Общество с ограниченной ответственностью «Домина Рус»
Адрес: 190000, г. Санкт-Петербург, ул. Большая Морская, д. 54, лит А
ОГРН 1097847119303
ИНН/КПП 7840412387 / 783801001

THE RULES OF ACCOMODATION AT DOMINA ST. PETERSBURG HOTEL

These Accommodation Rules (hereinafter referred to as the Rules) of Domina St. Petersburg Hotel (hereinafter referred to as the Hotel) regulate the procedure for providing hotel and other services by Limited Liability Company Domina Rus (hereinafter also referred to as the Service Provider) at the Hotel (hereinafter referred to as the Services) in accordance with the requirements of the legislation of the Russian Federation.

General Provisions:

1. The Rules regulate relations in the field of providing hotel services and other additional and related services, hereinafter jointly referred to as hotel services, between Limited Liability Company Domina Rus (Domina St. Petersburg) and the Hotel Guests.

2. These Rules are available for Guests to review at the reception desk.

3. **The working hours of the hotel are round–the-clock.**

4. Hotel information and contact details:

Hotel services are provided by Limited Liability Company Domina Rus, Primary State Registration Number (OGRN) 1097847119303, registered on 24 April 2009, legal address: 54 Bolshaya Morskaya Street, Building A, St. Petersburg, 190000; location and postal address: same as the legal address.
Tel.: +7 (812) 385-99-00
Website: www.spb.dominarussia.com
Email: welcome@dominarussia.com

For the safety of Guests, video surveillance is carried out in the public areas of the Hotel.

The Service Provider reserves the right to change the official rates for Hotel services.
The official rates applicable at the time of booking are published:
- on the Hotel's official website https://spb.dominarussia.com
- at the Hotel Reception and Accommodation Service, tel.: +7 812 385 99 00

The cost of the Services stated in the confirmed Booking Request is final and may not be changed unilaterally.

5. Information on the form and procedure for payment for the Services

Payments at the Hotel are made exclusively in Russian rubles, regardless of the form of payment.
Payment for the Services at the Hotel is made by:
- cash payment at the Hotel cash desk (Guest shall pay an amount equal to the full cost of the Services upon check-in at the Hotel);
- payment by bank cards (Visa, MasterCard issued in the Russian Federation, and MIR payment cards);
- cashless transfer of funds to the Hotel's bank account;
- payment on the Hotel's website using Internet acquiring according to the Price List valid on the date of booking confirmation.

Check-in at the Hotel is permitted only after the Guest has made prepayment for the Services ordered at the time of check-in. The final payment for the Services rendered shall be made on the day of the Guest's departure.
In case of cashless payment (transfer of funds to the Hotel's bank account), the payment must be received before the Guest's check-in, unless otherwise provided by agreement between the Parties. Otherwise, the Guest shall pay a deposit for the first night of stay at the appkicable effective at the time of check-in.

The Guest is entitled and required to review the booking payment and cancellation terms in the description of the applicable rate plan on the Hotel's official website, unless otherwise agreed by the Parties.

To guarantee payment for possible additional services, a pre-authorization on the Guest's bank card may be made or a cash deposit of at least RUB 3,000.00 may be required for the entire period of the stay at the Hotel. If no additional services are used during the stay, this amount shall be returned to the Guest upon check-out.

Booking Methods
- by telephone: +7 (812) 385 99 00
- by email: welcome@dominarussia.com
- online via the Hotel's website: www.spb.dominarussia.com

Cancellation Terms
Cancellation of booking is made in accordance with the terms specified in the Booking Request confirmation.

Guaranteed Booking
The Hotel provides the "Guaranteed Booking" service subject to a prepayment in the amount established by the Service Provider or upon provision of full credit card details when making the booking. The booking payment terms are specified in the rate plans.

If no accommodation payment details are available, the booking is held for the Guest until 18:00[1] on the day of arrival; thereafter it is converted to the status of an Unguaranteed Booking and may be cancelled by the Hotel.

Check-in and Check-out Times
Hotel check-in time — 14:00
Hotel check-out time — 12:00

Upon the check-out time, the Guest must vacate the room or extend their stay in the room. If the Guest fails to vacate the room on time, the Service Provider has the right to evict the Guest.
Hourly accommodation rates are not available at the Hotel.
The total number of Guests staying in a room must correspond to the number of available sleeping places in the room.

