



APPROVED BY:
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RULES

for the Provision of Hotel Services at the Ural Hotel
(New Edition)

PREAMBLE

These Rules have been developed in accordance with the requirements of the current legislation (the Civil Code of the Russian Federation, Federal Law No. 2300-1 dated 07.02.1992 "On the Protection of Consumers' Rights", Government Decree No. 1912 dated 27.11.2025 "On Approval of the Rules for Providing Hotel and Other Accommodation Services in the Russian Federation" (hereinafter "Rules No. 1912"), Federal Law No. 152-FZ dated 27.07.2006 "On Personal Data", Federal Law No. 15-FZ dated 23.02.2013 "On Protecting the Health of Citizens from the Impact of Environmental Tobacco Smoke and the Consequences of Tobacco Consumption", Government Decree No. 447 dated 14.04.2017 "On Approval of Requirements for the Anti-Terrorist Protection of Hotels and Other Accommodation Facilities and the Form of the Safety Passport for These Facilities"), as well as the local regulatory acts of LLC "PERMTURIST".

These Rules consist of 7 sections regulating the procedure for check-in at the hotel and payment for services, the procedure for booking and providing services, the rules of stay, and the liability of the parties. In cases not regulated by these Rules, the provisions of the current legislation shall apply.

The annex to these Rules is the Regulation on the General Terms of Use of the Premises of the Ural Hotel (the said Rules and Regulation, as well as Rules No. 1912, are available at the hotel's booking and reception service (information counter) and are also published on the official website of LLC "PERMTURIST" on the information and telecommunications network "Internet" (ITS "Internet") — <https://www.hotel-ural.com>). The fire safety rules at the Ural Hotel are displayed in every hotel room, at the booking and reception service, and on the website <https://www.hotel-ural.com>.

1. General Provisions

1.1. Key Terms Used in These Rules and Their Definitions:

- **"Hotel Services"** — a package of services providing individuals with accommodation (provision of places for temporary stay at the hotel), as well as other services, the list of which is determined by LLC "PERMTURIST" within the scope provided for by Rules No. 1912;
- **"Hotel"** — an accommodation facility (buildings with corresponding identifiers, equipment, and other property) owned by LLC "PERMTURIST" by right of ownership, where hotel services are provided and which belongs to the relevant type of accommodation facility as provided for in the Regulation on the Classification of Accommodation Facilities, approved by the Government of the Russian Federation. The said accommodation facility (the Ural Hotel) is located at: Perm, Lenin St., 58. In line with terminological equivalence, the terms "accommodation facility", "hotel", "hotel complex", and "inn" may be used interchangeably. The hotel, as well as the land plot on which the hotel is located and the adjacent land plots for which LLC "PERMTURIST" holds title, constitute private property. The following information is posted on the hotel's official website, social media, travel aggregator platforms, the reception information counter, and the "Diamant" information kiosk (located next to the reception desk in the hotel's central lobby): the hotel is included in the Unified Register of Classification Objects in the Tourism Industry; the

unique register entry number; category "three stars"; type of accommodation facility "hotel"; the start date and end date of the accommodation facility type validity;

- **"Consumer"** — an individual who intends to order or purchase, or who orders, purchases, and/or uses hotel services exclusively for personal and other needs not related to business activities. In accordance with the provisions of Chapter 47 of the Civil Code of the Russian Federation, the term "guest" may be applied to the consumer;
- **"Provider"** — the organization, Limited Liability Company "PERMTURIST" (TIN 5902055832), which enters into contractual relations with the consumer/customer and provides hotel services to the consumer on a paid basis;
- **"Customer"** — an individual, individual entrepreneur, or legal entity that intends to order or purchase, or that orders or purchases hotel services under a hotel services agreement in favor of the consumer/consumers in accordance with clause 2.1 of these Rules (hotel services agreements may be framework agreements at the time of conclusion; therefore, consumer personalization may occur upon submission of booking applications/check-in applications);
- **"Room Rate (Rate per Bed in a Room)"** — the cost of temporary accommodation and other related services determined by the Provider, provided for a single price (in accordance with the Provider's tariff and marketing policy);
- **"Dynamic Pricing System"** — an automated tool approved by an Order of the General Director of LLC "PERMTURIST", which adjusts the cost of hotel services at the Ural Hotel in real time based on demand, competitors' actions, and other factors. Orders approving this dynamic pricing system for specific periods are posted on the hotel's official website in the "Documents" section: <https://www.hotel-ural.com>;
- **"Booking"** — a preliminary reservation of places and/or rooms at the hotel by the customer (consumer);
- **"Check-out Time"** — the time established by the Provider for calculating the accommodation cost and the consumer's departure;
- **"Check-in Time"** — the time established by the Provider for the consumer's arrival at the hotel.

1.2. The hotel is intended for the temporary accommodation of consumers under a paid agreement for the provision of hotel services, regardless of the party entering into such an agreement or the method of concluding the agreement (clause 2.2 of these Rules). There is no maximum stay limit at the hotel. The consumer is guaranteed the provision of the entire list of services stipulated, depending on the payment terms: the relevant information is reflected in the price list or in the text of the hotel services agreement, or communicated to the consumer/customer by other means. The Provider, at its own discretion and responsibility, without taking into account the opinion of the consumer/customer, has the right to engage various business entities (legal entities and individual entrepreneurs) on a contractual basis to provide the consumer with certain services from the stated list.

Hourly accommodation and hourly accommodation rate calculation are not provided at the hotel. The minimum accommodation rate is the room rate for 1 (one) day, unless otherwise provided in these Rules or the terms of the agreement.

1.3. The hotel's operating hours are 24/7, meaning the Provider ensures round-the-clock service for consumers arriving at (subject to availability) and departing from the hotel.

1.4. In order to coordinate the activities of the security service (control service) and to build additional evidentiary material regarding actions committed within the hotel premises, including unlawful acts, 24-hour video surveillance is conducted in public areas and places with large crowds (audio monitoring in public areas is permitted). The Provider has the right to use video surveillance (audio monitoring) materials:

- as additional evidence to support the statements of the Provider's employees, exclusively in law enforcement and judicial authorities;
- for selective long-term archiving of recorded video materials — within the standard statute of limitations (3 years under Russian law), subject to technical capability;
- as evidence regarding the actions (or inaction) of the Provider's employees, as well as of other persons present at the hotel.

Persons checking into the hotel, as well as persons visiting the hotel, are deemed to have given their consent to video surveillance and audio monitoring at the hotel by default.

1.5. Photo and video shooting at the Ural Hotel by third parties is permitted only after prior written approval from the administration of LLC "PERMTURIST".

1.6. These Rules are mandatory for compliance by consumers, as well as by persons who enter into a hotel services agreement with LLC "PERMTURIST" for the purpose of accommodating specific individuals (consumers) at the hotel, and by other persons visiting the Ural Hotel building.

1.7. Information about the services provided, in accordance with clause 9 of Rules No. 1912, is communicated to consumers and other persons by posting it in the hotel area designated for processing temporary accommodation for consumers (the accommodation department counter — "reception"), as well as through other means, including the hotel's website on the Internet, etc.

1.8. The hotel maintains and complies with the anti-terrorist protection regime in accordance with the existing Security Passport (hazard category 2).

