. Immediately report the incident to the fire brigade by calling "01".2. Leave your room after you have closed the windows and doors and left the building.3 If the corridors and stairwells are very smoky and you cannot leave the room, stay in your room with the windows open wide.4. A closed and well sealed door can protect you from dangerous temperatures for a long time. To avoid smoke poisoning, cover cracks and vents with water-moistened towels and bedding.5. Try to inform the administration by telephone about your whereabouts.6. When the fire brigade arrives at the scene, go to your window and signal for help. You can wait out the fire on the balcony or loggia and close the balcony door behind you.

**RULES OF USE OF ELECTRICAL APPLIANCES FOR THE RESIDENTS OF THE GRACE
IMPERIAL HOTEL**

The following is forbidden in the hotel rooms and facilities:

1. Using homemade electrical appliances;
2. Leaving unattended electrical appliances that are plugged in (iron, TV, kettle, hair dryer);
3. Using electrical appliances that do not comply with fire safety rules;
4. Wrapping light bulbs and lamps with paper, cloths or other combustible materials;
5. Using local lighting fixtures (table lamps, floor lamps, sconces, etc.), incandescent lamps with power exceeding 60 W, as well as fixtures with a light source with power rating exceeding the permissible values stated in the certificate or in the technical description;
6. Storing combustible materials at a distance of less than 0.5 metres from lighting fittings, electric wires and other electric installations;
7. To use self-made boilers, cookers and other electric heating appliances;
8. When leaving your room, remember to turn off the television, air conditioning, iron and lamps.

Tel.: 8 800 551 51 77

RULES OF VISITING THE SWIMMING POOL FOR THE RESIDENTS OF THE GRACE IMPERIAL HOTEL

Dear guests!

We sincerely welcome you and will do our best to ensure that your stay at our hotel swimming pools is enjoyable and beneficial for you. However, we would like to remind you that for your personal safety and comfort, you need to observe the following rules:

1. Guests staying at the hotel are free to use the swimming pools. Children under 14 years of age are only allowed in the swimming pools with a companion. Children are the responsibility of their accompanying persons (parents, persons under power of attorney).

Children under 4 years of age may not swim in the swimming pools without adults and without life jackets!

2. Dress code for pool visits: swimming costume, change of shoes. Children have to wear life jackets or armbands: put them on and not allowed to take them off while swimming.

3. It is necessary to follow the rules of personal hygiene and make sure to take a shower without a swimming costume before going to the swimming pools.

4. The following is NOT allowed in the pool:

- Diving in length and depth, performing any breathing exercises that involve holding your breath.

- Relieving yourself in the pool.

- Teaching other people, including children, to swim on their own.

- Being under the influence of alcohol or drugs, smoking.

- Running on the pool edge, jumping from the pool edge into the water.

- Chewing chewing gum.

- Carrying breakable objects into the pool area.

- Taking drinks and foodstuffs into the pool area.

- Eating and drinking in the swimming hall and pool area.

- You may not enter the swimming hall if you have medical contraindications (infectious skin diseases, open wounds, breathing difficulties, vestibular disorders, etc.).

- Wearing outerwear and outdoor shoes.

- Using medical, cosmetic and herbal products in the shower.

- Being around any animals and birds.

5. In the swimming pool only swimming costumes are allowed: swimming trunks, swimming shorts, swimming costumes for women (combined or separate, consisting of a bodice and swimming trunks) and swimwear for children (special panties for swimming). Swimming and staying in the pool without the swimwear specified in this clause is prohibited.

6. If you have minor scratches and abrasions, it is recommended to treat the lesions with an antibacterial agent and use a waterproof adhesive tape.

7. The hotel is not responsible for any injuries or damage caused by not following the rules for use of the swimming pools and showers.

8. Pool visitors are obliged to observe and maintain public order and generally accepted norms of behaviour, behave respectfully towards other visitors, service personnel, and avoid actions that pose a danger to others.

If intentional or unintentional actions (behaviour) of the Visitor endanger his/her own life and/or health as well as the health and/or life of others, or contrary to generally accepted norms of morality and ethics, the hotel staff has the right to take measures against these persons in the form of exclusion from the pool, as well as refusal to provide any further services, removal outside the pool and the hotel area or calling the law enforcement authorities.

9. Children under 14 years of age may only be in the swimming pools under the supervision of an adult. Persons in whose care children are under supervision are responsible for their safety as well as for damages caused by them.

10. If the Visitor has lost or damaged the pool, shower or lounge property, the Visitor has to pay for the full amount of the damage.

11. The hotel staff may inspect the contents of bags and purses brought to the swimming pool for food and beverages.

12. Failure to comply with these rules is a gross violation, for which the visitor will be charged a compensation fee of 5000 rubles. If the violation is repeated, the guest will not be allowed to access the pools.