Early check-in and late check-out are available upon the Guest's request, subject to room availability at the Hotel and for an additional fee.
Early check-in at the Hotel between 02:00 and 14:00 is charged at 50% of the daily cost of the Services according to the rates applicable to the respective room category; check-in before 02:00 is charged at 100% of the daily cost of the Services according to the rates applicable to the respective room category.
Late check-out from the Hotel between 12:00 and 20:00 is charged at 50% of the daily cost of the Services according to the rates applicable to the respective room category; check-out after 20:00 is charged at 100% of the daily cost of the Services according to the rates applicable to the respective room category.

Maximum Length of Stay at the Hotel
No maximum length of stay at the Hotel is established for citizens of the Russian Federation.
The period of stay of foreign citizens/stateless persons is limited by the validity period of their visa and/or other requirements of the legislation of the Russian Federation.

Benefits
No benefits are provided under these Rules.

[1]Time references are stated in local time.

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Right to Priority Service

The right to priority service is granted to:

- Heroes of Socialist Labour;
- full holders of the Order of Labour Glory (Articles 1.1 and 5 of Federal Law No. 5-FZ dated 09 January 1997 "On the Provision of Social Guarantees to Heroes of Socialist Labour and Full Holders of the Order of Labour Glory");
- war veterans with disabilities (subparagraph 28, Article 14 of Federal Law No. 5-FZ dated 12 January 1995 "On Veterans");
- participants in the Great Patriotic War (subparagraph 19, paragraph 1, Article 15 of Federal Law No. 5-FZ dated 12 January 1995);
- persons awarded the "Resident of Besieged Leningrad" badge (subparagraph 15, paragraph 1, Article 18 of Federal Law No. 5-FZ dated 12 January 1995);
- Heroes of the Soviet Union;
- Heroes of the Russian Federation;
- full holders of the Order of Glory (Articles 1.1 and 7 of Law of the Russian Federation No. 4301-1 dated 15 January 1993 "On the Status of Heroes of the Soviet Union, Heroes of the Russian Federation and Full Holders of the Order of Glory");
- persons with disabilities of Groups I and II (paragraph 6, clause 1 of Decree of the President of the Russian Federation No. 1157 dated 02 October 1992).

Registration of Guests' Visitors

Guests may invite visitors during the day until 23:00. Visitors staying in the room after 23:00 must present an identity document for registration at the Hotel.
The Service Provider shall not be liable for unregistered guests.

Check-in of Guests who are citizens of the Russian Federation is carried out upon presentation of an identity document in accordance with the legislation of the Russian Federation, including:

a) a passport of a citizen of the Russian Federation certifying the identity of a citizen of the Russian Federation within the territory of the Russian Federation;
b) a USSR citizen's passport certifying the identity of a citizen of the Russian Federation, until it is replaced within the prescribed period by a passport of a citizen of the Russian Federation;
c) a passport of a citizen of the Russian Federation certifying the identity of a citizen of the Russian Federation outside the territory of the Russian Federation;
d) a temporary identity card of a citizen of the Russian Federation;
e) a document certifying the identity of a military serviceman of the Russian Federation, during periods of mobilization, martial law and wartime.

If the above identity documents of a citizen of the Russian Federation are unavailable, a Guest who is a citizen of the Russian Federation may check in at the Hotel upon presentation of a Russian national driving licence.

Check-in of a minor citizen of the Russian Federation under the age of 14, as well as a minor citizen of the Russian Federation aged 14 or older who has not received a passport of a citizen of the Russian Federation, is carried out on the basis of the minor's birth certificate and identity documents or Russian national driving licence held by the minor's parents (legal representatives) or accompanying person(s), provided that such accompanying person(s) present the consent of the parents (legal representatives) of the minor to the minor's check-in at the Hotel (hereinafter referred to as the Consent).

Check-in of a minor citizen of the Russian Federation aged 14 or older is carried out on the basis of the minor's

identity document and the identity documents or Russian national driving licence held by the minor's parents (legal representatives) or accompanying person(s), provided that such accompanying person(s) present the Consent. In the absence of the minor's parents (legal representatives) or accompanying person(s), the minor may be checked into the accommodation facility on the basis of the minor's identity document, provided that the Consent is presented.