1.9. Check-in time at the hotel is 14:00 local time (Perm). Check-out time (check-out hour) is 12:00 local time (Perm). The period between the consumer's check-out from the room and the next consumer's check-in is required by the Provider to prepare the room for accommodation (cleaning, restocking).

1.10. The hotel uses a dynamic pricing system. The introduction of the dynamic pricing system is aimed at achieving a high-yield combination of hotel occupancy and the volume of hotel services sales, the ultimate goal of which is to improve key profitability indicators. Dynamic pricing is introduced to ensure a competitive advantage, timely adaptation to changes in the marketing environment and the situation in the market for similar services in Perm, the ability to quickly respond to changes in supply and demand, and to maximize revenue from the sale of hotel services at the Ural Hotel. The room rate is determined by its category and depends on the stay period according to the calendar price schedule posted on the hotel's official website: <https://www.hotel-ural.com>. Individual pricing for hotel services may be determined by the terms of agreements with customers and agents.

1.11. Information on the accommodation procedure at the hotel and the use of hotel services, including these Rules, Fire Safety Rules, Parking and Car Park Usage Rules, and other information relating to staying at the hotel and the relationship between the hotel and guests (customers), as well as information about the provider of hotel services and their cost, is posted in the hotel area designated for processing temporary accommodation for consumers (in the information folder at the hotel reception and accommodation service counter), in the "Diamant" information kiosk (located next to the reception desk in the hotel's central lobby), and on the hotel's official website: <https://www.hotel-ural.com>. By booking accommodation and/or checking into the hotel, the consumer, as well as the customer by signing the hotel services agreement, confirms that they have received the above information in full and cannot subsequently claim that they did not have the opportunity to review this information in order to make the final choice of LLC "PERMTURIST" as the provider of hotel services and the Ural Hotel as the accommodation facility.

2. Procedure for Check-In at the Hotel and Payment for Services

2.1. The Hotel Services Agreement (hereinafter referred to as the "Agreement") shall be concluded:

- with individuals aged over 18 years upon presentation of identity documents* (for foreign nationals, a migration card with a mark confirming crossing of the Russian Federation's state border is additionally required; this requirement does not apply to persons exempted from completing it in accordance with international treaties of the Russian Federation establishing a special entry and stay regime in the territory of the Russian Federation);
- with legal entities and/or individual entrepreneurs, as well as with individuals (customers) initiating the accommodation of specific individuals (consumers) at the hotel and paying for such consumers' accommodation.

If the Agreement is concluded directly by the consumer, the relationship between the consumer and LLC "PERMTURIST" shall be governed by the legislation on consumer protection. In this case, an individual may also act as a customer, initiating the accommodation of another individual at the hotel and paying for that individual's accommodation.

If the Agreement is concluded by a customer, such relationship shall be governed by Chapter 39 of the Civil Code of the Russian Federation.

In cases provided for in clause 2.11 of these Rules, the Agreement may be concluded with a minor who has reached the age of 14 years (upon presentation of an identity document and in the presence of his/her parents (legal representatives) or an accompanying person(s), provided that such accompanying person(s) presents consent). If such minor is not accompanied by parents (legal representatives) or an accompanying person(s), accommodation of the minor at the accommodation facility shall be carried out on the basis of an identity document presented by the minor, provided that written consent from the minor's parents (legal representatives) is submitted.

Accommodation at the hotel of a minor citizen who has not reached the age of 14 years, as well as a minor who has reached the age of 14 years but has not obtained a Russian citizen's passport, shall be carried out on the basis of the minor's birth certificate, as well as identity documents of the parents (legal representatives) or accompanying person(s) who are present with the minor, provided that such accompanying person(s) submits written consent from the minor's parents (legal representatives) for accommodation at the accommodation facility.

2.1.1. Consumers who are citizens of the Russian Federation shall be subject to registration at the place of temporary stay at the hotel in accordance with the "Rules for Registration and Deregistration of Citizens of the Russian Federation at the Place of Temporary Stay and Place of Residence within the Russian Federation and the List of Officials Responsible for Registration", approved by Government Decree No. 713 dated 17.07.1995 (as amended).

Registration at the hotel of a minor citizen who has not reached the age of 14 years shall be carried out on the basis of an identity document or information on state registration of birth (which must include the details of the birth record, the name of the authority that registered the birth in accordance with the Federal Law "On Vital Records", the date and number of the record) or a document issued by a competent authority of a foreign state confirming the fact of birth registration (if the birth was registered by competent authorities of foreign states outside the territory of the Russian Federation).

Registration and deregistration (accounting) of foreign citizens and stateless persons at the hotel shall be carried out in accordance with the Rules for Migration Registration of Foreign Citizens and Stateless Persons in the Russian Federation, approved by Government Decree No. 9 dated 15 January 2007 "On

the Procedure for Migration Registration of Foreign Citizens and Stateless Persons in the Russian Federation” (as in force at the time of check-in at the hotel).

For the purposes of check-in and registration, the following documents shall be considered identity documents of the consumer:

- a) a passport of a citizen of the Russian Federation used for identification within the territory of the Russian Federation;
- b) a USSR passport used for identification of a citizen of the Russian Federation until it is replaced with a Russian passport within the prescribed period;
- c) a passport of a citizen of the Russian Federation used for identification outside the territory of the Russian Federation;
- d) a temporary identity document of a citizen of the Russian Federation;
- e) a document identifying a serviceman of the Russian Federation — during mobilization, martial law, or wartime;
- f) if the above-listed identity documents of a citizen of the Russian Federation are not available, check-in shall be carried out upon presentation by the consumer of a Russian national driving licence or by providing information contained in the identity document using a multifunctional information exchange service. If the hotel uses the Unified Biometric System or the mobile application of the federal state information system “Unified Portal of State and Municipal Services (Functions)”, check-in of a consumer who is a citizen of the Russian Federation may also be carried out subject to identification and/or authentication using the Unified Biometric System, as provided in clause 24 of Rules No. 1912 dated 27.11.2025, or subject to the consumer providing information contained in their identity document via the mobile application of the federal state information system “Unified Portal of State and Municipal Services (Functions)”. To implement this functionality and ensure the consumer’s check-in, the hotel must have the appropriate technical infrastructure and current organisational capabilities (connection to the information exchange service; operational equipment, internet connection), and the consumer must have an activated personal “digital ID”;
- g) a birth certificate — for a minor citizen of the Russian Federation who has not reached the age of 14 years, as well as for a minor citizen of the Russian Federation who has reached the age of 14 years but has not obtained a Russian citizen’s passport;
- h) a foreign citizen’s passport or another document established by federal law or recognised under an international treaty of the Russian Federation as an identity document for a foreign citizen;
- i) a document issued by a foreign state and recognised under an international treaty of the Russian Federation as an identity document for a stateless person;
- j) a temporary residence permit for a stateless person;
- k) a residence permit for a stateless person;
- l) a temporary identity document for a stateless person in the Russian Federation.

2.1.2. Persons checking into the hotel are data subjects under the Federal Law “On Personal Data” No. 152-FZ dated 27.07.2006. By providing their personal data to the Provider, such persons confirm its accuracy. Since the Provider needs the personal data of persons checking into the hotel to properly provide hotel services and to carry out registration procedures, a person checking into the hotel, by signing the Hotel Services Agreement (including the provisions of the Consumer (Guest) Questionnaire), confirms that they grant the Provider the right, without notifying the authorised body for the protection of data subjects’ rights and without the person’s (consumer’s) specific consent, to process their personal data, which includes: surname, name, patronymic, year, month, date and place of birth, residential address, details of the identity document, duration of stay at the hotel, contact phone number, email address.