**RULES OF USE OF SAUNA, BATH AND HAMAM FOR THE RESIDENTS OF THE
GRACE IMPERIAL HOTEL**

1. THE VISITOR IS OBLIGED TO:
 - 1.1. Leave outerwear in the locker room.
 - 1.2. be respectful:
 - to the staff;
 - persons in charge of maintenance of order;
 - each other and refrain from disturbing other people.
 - 1.3. Respect others:
 - not speak loudly;
 - take a steam bath without disturbing other people;
 - soaping up neatly and not splashing foam all around;
 - When splashing yourself with water, make sure to avoid splashing others.
 - 1.4. Keep the rooms of sauna, bathhouse and hamam clean and tidy.
 - 1.5. To stay in rooms of sauna, sauna and hamam in specially designed footwear (slippers, beach slippers, etc.).
 - 1.6. Turn off the water after leaving the shower.
2. IT IS FORBIDDEN:
 - 2.1. To stay on the premises of sauna, bath and hamam in a state of intoxication (alcoholic, drug or toxic) and to drink alcoholic beverages;
 - 2.2. To stay in sauna, bathhouse and hamam without swimming costume;
 - 2.3. To use colouring products (hair dye, masks, scrubs, creams, etc.) in steam rooms;
 - 2.4. To smoke outside the designated smoking area;
 - 2.5. To stay in sauna, sauna and hamam with animals;
 - 2.6. To use all kinds of weapons, poisons, toxic substances, gas canisters, stun guns, etc;
 - 2.7. To use audio equipment and other sources of noise;
 - 2.8. To use sharp and sharp objects, glassware, firearms etc.; 2.9. to be on the ground floor of a building or on the ground floor of a building;
 - 2.9. To be inside the sauna, bathhouse and hammam with outdoor shoes.
3. RESPONSIBILITY OF VISITORS:
 - 3.1. Failure to comply with the rules and requirements prescribed on warning signs, signs located in the sauna, bathhouse and hamam or attempting to disturb the rest of other visitors is a reason to remove the visitor from the sauna, bathhouse and hamam and a reason to deny the right of further visits.
 - 3.2. The Grace Hotel is private property. The administration of the sauna, bathhouse and hammam may refuse to serve the guests without giving a reason.
 - 3.3. If a visitor violates the rules, as well as ignoring the requirements of the staff of the sauna, bath and hamam, resulting in injury, damage, loss of personal property, the administration of the sauna, bath and hamam is not responsible, and compensation for damages caused will not be paid.
 - 3.4. The client can compensate for the loss or damage of sauna, sauna and hamam's property according to the price specified in Article 1064.1 of the Civil Code of the Russian Federation.
 - 3.5. If the visitor violates these rules and is forced to leave the sauna, bathhouse and hamam, the cost of services will not be refunded (in accordance with Article 32 of the Law "On Protection of Consumer Rights" and Article 782 of the Civil Code of the Russian Federation).

- 3.6. In order to ensure the safety of sauna, bathhouse and hamam visitors, the Administration reserves the right to change and supplement these rules.

**Appendix No. 7 to
the Rules of Accommodation
and Services at the Grace Imperial
Hotel**

Price list for property damage at the Grace Imperial Hotel

Refrigerator	15 000.00 RUB
Iron	2 000.00 RUB
Mini fridge	10 000.00 RUB
TV	15 000.00 RUB
TV remote control	200.00 RUB
TV receiver	4 000.00 RUB
Air conditioner	15 000.00 RUB
Air conditioner remote control	300.00 RUB
Clock	500.00 RUB
Plate	300.00 RUB
Plug	100.00 RUB
Spoon	100.00 RUB
Knife	150.00 RUB
Saucer	150.00 RUB
Can opener	100.00 RUB
Ashtray	100.00 RUB
Glass carafe	400.00 RUB
Glass plate for decanter	500.00 RUB
Metal tray	400.00 RUB
Water glass	100.00 RUB
Glass for tea	150.00 RUB
Teapot	400.00 RUB
Hanger	100.00 RUB
Phone	3 000.00 RUB
Wall lamp	2 000.00 RUB
Chandelier	5 000.00 RUB
Wardrobe	15 000.00 RUB
Bedside cabinet	4 000.00 RUB
Desk	8 000.00 RUB
Bed chair	10 000.00 RUB
Sofa	15 000.00 RUB
Cushion for a sofa, armchair	1 000.00 RUB
Kitchen table (apartment)	20 000.00 RUB
Chair	3 000.00 RUB
Single bed box	10 000.00 RUB
TV table	4000.00 RUB
Box for double bed	12 000.00 RUB
Single bed mattress	6 000.00 RUB
Double bed mattress	10 000.00 RUB
Topper	5 000.00 RUB
Curtain set for one window	7 000.00 RUB
Net curtain set for one window set	5 000.00 RUB
Sachet	4 000.00 RUB
Trash can	1 000.00 RUB
Pedal trash can	1 500.00 RUB