Check-in of a Guest who is a foreign citizen or stateless person is carried out upon presentation by such Guest of an identity document in accordance with the legislation of the Russian Federation, including:
a) a passport of a foreign citizen or another document established by federal law or recognized under an international treaty of the Russian Federation as an identity document of a foreign citizen;
b) a document issued by a foreign state and recognized under an international treaty of the Russian Federation as an identity document of a stateless person;
c) a temporary residence permit of a stateless person;
d) a residence permit of a stateless person;
e) a temporary identity document of a stateless person in the Russian Federation.

Check-in of a foreign citizen or stateless person under the age of 18 at the Hotel is carried out on the basis of the mentioned above identity documents of the minor foreign citizen or stateless person and the identity documents of their parents (legal representatives) or accompanying person(s) staying with them, provided that such accompanying person(s) present the Consent.

Registration at the Hotel of Guests who are citizens of the Russian Federation is carried out in accordance with the Rules for Registration and Deregistration of Citizens of the Russian Federation at the Place of Stay and Place of Residence within the Russian Federation, approved by Decree of the Government of the Russian Federation No. 713 dated 17 July 1995 "On Approval of the Rules for Registration and Deregistration of Citizens of the Russian Federation at the Place of Stay and Place of Residence within the Russian Federation and the List of Persons Responsible for Receiving and Submitting Documents to Registration Authorities for Registration and Deregistration of Citizens of the Russian Federation at the Place of Stay and Place of Residence".

Registration of Guests who are foreign citizens and stateless persons at their place of stay at the Hotel, as well as their deregistration at their place of stay, is carried out in accordance with the Rules for Migration Registration of Foreign Citizens and Stateless Persons in the Russian Federation, approved by Decree of the Government of the Russian Federation No. 9 dated 15 January 2007 "On the Procedure for Migration Registration of Foreign Citizens and Stateless Persons in the Russian Federation".

Guests' Obligations
1) Guests must familiarize themselves with the Rules, fire safety regulations, and the evacuation plan.

2) In the event of injury during the stay at the Hotel, or loss of or damage to property, the Guest must inform the Service Provider of the incident before departure (as soon as possible to minimize adverse consequences). In the event of damage to property in the Hotel room, the Guest must compensate for the damage. The amount of damage is determined by the Service Provider and recorded in a damage report.

3) Guests must respect the rights of other guests and avoid causing inconveniences to third parties through their actions or behaviour.

4) It is prohibited to be in the public areas of the Hotel wearing swimwear or bathrobes, or for men to be bare-chested (except in the sauna area).

5) After 22:00, Guests must observe quiet hours both in their rooms and throughout the Hotel.

6) Guests are permitted to invite visitors to their Hotel room between 08:00 and 23:00.
If a Guest's visitors remain in the room after 23:00, the Guest staying at the Hotel must register them at the Reception

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Desk. If necessary, an additional fee shall be charged for accommodation in an extra bed.
7) Upon departure from the Hotel, return the room key to a Reception Desk employee and make final payment for the Services.

8) Close water taps, windows and switch off lights and electrical appliances in the Hotel room.

Guests are prohibited from:
1) Entering service / staff areas of the Hotel.
2) Handing over the Hotel room key or Guest card to third parties.
3) Moving or rearranging furniture and interior elements in the Hotel room or public areas of the Hotel without authorization.
4) In accordance with the requirements of Federal Law No. 15-FZ dated 23 February 2013 "On the Protection of Citizens' Health from Exposure to Environmental Tobacco Smoke and the Consequences of Tobacco Consumption", smoking on the Hotel premises, including rooms and balconies, and other Hotel premises.
5) Bringing in or storing weapons, explosives, flammable, corrosive, toxic, narcotic substances or other dangerous items.
6) Intentionally dirtying Hotel rooms, public areas or the adjoining Hotel premises.
7) Throwing any objects, cigarette butts or rubbish from Hotel room windows or balconies.
8) Bringing and consuming alcoholic beverages or food in the gym, sauna or Hotel lobby, or taking tableware out of the Hotel rooms, restaurant or bar.
9) Unaccompanied presence of persons under the age of 18 in the Hotel's gym, sauna, elevators, restaurant or bar without their parents or other legal guardians.