Furthermore, the Provider, without any consent from the person checking into the hotel and without notifying the authorised body for the protection of data subjects’ rights, shall provide the personal data

of such person (consumer) upon request to law enforcement, tax and judicial authorities, any lawyers, as well as to the person's employers.

In other cases, the Provider may provide the personal data of a person checking into the hotel to third parties only on the basis of that person's written consent executed in accordance with Article 9 of the Federal Law "On Personal Data" No. 152-FZ dated 27.07.2006.

Personal data of persons checking into the hotel shall be stored on paper and electronic media, and the Provider shall ensure its security. The Provider may process the personal data of persons checking into the hotel for a period of three years from the date of conclusion of the hotel services agreement (thereafter, such information shall be destroyed by the Provider).

Processing of personal data of persons checking into the hotel includes the Provider's actions (operations) such as collection, systematisation, accumulation, storage, clarification (updating, modification), use for registration purposes, distribution (including transfer) upon request of law enforcement, tax and judicial authorities, any lawyers and the person's employers, depersonalisation, blocking, and destruction of such personal data. The Provider shall process personal data of persons checking into the hotel without notifying the authorised body for the protection of data subjects' rights.

2.2. Hotel services shall be provided by the Provider on the basis of a written Agreement. An Agreement concluded with a consumer or with a customer who is an individual not acting as an individual entrepreneur shall be a public agreement (the requirements for the Agreement are specified in clause 12 of Rules No. 1912).

The Agreement shall enter into force and become binding on the parties from the moment of its conclusion. The Hotel Services Agreement may be concluded in any form, including by drawing up a single document signed by the contracting parties, as well as by exchanging documents via postal, telegraph, teletype, telephone, electronic or other communication that allows reliable verification that the document originates from the relevant party (depending on the terms for concluding a hotel services agreement, the parties may, by mutual agreement, conclude the agreement by signing the agreement text in the form of one of the parties, including by the consumer signing the Agreement).

Regardless of who is the payer for the hotel services provided, an arrival address sheet / Consumer (Guest) Questionnaire shall be completed for the consumer for registration purposes.

The written form of the Agreement shall be deemed complied with also in the following cases:

- confirmation by the Provider of the application sent by the Customer (Consumer) to the Provider;
- performance by the Customer (Consumer) of actions aimed at obtaining services and actual receipt of services;
- signing of the Consumer (Guest) Questionnaire;
- payment by the Customer (Consumer) of the corresponding amount to the Provider for hotel services;
- acceptance by the Consumer (Customer) of the Provider's written offer to conclude an agreement addressed to an indefinite group of persons.

The form and procedure for submitting an application shall be established by the Provider, provided that such procedure ensures the ability to verify that the application originates from the Customer or Consumer.

If there are available rooms (beds in a room) matching the Customer's (Consumer's) application on the dates specified in the application, the Provider shall send the Customer (Consumer) a notification containing information on the Provider's name (trade name), the Customer (Consumer), the category of the booked room and the room rate (rate per bed in a room), the duration of the stay at the hotel, booking terms, and other information determined by the Provider. In this case, the Agreement shall be deemed concluded from the moment the Customer (Consumer) receives the booking confirmation notification.

2.2.1. The person signing the Agreement and/or paying for the Provider's services confirms that they have received from the Provider full and accurate information regarding:

- a) the rules for providing hotel services at the hotel (stay rules, etc.);
- b) the Regulation on the General Terms of Use of the Hotel Premises;
- c) fire safety rules (taking into account the use of electrical appliances) at the hotel;
- d) the price list for the hotel's services;
- e) the procedure for personal data processing;
- f) information on the operation of food service outlets at the hotel and meal conditions;
- g) rules for accommodating guests with pets at the Ural Hotel;
- h) parking rules for guests of the Ural Hotel — a 24-hour secured parking (car park) and an unsecured paid parking, regulated by internal local documents of LLC "PERMTURIST";
- i) other information provided for in clause 9 of the Rules for Providing Hotel Services in the Russian Federation (approved by Government Decree No. 1912 dated 27.11.2025), and therefore has no claims against the Provider.

This information is located at the reception and accommodation department counter at the hotel (in a place accessible for the consumer's (guest's) review), as well as on the website www.hotel-ural.com. In addition, the hotel stay rules and fire safety rules are available in every hotel room. Upon request from the customer or consumer, basic information on the rules for providing hotel services, general terms of use of the Ural Hotel premises, hotel stay rules, and fire safety rules at the hotel shall be explained by the reception department administrators when processing the consumer's (guest's) accommodation or during their stay.

2.2.2. In accordance with Chapter 39 of the Civil Code of the Russian Federation, the Agreement on behalf of the Provider shall be concluded by the General Director of LLC "PERMTURIST" or another person acting under a power of attorney. The Agreement, executed by signing a written text or by confirming an application or performing actual actions (acceptance of payment), taking into account the Consumer (Guest) Questionnaire, shall be concluded on behalf of the Provider by the senior administrator and/or administrator of the accommodation department of LLC "PERMTURIST" under a power of attorney.

2.3. Upon signing the Agreement (provided that the Agreement text is executed taking into account the Consumer (Guest) Questionnaire), the Provider shall issue the following documents to the person checking into the hotel:

- a guest card (an electronic plastic magnetic key (EPMK)). This EPMK grants its holder the right to use food services in accordance with the terms of the paid tariff (in this case, the holder is responsible for the safekeeping of the EPMK). If there is an outstanding debt for hotel services, the EPMK shall be automatically blocked (in this case, the consumer shall be deprived of the opportunity to receive services in the hotel building: access to the hotel room shall be prohibited, etc.).

In certain cases provided for by the Agreement, invitations for breakfast, lunch or dinner may be issued (depending on payment terms) in the form determined by the Provider.

Depending on the terms of the Agreement and the payment procedure, the Provider shall also issue payment documents, invoices, and certificates of services rendered with relevant information to the respective person (consumer or customer).

Special attention should be paid to the following: a consumer (customer's representative) wishing to receive a Universal Transfer Document (UTD) must present an appropriate power of attorney and order the UTD at least one business day before its receipt in person, or, based on the same power of attorney, submit a request for the UTD for its subsequent mailing to the specified recipient address.

2.4. The room rate (rate per bed in a room), the list of services included in the room rate (rate per bed in a room), as well as the procedure and methods of payment for the room (bed in a room) shall be established by the Provider. The list of additional services provided by the Provider and their cost shall be determined by the Provider in the relevant price lists.

Prices established in the relevant price list are differentiated depending on the room category, number of occupants, and other factors, and are valid for a limited period. The room rate (rate per bed in a room) for each consumer (customer) shall be set at the moment the Provider confirms the booking in accordance with the price list in effect at that time, or, if no prior booking was made, at the moment of check-in in accordance with the price list in effect at the time of the consumer's accommodation. At the moment of booking confirmation, the consumer (customer) accepts and agrees to the room rate (rate per bed in a room) and shall not be entitled to request its change upon accommodation at the hotel.