Kitchen area (apartment)	98 000.00 RUB
Dresser	14 000.00 RUB
Pouffe	1 000.00 RUB
Dressing table	10 000.00 RUB
Coffee table	4 000.00 RUB
Entrance hallway with mirror	9 000.00 RUB
Mirror	5 000.00 RUB
Lamp above mirror	3 000.00 RUB
Hairdryer	2 000.00 RUB
Soap dish	500.00 RUB
Soap dispenser, packets	500.00 RUB
Bathtub	15 000.00 RUB
Shower tray	5 000.00 RUB
Paper holder	500.00 RUB
Replacement paper holder	500.00 RUB
Toilet brush	500.00 RUB
Towel rail	5 000.00 RUB
Hook	500.00 RUB
Faucet	3 000.00 RUB
Shower faucet	5 000.00 RUB
Pillow	1 000.00 RUB
Blanket	2 000.00 RUB
Mattress cover	2 000.00 RUB
Pillowcase	500.00 RUB
Single sheet	1 500.00 RUB
Twin sheet	2 000.00 RUB
Blanket	2 000.00 RUB
Duvet cover	2 000.00 RUB
Bed Towel 50*70	500.00 RUB
Towel 50*90	300.00 RUB
Towel 70*130	500.00 RUB
Towel 70*140	1 000.00 RUB
Bedside mats	2 000.00 RUB
Bathroom mirror	4 000.00 RUB
Glass brush	100.00 RUB
Door panel	10 000.00 RUB
Headboard	8 000.00 RUB
Sanitary fixtures, 1 pc.	8 000.00 RUB
Floor rack	5 000.00 RUB
Shoe cabinet	7000.00 RUB
Stool	4000.00 RUB
Loss of room key or e-card	200.00 RUB
Electric kettle	1 500.00 RUB

PROCEDURE AND RULES OF STORAGE OF FORGOTTEN ITEMS AT THE GRACE IMPERIAL HOTEL

1. REGISTRATION OF LOST AND FOUND ITEMS

1.1. All items found are treated as forgotten (lost), found by staff on hotel premises, i.e. in rooms and in public areas. These items must be handed over immediately to the reception desk for check-in and storage.

1.2. Forgotten items must be packed in transparent plastic bags and sealed with a stapler. The attached label must include the following information:

- Name, surname and position of the finder;
- - Date the item was found;
- - The Lost and Found case number (to be filled in by the CP&R Administrator according to the order of the Lost and Found case logbook);
- - The room number or name of the room where the item was found;
- - A brief description of the item (e.g. "white shirt" or "NOKIA charger").

1.3. Information pursuant to clause 1.2. shall be indicated in the Lost and Found register (Lost & Found), which shall be kept and maintained by the reception and accommodation service, and signed by the administrator who has made the entry. The following staff members may keep the logbook: the receptionist, the senior administrator of the Reception Service.

1.4. If the owner of the found item is known, the administrator of the Reception Service shall contact this guest and discuss the method of return

1.5. All low-value finds not subject to long-term storage (drinks, food, etc.) shall be disposed of at the end of the working day. Food and beverages with a shelf life specified on the packaging that do not require special storage temperatures shall be treated as low-value finds and shall be stored in the storeroom (warehouse) of the Household Service for at least three months. After the expiry of the storage period of a low-value item, the employee in whose name the item has been registered may take it for themselves - provided that the Hotel Manager has given permission for this.

1.6. Expensive, non-perishable products and strong alcoholic beverages shall be registered and stored as valuables in the storeroom (warehouse) of the Administrative Service for at least six months.

1.7. All other low-value items shall be stored in the storeroom (warehouse) of the Household Service for three months

2. ITEMS OF SPECIAL VALUE

2.1. Items of special value include: jewellery, mobile phones, photo and video cameras, personal documents, money, securities, airline tickets, expensive clothes and shoes, etc.

2.2. Employees who find such an item MUST immediately report it to the receptionist and hand it over to the reception.

2.3. Items of special value must be kept in the safe deposit box at the reception desk for one year. The safe deposit box must be opened with two keys. One key is kept with the receptionist and the other with the hotel manager. At the end of the storage period, the hotel manager will provide a Certificate of Withdrawal of these items from the register and storage. Only the hotel manager decides how the hotel will dispose of them.

3. PROCEDURE FOR THE RETURN AND LOST AND FOUND ITEMS

3.1. Only the senior administrator and hotel manager shall have access to the safe deposit boxes where found items are kept, and may confirm the absence or presence of the required item and hand it over against a signature.

3.2. Only the supervisor and hotel manager shall have access to the storage room (warehouse) of the Administrative Service, and may confirm the absence or presence of the required item and hand it over against a signature.

3.3. When handing over an item, the hotel employee or guest collecting the lost and found item must sign on the label (see clause 1). An appropriate entry will be made in the Lost & Found register. When returning items of special value, a photocopy of the customer's identification document must be obtained in addition to the customer's signature on the label.

3.4. Employees who fail to comply with the above procedure for the return and storage of lost items will be subject to disciplinary action.

WARNING: All staff members should be aware that if an item of special value is lost, it is very likely that a guest will be asked to return the item as soon as possible. It is therefore in the best interests of the staff member who finds the item to report it immediately to Reception.

Findings form

Date	Found at	Description of the item (brief)	Position of the finder	Full name of the Finder	Ref. number of the item

Lost & Found register

Date	Found by	Found at	Description of the item	Taken into custody by	Return date	Signature of the owner