Services Provided Free of Charge
Upon the Guest's request, the Service Provider shall provide the following services free of charge:
a) calling an ambulance;
b) access to and use of a first-aid kit;
c) delivery of correspondence addressed to the Guest to their room upon receipt;
d) wake-up call at a specified time;
e) use of a blood pressure monitor;
f) wireless Internet access (Wi-Fi);
g) luggage storage in the luggage room;
h) use of the fitness center (shared with other Hotel Guests).
The fitness center and sauna are open from 06:00 to 00:00.

Refusal to Provide Services
The Service Provider reserves the right to terminate the agreement with the Guest and refuse further accommodation at the Hotel in the event of a violation of these Rules, as well as in the event of aggressive, socially dangerous, or unlawful behaviour by the Guest or untimely payment for the Service Provider's services; in such case, the Guest shall reimburse the Service Provider for the expenses actually incurred, as well as the cost of the Services provided as of the time of termination.

Other rights and obligations of the Service Provider and Guests are governed by the legislation of the Russian Federation and the terms of the agreement concluded between the Parties.

Rules for Accommodation with Children:

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Children under 12 years of age are accommodated free of charge, provided they stay in the same room with their parents and do not use an extra bed.

If a child under the age of 12 is accommodated on an extra bed, the full accommodation fee shall be charged in accordance with the extra-bed rate specified in the Price List.

Breakfast is provided free of charge for children under the age of 3; the breakfast fee for children aged 4 to 11 is 50% (fifty percent) of the breakfast price specified in the Price List.

Services Provided for an Additional Fee:

1) breakfast (buffet), unless otherwise provided by the Guest's accommodation rate terms, is served in the Hotel restaurant on the first floor from 07:00 to 10:30 on weekdays and from 07:00 to 11:00 on weekends and public holidays.

The price of the buffet breakfast for persons not staying at the Hotel is established in accordance with the Service Provider's Price List.

2) lunch and dinner at the restaurant and bar located on the first floor of the Hotel, at the prices specified in the Service Provider's current menu.

3) laundry services (in accordance with the Service Provider's Price List).

4) individual use of the Spa area (in accordance with the Service Provider's Price List).

Hotel Smoking Policy

Smoking areas are not provided in the Hotel rooms.

The use of electronic cigarettes, heated tobacco products and hookahs is prohibited at the Hotel. The smoking areas are located outdoors near the main entrance to the Hotel and near the entrance to the Hotel restaurant. In the event of a violation of Federal Law No. 15-FZ dated 23 February 2013 "On the Protection of Citizens' Health from Exposure to Environmental Tobacco Smoke and the Consequences of Tobacco Consumption", the Guest shall be charged a fee of RUB 20,000.00 (twenty thousand) for a deep cleaning of the Hotel room.

Hotel Pet Policy

A fee of RUB 2,500.00 (two thousand five hundred) per day of the Guest's stay with a pet is charged for accommodation in a room with a pet weighing up to 8 (eight) kilograms. The fee also includes additional room cleaning and laundry services for cleaning the furniture in the Hotel room.

Pets may stay at the Hotel only upon presentation of a veterinary passport at the time of the Guest's check-in. The Hotel has the right to make a copy of the veterinary passport.

1. The Guest bears full responsibility for the actions of their pet.
2. Guests must keep pets on a leash, in a muzzle, or in a carrier or cage.
3. Guests are prohibited from leaving a pet unattended during their stay at the Hotel.
4. Guests shall be financially liable for any damage caused to the Hotel by their pets, including damage to furniture, walls, carpets and other property, as well as for any harm caused to other Guests or Hotel staff.
5. Accommodation at the Hotel with wild animals is prohibited.

Storage of Valuables in the Room

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The Service Provider shall not be held liable for valuables (money, other monetary valuables, securities and other valuables) left in the Hotel room outside the safe. The Guest undertakes to keep valuables only in the Hotel safe.