2.4.1. Under the conditions provided for by law, the accommodation price includes a tourist tax, which is not charged from the following categories of citizens:

- a) citizens belonging to federal preferential categories: Heroes of the Soviet Union, Heroes of Russia, Heroes of Labour of Russia, full holders of the Order of Glory; participants and disabled persons of the Great Patriotic War; participants of the Special Military Operation (SMO); veterans and disabled persons of combat operations; persons awarded the badge "Resident of Besieged Leningrad", "Resident of Besieged Sevastopol", "Resident of Besieged Stalingrad"; persons who worked during the Great Patriotic War in air defence services, in frontline areas, on the construction of military facilities, etc.; disabled persons of Groups I and II, disabled persons since childhood, disabled children;
- b) citizens identified by Decision No. 175 of the Perm City Duma dated 22 October 2024: persons registered at their place of residence or temporary stay in the Perm Territory; persons under 18 years of age.

To obtain the benefit upon check-in, a document confirming the status must be presented (passport; certificate, disability certificate, registration address, etc.). The hotel shall record this fact (usually by making a copy of the document).

2.5. According to the Provider's price list, payment for accommodation at the hotel shall be charged in accordance with the unified check-out time (check-out hour) — from 12:00 on the current day local time (Perm). The terms for providing extra beds shall be agreed upon at the time of booking.

Early check-in ("Accommodation of the Consumer Before the Established Check-In Time" / "Stay Before Check-In Time") is a service provided subject to the availability of vacant rooms (rooms prepared for check-in) at the time of booking (check-in):

2.5.1. If an early check-in is required (from 00:00 to 14:00), the consumer (customer) shall inform the Provider thereof in the notes to the order (order via e-mail, through the Provider's website, via a travel aggregator), or inform the booking department specialists by any other method that allows reliable confirmation of the transmission of this information (including indicating the need and number of extra beds). The Hotel Services Agreement may provide for a different payment procedure for this service. By signing the Agreement and/or the Consumer (Guest) Questionnaire, the consumer (customer) confirms their consent to book and pay for this service under the terms of these Rules.

Individual and group accommodation (up to 20 extra beds)

2.5.2. Upon check-in with an early arrival, including group arrivals with up to 20 (twenty) extra beds provided, the accommodation fee shall be charged according to the Provider's tariff "Stay Before Check-In Time", plus the cost of the extra bed, in accordance with the Provider's price list and/or the booking sheet, unless otherwise stipulated by these Rules or the Agreement terms.

Group accommodation (more than 20 extra beds)

2.5.3. For group accommodation with an early check-in requiring more than 20 (twenty) extra beds, the fee for these rooms (with extra beds) shall be charged at the daily rate for the hotel rooms of the categories selected by the Customer, unless otherwise agreed in the Agreement or the booking sheet.

2.5.4. If the Consumer checks into the hotel between 00:00 and 14:00 and continues to stay after 14:00, the room rate (rate per bed in a room) for the period from check-in time to 14:00 shall be charged under the Provider's tariff "Stay Before Check-Out Time" at 50 % of the daily accommodation rate for a room of the corresponding category (the cost of hotel services at the Ural Hotel is approved by the Provider). Thereafter, accommodation after 14:00 shall be paid in the standard manner according to the Provider's price list, unless otherwise specified in the Agreement or the booking sheet. This service is provided subject to the availability of a ready and vacant room for check-in.

If the period from check-in time to the established check-in time exceeds 12 hours, the hotel services fee shall be charged in the standard manner according to the Provider's price list (daily rate), unless otherwise stipulated in the Agreement or the booking sheet.

2.5.5. If the stay at the hotel is less than 24 hours (check-in after 14:00), the fee shall be charged for one full day at the rate for rooms of the category selected by the Customer/Consumer.

2.5.6. In case of a delayed check-out by the Consumer ("Late Check-Out"), the accommodation fee shall be charged in accordance with the current price list (the cost of hotel services at the Ural Hotel is approved by the Provider): stay from 12:00 to 23:59 shall be charged at 50 % of the daily rate applicable to the guest for the last day of stay, without provision of meals.

Depending on the Agreement terms, a different payment procedure may be stipulated.

2.5.7. A Consumer (Customer) wishing to extend their stay must inform the hotel's accommodation service by 12:00 on the last paid day of their intention and pay for the extended stay (otherwise, the hotel has the right to sell the accommodation in this hotel room to another person, which in turn entails the Consumer's obligation to vacate the hotel room. The room shall be marked for "Departure Cleaning", and the Consumer's belongings shall be moved to the Provider's storage room).

2.5.8. The Consumer may use the "Stay Before Check-Out Time" service free of charge when checking into the hotel between 10:00 and 12:00, provided that there are vacant and ready rooms available at the hotel and the Consumer does not have a booked "Stay Before Check-Out Time" service.

2.6. At the request of an interested party (consumer, customer), the Provider may assign a double-bed room to one individual, subject to full payment of the room rate (no right to share the room with another person).

2.7. Pursuant to Article 37 of the Federal Law "On Consumer Protection" and Article 781 of the Civil Code of the Russian Federation, the accommodation fee shall be paid by the consumer (customer) by transferring funds to the Provider's current account no later than the day preceding the check-in date specified in the booking request; or by paying in cash at the Provider's cash desk at the time of check-in formalities. When paying for accommodation by bank transfer, the Consumer (Customer) must have a copy of the payment order confirming payment for accommodation services at the hotel upon check-in. Payment by credit cards via the terminals available at the Provider's premises is permitted. The Consumer (Customer) shall pay for hotel services in accordance with the Agreement terms. To obtain the right to guaranteed accommodation, the Consumer (Customer) shall pay for the entire requested period of stay.

2.7.1. If the Consumer wishes to pay for hotel services in full after the services are rendered, at the time of check-in the Consumer, pursuant to Article 381.1 of the Civil Code of the Russian Federation, must pay the Provider a security deposit equal to the cost of the entire requested stay period at the hotel (if the Consumer extends the stay, they must top up the security deposit to the amount corresponding to the cost of the Consumer's stay period at the hotel). This security deposit shall be returned to the Consumer upon their check-out from the hotel, provided the Consumer has fully paid for the accommodation. If the Consumer leaves the hotel without paying for the accommodation, the security deposit amount shall, without court proceedings, become the property of the Provider as payment for the hotel services rendered to the Consumer (it shall be offset against the Consumer's obligation to pay for the Provider's hotel services).

2.8. Children up to and including 7 years of age shall be accommodated free of charge, without an extra bed. An extra bed for children up to 7 years of age shall be provided for a fee (the cost of hotel services at the Ural Hotel is approved by the Provider). Minors aged 8 to 18 shall be accommodated at the hotel for a fee in the standard manner, subject to clauses 2.10 and 2.11 of these Rules.

2.9. The Provider shall grant discounts on accommodation fees to the following categories of citizens:

- Heroes of the Soviet Union, Heroes of Russia, full holders of the Order of Glory of all degrees — a 15 % discount on the base room rate (rate per bed in a room) per day. The discount shall be granted upon presentation by the Consumer of documents confirming possession of these awards;
- disabled veterans of the Great Patriotic War, disabled persons of combat operations — a 15 % discount on the base room rate (rate per bed in a room) per day. The discount shall be granted upon presentation by the Consumer of documents confirming disability on these grounds;
- participants of the Special Military Operation (SMO) — a 15 % discount on the base room rate (rate per bed in a room) per day. The discount shall be granted upon presentation by the Consumer of an SMO participant's certificate, or upon payment for accommodation at the hotel using the "SMOi" payment card issued by PSB Bank (PJSC).

2.10. Registration (check-in formalities) of minors at the place of temporary stay at the hotel shall be carried out at the place of stay (hotel room) of their parents (legal representatives) or accompanying person(s) who are with them, provided that such accompanying person(s) submits the parents' (legal representatives') consent for the minor's accommodation at the hotel. This shall be based on the birth certificate (for minors under 14 years) or passport (for minors aged 14 to 18) and a document verifying the identity and authority of the legal representative.

2.11. Registration (check-in formalities) of minors who have reached the age of 14 at the place of temporary stay at the hotel in the absence of their parents (legal representatives) or an accompanying person(s) shall be carried out on the basis of a document verifying the minor's identity, provided that the parents' (legal representatives') consent for the minor's accommodation at the hotel is submitted.

2.12. Registration (individual check-in formalities) of minors at the place of temporary stay at the hotel during a group arrival (sports teams, creative groups, etc.) shall be carried out on the basis of the minors' documents specified in clause 2.10 of these Rules and a document verifying the identity and authority of the accompanying person(s), provided that such accompanying person(s) submits the parents' (legal representatives') consent for the minor's accommodation at the hotel.

2.13. Accommodation of minors at the hotel if clauses 2.10, 2.11, and 2.12 of these Rules are not complied with is not permitted.

2.14. The Provider (Hotel) shall wait for the Consumer until the check-out time on the day following the scheduled check-in day. In case of untimely cancellation of the booking, late arrival or no-show by the Consumer at the hotel without prior written notice to the Provider before the check-in day (by 23:59 on the day preceding the booked check-in date), the Consumer and/or Customer shall, in accordance with clause 16 of Government Decree No. 1912 dated 27.11.2025, pay the Provider, depending on the booking terms, a fee for the actual vacancy of the room (bed in a room) for one day at the "Basic" tariff ("walk-in" rate), excluding VAT. This fee is not a separate service but constitutes a penalty ensuring the Consumer's and/or Customer's performance of their obligation to the Provider. The Consumer and/or Customer must pay the required amount within five business days from the date of receipt of the invoice from the Provider.

2.15. If the Consumer is late by more than one day, the reservation shall be cancelled, and accommodation at the hotel shall be provided on a first-come, first-served basis. The Customer must inform the persons for whom the hotel services agreement was concluded of this condition.

2.16. In the event of an early departure by the Consumer from the hotel (one day or more), the Provider shall refund the amount paid but not used by the Consumer upon the Consumer's personal application, upon presentation of a passport and a cash receipt or a document issued on a strict accountability form, within three business days (based on a five-day working week). In the event of an early departure by the Consumer from the hotel (less than one day), the Provider shall not refund the amount paid but not used by the Consumer. Settlements with the Customer under similar conditions of early departure of persons for whom the hotel services agreement was concluded shall be made in accordance with that Agreement or under the terms of this clause (unless otherwise provided in the Agreement).

3. Booking Procedure

3.1. The Provider shall be entitled to carry out booking in any form, including by drawing up a document signed by both parties, as well as by accepting a booking request (hereinafter referred to as the "Request") via postal service, telephone (fax), through the personal account on the Provider's website, through the TravellLine booking module embedded on the Provider's official website, and via any other means of communication (electronic, etc.) that allow verifying that the Request originates from the Consumer or Customer.

The form of the Request shall be established by the Provider and made available to the general public by posting it on the Provider's website on the Internet. An individual Request form may also be used within the framework of personal contractual relations between the Provider and the Customer.

Booking shall also be carried out via the interfaces of online booking systems (aggregators/third-party platforms) with which the Provider has entered into agency agreements.

3.2. The Provider applies a booking procedure at the hotel that provides for waiting for the Consumer until the check-out time (check-out hour) on the day following the scheduled check-in day. In case of untimely notification of cancellation of the booking, late arrival or no-show by the Consumer, a fee shall be charged from the Consumer or the Customer for the actual vacancy of the room (bed in a room), but not for more than one day (clause 2.14 of the Rules). If the Consumer is late by more than one day, the booking shall be cancelled.

3.3. The Consumer (Customer) shall be entitled to cancel the booking Request in the manner and by the methods established by the Provider. The cancellation procedure shall be made available to the general public by posting it on the Provider's official website on the Internet, and in case of booking via a travel aggregator platform — in accordance with the rules of such platform.

3.4. The Provider shall accept booking Requests via any possible means of communication. By default, documents sent via fax and in electronic form shall be recognised as having legal force.

3.5. The booking Request must contain the following information:

- the name of the legal entity, full name of the individual entrepreneur, full name of the individual (address, passport details), details of the legal entity or individual entrepreneur (INN, OGRN, current account);
- the category of the hotel room;
- the number of rooms (beds);
- full names and passport details of the persons who will be accommodated at the hotel;
- check-in date and time;
- check-out date and time;
- payment method (cash or non-cash payment);
- contact phone number, fax;
- the Request must be certified with the organisation's seal and the signature of the organisation's head (deputy) or chief accountant (or any other person acting under a power of attorney or by virtue of their job duties).

A Request without a handwritten signature and seal, sent from an email address that the Customer (Consumer) uses regularly (predominantly), shall also be recognised as having legal force: receiving or sending a message using an email address known as the person's own email or as the official email of their authorised employee shall be deemed evidence that these actions were performed by the person themselves, unless proven otherwise.

Use of an electronic document management system is permitted (documents transmitted via EDI shall be presumed to have legal force).

3.6. A booking shall be deemed valid from the moment the Consumer (Customer) receives a notification ("confirmation letter") in the Provider's form, containing the following information:

- booking number;
- name (trade name) of the Provider;
- information about the Customer (Consumer) (name of the legal entity (full name of the individual)) and relevant details;
- category of the hotel room;
- room rate (rate per bed in a room);

- number of rooms (beds);
- check-in date and time;
- check-out date and time;
- date and signature of the booking specialist.

3.7. Cancellation of the Request is permitted until the check-in day. If this deadline is met, no fee shall be charged for the vacancy of the room (in the amount of the room rate, but not for more than one day).

Notification of Request cancellation must be sent to the Provider in writing by one of the following methods:

- via fax;
- in person (by an authorised representative of the Customer);
- by registered mail with return receipt via a postal operator;
- to the email address specified by the Provider in the Agreement or on the official website, provided that such communication method is explicitly provided for in the Provider's booking rules;
- via the personal account on the Provider's website;
- via the TravelLine booking module embedded on the Provider's official website;
- via the interface of the online booking system (aggregator/third-party platform) where the Request was placed — in accordance with the rules of the respective platform.

The notification date shall be deemed to be the date and time when the message is received by the Provider or the date and time of cancellation recorded in the booking system (depending on the chosen method).

The Customer must retain evidence of sending the notification (receipt, return receipt, screenshot, system record, booking history extract, fax transmission report, etc.) in case of a dispute.

3.8. The Provider shall be entitled to refuse to book rooms (beds in a room) for the Consumer or Customer if there are no available rooms of the requested category on the date specified in the Request. In this case, the Consumer or Customer shall be sent a "Booking Refusal" via electronic, fax, postal or other means of communication that allow reliably confirming the fact of information delivery to the addressee.