Rights and Obligations of the Service Provider
The Service Provider shall:
1. Provide Guests with the Services in a timely, high-quality and complete manner.
2. Inform Guests about the Services provided and the Hotel's additional services, as well as the form and procedure for payment.
3. Ensure that the Services provided fully comply with sanitary and epidemiological standards and regulations.
4. Ensure confidentiality of information about Guests.
5. Respond promptly to Guests' requests and take measures to eliminate emergencies and malfunctions in Hotel rooms as soon as possible (if an emergency or malfunction cannot be eliminated within the shortest possible time, the Service Provider shall offer the Guest another room of a category no lower than the one paid for).
6. A Guest who discovers loss, shortage or damage to their belongings must immediately notify the Service Provider. Otherwise, the Service Provider shall be released from liability for the safekeeping of the belongings.
7. If any belongings are found that have been left behind by Guests, immediately notify the owner of the belongings.
8. Store lost and unclaimed belongings for 3 (three) months.
9. Store valuables and money for 1 (one) year.
10. Upon the Guest's request, store belongings left behind for more than one year until the Guest's next arrival. A corresponding note shall be made in the lost property register.
11. Provide the Guest, upon first request, with the "Book of Comments and Suggestions", which is kept at the Hotel Reception Desk.

Rights of the Service Provider:
1. Representatives of the Service Provider have the right to enter a room without prior agreement with the Guest for cleaning, changing linen, replenishing the minibar, when the room fire alarm is triggered, to inspect heating, power supply, air-conditioning and access control systems or eliminate malfunctions in their operation, as well as in the event of a violation of these Rules by the Guest.
2. In the event of a serious violation of these Rules by a Guest, the Service Provider has the right to establish a commission consisting of representatives of the Reception Desk, Hotel Security and Housekeeping Departments and draw up a report on the violation and, if necessary, invite officers of the internal affairs agencies to clarify all the circumstances.
3. Evict the Guest before the end of the agreed stay if the Guest violates these Rules, abuses alcohol, uses prohibited substances or violates public order; in such case, the Guest shall reimburse the Service Provider for any expenses incurred.
4. The temporary accommodation service shall be deemed fully rendered after the sleeping place and/or bathroom has been used.
5. If the Guest is absent from the place of accommodation for more than 24 hours (or after 6 hours have elapsed from the Guest's scheduled check-out time), the Service Provider has the right to establish a commission and make an inventory of the property located in the room. Monetary funds, precious metals and valuable documents shall be taken under the Hotel's responsibility. Other property shall be placed in the lost property department.

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RULES OF CONDUCT FOR VISITORS IN THE BAR AND RESTAURANT

The Service Provider has the right to restrict access to the bar or restaurant without giving reasons. To ensure proper order in the bar and restaurant, the Service Provider carries out video surveillance.

Opening Hours:
The bar is open to visitors from 11:00 to 23:00.

The restaurant is open to visitors from 07:00 to 23:00.

Admission and service of visitors outside operating hours are permitted only upon prior agreement with the Service Provider.

Operating hours are subject to unilateral change by the Service Provider.

Visits by Minors (persons under the age of 18)
Minors under the age of 18 are admitted only when accompanied by their parents or other legal representatives.

To avoid holding the Service Provider liable for violations of restrictions related to the admission and service of minors, the Service Provider has the right to require the visitor to present an identity document. If the visitor refuses to present the document, the Service Provider has the right to refuse admission and service in the restaurant and bar.

Payment for Services

The cost of the Service Provider's services in the restaurant and bar is established by the Price List.

Rights and Obligations of Bar and Restaurant Visitors

Bar and restaurant visitors must:
1. Observe public order on the Hotel premises.
2. Pay for the goods and services provided.
3. Do not cause inconveniences to other visitors.
4. Treat the Hotel property with care and, in the event of damage to such property, compensate for the damage caused.

Bar and restaurant visitors are prohibited from:

1. Entering the kitchen, behind the bar counter or other staff-only areas of the Hotel.
2. Bringing in flammable, explosive, poisonous or toxic substances, or other similar items, including household gas cylinders.
3. Being on the Hotel premises with weapons or piercing or cutting objects.
4. Using bank cards belonging to other persons to pay for goods and services.
5. Sitting or lying on the Hotel floor or stairs, or lying on furniture.
6. Climbing onto chairs or armchairs with their feet or carrying other persons on their shoulders.
7. Taking photographs or making video recordings of other Hotel visitors without their consent.
8. Using Hotel premises for commercial activities.
9. Obstructing the Service Provider in the performance of its official duties.
10. Treating the Service Provider (its staff) or other visitors disrespectfully, using insulting language or obscene/profane language.
11. Whistling, shouting loudly or using sound amplification equipment (except for hearing aids).
12. Joining other visitors at their tables without invitation.
13. Using pyrotechnics.
14. Requesting changes to the musical accompaniment.

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15. Using the restaurant or bar premises of the Hotel for sleeping.