3.9. No fee shall be charged for booking.

3.10. Categories of citizens entitled to priority booking and accommodation at the hotel (subject to availability):

- a) judges — when travelling on official business trips (Russian Federation Law No. 3132-I dated 26.06.1992 "On the Status of Judges in the Russian Federation");
- b) bailiffs — when travelling on official business trips (Federal Law No. 118-FZ dated 21.07.1997 "On Bailiffs");
- c) police officers, employees of the Investigative Committee, the Prosecutor's Office, the penal system, the federal fire service, customs authorities, the federal courier service — when travelling on official business trips or proceeding to a new place of service (relevant federal laws and regulations);
- d) military personnel serving under contract — when travelling on official business trips (Federal Law No. 76-FZ dated 27.05.1998 "On the Status of Military Personnel").

To confirm the right to priority accommodation, an official ID and documents confirming the purpose of the trip (e.g., a travel order) are usually required.

4. Service Provision Procedure

4.1. The room rate (rate per bed in a room), the list of services included in the room rate (rate per bed in a room), as well as the procedure and methods of payment for the room (bed in a room) shall be established by the Provider.

At the request of a guest staying at the hotel or the Customer, the Provider may provide additional paid services in accordance with the approved List of Additional Services, issuing a receipt and a cash register receipt or other documents (issuance of an electronic cash register receipt is permitted).

4.2. The Provider shall provide the following free services to a guest staying at the hotel:

- calling an ambulance and other special services;
- use of a medical first-aid kit containing essential medicines (the list shall be approved by the Provider's order);
- use of a blood pressure monitor;
- wake-up call at a specified time;
- provision of boiling water on a self-service basis (water coolers are located on each floor);
- ironing of clothes on a self-service basis (an ironing board and an iron are available in the ironing room on each floor).

4.3. A guest staying at the hotel may use paid telephone communication services (local, intra-area, long-distance, international) provided by a specialised telephone company. Information about the calls shall be recorded in the database of the hotel's accommodation department administrator within 3–5 minutes after the call ends.

The cost of telephone services shall be reimbursed by the guest staying at the hotel on a daily basis at the hotel's accommodation department, based on an invoice, with a cash register receipt issued (issuance of an electronic cash register receipt is permitted).

4.4. Under the terms of the hotel services agreement, for the benefit of the Consumers, the Customer may directly reimburse the costs of paying for these services.

4.5. The Provider shall provide a guest staying at the hotel with reference information about the operating hours of all services located in the hotel. This information shall be available both in the rooms and with the administrators of the hotel's accommodation department. In any case, the said reference information shall be provided in real time by the administrators of the hotel's accommodation department.

4.6. With the request and consent of the guest staying at the hotel, visits by third parties to their room are permitted from 08:00 to 23:00 (local time), provided that the visitor presents an identity document (clause 2.1.1 of these Rules) and the guest staying at the hotel obtains a one-time pass from the accommodation department administrators.

Stay of third parties after 23:00 is permitted if the guest staying at the hotel obtains a guest card from the accommodation department administrator, provided that the guest presents an identity document and pays for the "guest card" service in accordance with the hotel's price list.

For guests arriving at the hotel from other regions of the Russian Federation, in addition to the guest card, a standard-form questionnaire shall be completed: the Consumer (Guest) Questionnaire. When issuing a guest card for foreign nationals, such persons shall be registered for migration purposes in accordance with the established procedure.

If a guest of the guest staying at the hotel stays at the hotel for more than half a day, the guest's accommodation shall be formalised with payment in accordance with the hotel's price list.

4.6.1. The Provider shall process the personal data of the guest of the person staying at the hotel for the purpose of granting the guest access to the hotel's room stock.

The guest of the person staying at the hotel shall be subject to the regime provided for in clause 2.1.2 of these Rules, i.e. the guest grants the Provider the right, without notifying the authorised body for the protection of data subjects' rights and without the guest's specific consent, to process their personal data, which include: surname, name, patronymic, year, month, date and place of birth, residential address, identity document details, duration of stay at the hotel, contact phone number, email address.

Furthermore, the Provider, without any consent from the guest of the person staying at the hotel and without notifying the authorised body for the protection of data subjects' rights, shall provide the guest's personal data upon request to law enforcement, tax and judicial authorities, any lawyers, as well as to the guest's employers.

In other cases, the Provider may provide the personal data of the guest of the person staying at the hotel to third parties only on the basis of the guest's written consent executed in accordance with Article 9 of the Federal Law "On Personal Data" No. 152-FZ dated 27.07.2006.

The guest's personal data shall be stored on paper and electronic media, and the Provider shall ensure its security. The Provider may process the guest's personal data for a period of three years from the date of entry into the hotel (thereafter, such information shall be destroyed by the Provider).

4.7. The Provider shall not be liable for the safety of documents, money, currency valuables, securities and other valuable items left in the hotel room (Article 925 of the Civil Code of the Russian Federation). Such property shall be deposited by the guest staying at the hotel in individual safes located at the accommodation department or by using safes installed in rooms of the relevant categories.

4.8. A guest staying at the hotel who discovers loss, shortage or damage to their belongings must immediately report this to the Provider.

4.9. In case of discovering forgotten items, the Provider must notify the owner by telephone using the phone number specified by the guest staying at the hotel in the Consumer (Guest) Questionnaire, or by any other available means. If the person entitled to claim the forgotten item or their location is unknown, the Provider shall place the forgotten item in the storage room.

4.10. Forgotten items shall be kept at the hotel for one month from the date of their discovery. For certain categories of items (valuable items, food products, perishable goods, etc.), the storage periods may differ. The exact periods for each category are specified in the Rules for Storage of Forgotten (Lost) Items (the Consumer has the right to familiarise themselves with these Rules at the hotel's accommodation department).

4.11. A guest staying at the hotel, including their guests, must:

- comply with these Rules, including the hotel's stay rules;
- comply with the hotel's fire safety rules;
- comply with the Regulations on General Terms of Use of the Ural Hotel Premises;
- comply with the Rules for Accommodation of Guests with Pets at the Ural Hotel;

- comply with the parking rules for guests of the Ural Hotel — a 24-hour secured parking (car park) and an unsecured paid parking, regulated by internal local documents of LLC "PERMTURIST";
- comply with other rules and instructions established by the Provider and available for review in accessible places, including on the website www.hotel-ural.com;
- pay for all services provided to them, unless otherwise provided in the agreement with the Customer;
- pay for any damage caused to the accommodation facility (hotel), unless otherwise provided in the agreement with the Customer;
- observe the smoking ban in the hotel (except in specially designated areas). Pay a fine for smoking in a hotel room or in other premises of the Ural Hotel (except in specially designated areas) — this fine shall be considered a measure of civil liability for the Consumer's failure to fulfil obligations to the hotel (Provider): the fine amount shall be equal to the daily rate of the hotel room where the smoker was at the time of smoking; the fine for smoking in other hotel premises shall be 1 500 (one thousand five hundred) rubles. These fine amounts shall compensate the hotel's costs for cleaning the smoke-filled room (eliminating the effects of tobacco smoke on the premises) and shall encourage smokers to comply with the smoking ban in hotels established by federal legislation;
- comply with rules of public behaviour (standards of decency), and not disturb the peace and quiet of other persons, in accordance with the Law of the Perm Territory "On Administrative Offences in the Perm Territory" (on weekdays — from 22:00 to 07:00, on weekends and public holidays — from 22:00 to 09:00);
- follow the requests/requirements of the hotel staff if they are related to the need to comply with the rules of stay at the hotel (these Rules; hotel stay rules, fire safety rules, general terms of use of the hotel premises);
- comply with the declared (agreed) duration of stay at the hotel, including in accordance with the information contained in the Agreement (taking into account the Consumer (Guest) Questionnaire);
- comply with the "check-in time" at the hotel and the "check-out time" when leaving the hotel;
- deposit documents, securities, money, currency valuables and other valuable items with the hotel's accommodation department for safekeeping.

4.12. In case of loss or damage to the hotel's (Provider's) property by a guest staying at the hotel, the damage caused shall be compensated by that person in full in accordance with the applicable legislation of the Russian Federation and the Provider's local regulations (orders of the Provider's General Director). Additionally, the guest staying at the hotel shall be liable for any other violations.

4.13. During room cleaning, waste shall be considered to be anything placed in the waste bin (paper basket) or directly next to it on the floor, and shall be disposed of without the guest being entitled to file any claims against the hotel.

4.14. If a guest staying at the hotel violates the hotel's stay rules, as well as other rules and instructions specified in clause 4.11 of these Rules (smoking; rude behaviour; being in an intoxicated state accompanied by actions violating standards of decency; having an outstanding debt for payment of the Provider's services, etc.), the Provider shall be entitled to evict (remove) the violator from the hotel in accordance with the procedure established by the legislation of the Russian Federation, without refunding the cost of previously paid hotel services, and to recover a fine from the Consumer in the agreed amounts. The Provider shall be entitled to involve the police authorities to deal with the violator.

4.15. Upon reaching the check-out time on the final date of stay, the Consumer (guest) may be relocated at the Provider's request to another hotel room or evicted from the hotel due to another reservation for the hotel room in which the Consumer (guest) was accommodated, based on the previously agreed

information about the duration of stay contained in the Agreement/Request (taking into account the Consumer (Guest) Questionnaire). If necessary, the Provider shall perform a corresponding recalculation of the hotel services fee.

5. Hotel Stay Rules. Use of the Adjacent Territory

5.1. The Consumer must settle payments daily for accommodation, telephone calls and laundry services.

5.2. The Consumer must comply with the Rules for Providing Hotel Services at the Hotel, the General Terms for Use of the Hotel Premises, the Hotel Stay Rules and fire safety regulations. Since these documents (rules) are freely available (in particular, on the hotel's website and at the reception desk), it is deemed that the Consumer has duly familiarised themselves with them.

5.3. Smoking in hotel rooms and other hotel premises is strictly prohibited (except in specially designated areas).

5.4. The Consumer must obtain a one-time pass for their visitors between 08:00 and 23:00, and a guest card after 23:00.

5.5. It is advisable for the Consumer to deposit bulky items in the storage room and valuables in safes, which are located at the hotel's booking and accommodation department, as well as in rooms of the relevant categories.

It is prohibited to leave valuables and other items unattended in the hotel's public areas (lobbies, corridors, stairwells, etc.): the Provider shall not be liable for such items.

5.6. Before leaving the hotel room, the Consumer must ensure that taps, windows and doors are closed and the electric lights are switched off.

5.7. The Consumer and/or their guests must treat the equipment, furniture, property of the Provider, as well as the property of third parties located in the hotel, with care.

5.8. The Consumer and/or their guests must maintain silence (not disturb the peace of other persons) and be mutually polite. Special requirements apply to refraining from engaging in activities that disturb the peace and quiet of other guests during nighttime hours (note: for the purposes of this clause, nighttime hours are defined as from 22:00 to 07:00 the following day, local time, on working days, and from 22:00 to 09:00 the following day, local time, on weekends and non-working public holidays).

5.9. The Consumer and/or their guests must comply with instructions from the hotel's staff regarding the hotel's operating regime, including with respect to the right of access to the hotel premises. The Consumer and/or their guests must also comply with the behaviour rules in the hotel as expressed in oral orders from hotel staff, written notices, messages via audio and visual communication systems, and signs (plates).

In the event of a remote order for food (goods) delivered by courier services (couriers), the Consumer and/or their guests must collect their order in the central lobby on the first floor of Building Lit. B, or in the elevator lobby on the first floor of Building Lit. A.A1 (couriers are not permitted to access the hotel floors).

5.10. For the sake of their own safety, property safety, prevention of harm to the hotel and third parties, the Consumer is prohibited from:

- leaving unauthorised persons in the room and handing over the room key to them;
- storing bulky items, flammable materials, weapons (except in the storage room, where bulky items may be stored if space is available) in the hotel room and other premises of the Ural Hotel;
- using electric heating appliances in the hotel room or other hotel premises, except in specially designated areas;
- for fire safety purposes, using heating appliances (kettles, electric hotplates, etc.) in the hotel room and common areas, except for appliances provided by the Provider;
- providing services to the public in the room — the room is intended for accommodation only;
- bringing and storing weapons, explosives, flammable, toxic, caustic, poisonous, narcotic substances and materials, firearms and other dangerous items posing a threat to the health and life of citizens, gas cylinders;
- using pyrotechnic items (fireworks, sparklers, firecrackers, etc.) in rooms and other hotel premises, as well as on the adjacent territory;
- keeping animals, insects, birds and other fauna in the room, except for guide dogs, unless otherwise agreed with the Provider (rooms designated for guests with pets);
- removing dishes, cutlery, food and drinks from the premises of public catering facilities, unless explicitly permitted by the catering facility's administration;
- throwing rubbish and other items out of windows and balconies;
- cleaning skis and sports equipment in rooms and in areas not designated for this purpose;
- altering the hotel's interior, moving or removing furniture, interior items, bedding and other hotel property from the room;
- entering the hotel's service areas without permission from hotel staff;
- playing gambling games in the hotel's common areas;
- damaging equipment and furniture, writing on walls and property, sticking photos, drawings, newspaper and magazine clippings on walls and equipment;
- littering common areas;
- sleeping in common areas (on sofas, armchairs, floors);
- using open flames (candles, sparklers, fireworks, firecrackers, gas burners);
- blocking the drainage hole in the shower floor while the shower mixer is in operation and the sink hole during uncontrolled water flow;
- leaving running taps unattended;
- exchanging or selling items in the hotel's common areas;
- holding mass events or training seminars in the hotel building without the hotel's approval;
- using the hotel's common areas as a "mobile office";
- performing work or other actions that create excessive noise and/or vibration, disrupting the normal living conditions of other consumers. During the quiet hours, the use of televisions, radios, tape recorders and other loud-speaking devices is permitted only if the sound level is reduced to a degree that does not disturb other consumers;
- committing intentional acts that threaten their own life and health, as well as the life and health of others;
- going out onto balconies without footwear;
- walking around the hotel premises in a nude or indecent (dirty) state;
- openly carrying any types of civilian, service or combat weapons, including while performing official duties;
- consuming alcoholic beverages and food in the hotel's common areas (lobby, floor lobbies), except in food service establishments;
- leaving biological substances in the hotel room and other hotel premises (on the mattress, bed linen, carpet, floor, furniture). If such traces are found, the guest must immediately report this to the hotel administrator and explain the situation.

5.11. Guests must treat the Provider's property with care, comply with sanitary regulations and avoid actions that lead to contamination of the hotel room and other hotel premises, or to damage or loss of the Provider's property.

If biological traces with the smell of ketone bodies or a foul odour are detected in the hotel room or other hotel premises, the Provider has the right to demand compensation for expenses (losses) from the Guest. The expenses (losses) of the Provider include: the cost of additional cleaning (with the tariff specified per hour/room), dry cleaning or replacement of contaminated items (mattress, bed linen, carpet, etc.), as well as lost profit — the income the Provider did not receive during the room's downtime caused by sanitary treatment of the premises (the hotel room's downtime for cleaning and odour removal shall be calculated at the base rate for that room for two days).

The amount of expenses shall be confirmed by an estimate prepared by the Provider and work completion certificates (if an external cleaning company was involved). The guest must compensate these expenses (losses) before leaving the hotel or provide a guarantee of compensation within a reasonable time (otherwise, recovery shall be carried out through legal proceedings).

5.12. Access and stay in the hotel are prohibited for persons who are under the influence of alcohol, drugs or toxic substances, display aggressive behaviour, wear dirty work clothes and footwear, beachwear, for minors without adult supervision, and for visitors with animals without prior approval from the hotel administration.

5.13. The Consumer must comply with other conditions and restrictions established by these Rules.

5.14. Upon departure from the hotel, the Consumer must return the room key to the accommodation department administrator and settle all payments for the services provided.

5.15. Check-in and accommodation at the hotel shall be carried out in accordance with the "Rules for Providing Hotel Services at the Ural Hotel", taking into account the General Terms for Use of the Ural Hotel Premises.

5.16. For safety and to protect guests' property, the Ural Hotel uses a video surveillance system in public areas of the hotel building (excluding hotel rooms and toilet cabins); audio monitoring may also be used.

5.17. The hotel's territory is defined by title documents. A paid car park is organised in the hotel's internal (enclosed) courtyard, where vehicles are kept under the hotel's responsible storage, subject to payment for the car park service at the hotel's tariff and entry of information about the vehicle in the car park log at Post No. 3.

A parking zone is organised at the front façade of the hotel, where vehicles may be parked in accordance with the hotel's local regulations, for a fee, without the hotel being liable for the safety of the vehicles.

5.17.1. Guests and visitors must comply with the rules for staying on the hotel's territory, ensuring that they do not harm the interests of the hotel and third parties (damage to property, littering, smoking in unauthorised areas, carrying out works without the hotel's approval, etc., are not permitted).

5.18. Parents (legal representatives) or other accompanying persons are responsible for the behaviour of minors and for ensuring their compliance with these Rules.

6. Liability of the Provider and the Consumer

6.1. The Provider shall ensure the quality of service and the proper sanitary and technical condition of all hotel premises.

If certain services are provided to the Consumer's benefit by third parties, the Provider shall bear full liability to the Consumer for the quality of such services, provided that the Consumer (Customer) paid for these services directly to the Provider.

Information about third parties providing paid services at the hotel is available at a public location at the reception desk.

6.2. The Consumer's (Customer's) refusal of part of the services paid for or subject to payment during the stay at the hotel, if not caused by the fault of the Provider or a third party providing such services, shall not be grounds for demanding a refund or recalculation from the Provider, nor may it serve as a reason for non-payment of these services.

If the Consumer (Customer) does not use the catering service included in the accommodation tariff for reasons unrelated to the actions of the Provider or the third party providing the service, this shall also not be grounds for non-payment of hotel services or for demanding a refund of the prepayment or a recalculation.

6.3. The Provider shall maintain the hotel's land plot in accordance with the weather (climatic) conditions.

6.4. In accordance with the legislation of the Russian Federation, the Provider shall be liable for any harm caused to the life, health or property of a person staying at the hotel due to deficiencies in the provision of services, and shall also compensate for any moral damage caused to the Consumer by a violation of the Consumer's rights.

6.5. If a person staying at the hotel loses or damages the hotel's property, the damage caused shall be compensated by that person in full, in accordance with the applicable legislation of the Russian Federation and the Provider's local regulations (orders of the Provider's General Director). Furthermore, the person staying at the hotel shall also be liable for other violations (breach of public order, violation of the smoking ban, etc.).

6.6. If the Consumer or their guest violates these Rules, the hotel stay rules or the hotel's fire safety regulations, the Provider shall have the right to evict (remove) the violator from the hotel without refunding the cost of the paid hotel services.

An Act of Breach of Obligations shall be drawn up to record the Consumer's failure to comply with these Rules. If the Consumer refuses to sign this Act, the Act shall be deemed valid if signed by the Provider's employees present at the time of its preparation, provided that in court proceedings the reasons for the Consumer's refusal to sign the Act are found to be unjustified.

6.7. A different liability regime may be established by the hotel services agreement.

6.8. The Book of Reviews and Suggestions is located at the booking and accommodation department (accommodation department) and shall be provided upon the first request of a guest staying at the hotel (except for persons in a state of intoxication).

6.9. Disputes related to the quality of hotel services shall be resolved through negotiations or in court, in accordance with the applicable legislation of the Russian Federation (magistrates' court, court of

general jurisdiction or arbitration court at the location of LLC "PERMTURIST" (contractual jurisdiction)).

In any case, the Consumer (Customer) must report any shortcomings regarding the quality of the hotel services provided to the Provider immediately during the provision of such services, in order to allow verification of the validity of the claims.

6.10. Disputes related to compensation for damage to LLC "PERMTURIST" (property damage, non-payment for services provided, etc.) shall be resolved through negotiations or in court — at the magistrates' court, court of general jurisdiction or arbitration court at the location of LLC "PERMTURIST" (contractual jurisdiction).

6.11. Disputes related to LLC "PERMTURIST's" claim for payment of a fine for smoking in hotel rooms or other premises of the Ural Hotel shall be resolved through negotiations or in court — at the magistrates' court, court of general jurisdiction or arbitration court at the location of LLC "PERMTURIST" (contractual jurisdiction).

7. Final Provisions

7.1. These Rules shall come into force upon approval by the General Director of LLC "PERMTURIST".

7.2. For issues not regulated by these Rules, the applicable legislation of the Russian Federation, local regulations of LLC "PERMTURIST" and/or the hotel services agreement shall apply.

7.3. In order to maintain a balance of interests, avoid situations involving denial of facts related to the performance of obligations under the hotel services agreement, and in line with the principle of good faith, the Consumer (Customer), when entering into contractual relations with the Provider, agrees that if an illegible signature is found on any legally significant document drawn up in connection with the hotel services relationship (booking request; agreement, additional agreement; any acts; claims; calculations, etc.), or if the signature is affixed by an unauthorised (unidentified) person, the presence of the seal impression of the claiming party on the document in question shall be sufficient confirmation of the relevant fact — such as adjustment of deadlines, change of price, change of other conditions under which the Provider renders hotel services, etc.

The Parties acknowledge that the absence of a signature расшифровка (transcription) or the illegibility of the signature on a legally significant document shall not, in itself, call into question either the representative's authority to perform actions (confirm the terms) recorded in the document, or the document's value as evidence.

*Where the law permits marriage before the age of eighteen, a citizen who has not reached the age of eighteen shall acquire full legal capacity from the moment of marriage.

In this case, clauses 2.1, 2.10, 2.11 and 2.12 of these Rules shall be applied taking into account the above provision.*