

Golden Horse Hotel Terms and Conditions

1. General provisions

1.1. Real the rules of accommodation at the Golden Horse Hotel, Golden Horse LLC (hereinafter referred to as the Golden Horse Hotel) are developed in accordance with the Laws of the Russian Federation "On Consumer Protection" No. 2300 -1 of 07 .02.1992, " On the basics of tourist activities in the Russian Federation" No. 132 - FZ of 24.11.1996, " On personal data " No. 152- FZ of 27.07.2006. and the "Rules for the provision of hotel Services in the Russian Federation", approved by the Decree of the Government of the Russian Federation of November 18, 2020. № 1853.

1.2. Legal address of the Golden Horse Hotel: 346842, Rostov region, Neklinovsky district, s. Novobessergenevka, pr - d Konyushenny, zd.102. The actual address of the Golden Horse Hotel is: 346842, Rostov region, Neklinovsky district, s. Novobessergenevka, pr - d Konyushenny, zd.102.1.3. The maximum period of stay in the hotel for Russian citizens is not set, for foreign citizens it is set in accordance with the legislation of the Russian Federation on the stay of foreign citizens in the territory of the Russian Federation.

1.4. Hotel opening hours: 24-hour

1.5. Check-in time is 15.00 hours; check-out time is 12.00 hours.

1.6. Information about the Contractor of hotel services and the services provided by him is available in the hotel reception and accommodation service, as well as on the hotel's website (www.goldenhorse161.ru).

1.7. The list of additional services that are not included in the room price, as well as the price lists approved by orders with the cost of additional services provided by the hotel, are located in the information folder in the hotel reception and accommodation service.

1.8. Other paid services are not provided by third parties in the hotel.

1.9. Golden Horse Hotel guarantees the Consumer to take all necessary organizational and technical measures to ensure the confidentiality and security of personal data, to protect them from unauthorized, including accidental access, destruction, modification, blocking, copying, distribution and other illegal actions in accordance with the requirements of the current legislation of the Russian Federation.

1.10. The Hotel Administration is guided by the laws and regulations of the Russian Federation in all matters not specified in these rules.

1.11. You can leave reviews and suggestions about the hotel's work in the guest's profile, which is located in the information folder in the room, or in the book of reviews and suggestions, which is located at the reception on the first floor of the hotel.

2. Conclusion and modification of the contract, form, terms and conditions, booking and cancellation procedure.

2.1. Hotel room reservations at the Golden Horse Hotel are free of charge.

2.2. The contractor applies 2 types of booking: guaranteed booking and non-guaranteed booking.

2.3. With a guaranteed reservation, the hotel waits for the guest until the check-out time of the day following the day of the scheduled arrival. In case of late cancellation of the reservation, late arrival or no-show of the consumer, a fee will be charged to him or the customer for the actual downtime of the room (space in the room) in the amount of the room price for the first day of booking. If you are more than a day late, the agreement is terminated. Late cancellation of a guaranteed reservation is considered a refusal received by the Contractor later than 15.00 hours of the day preceding the scheduled arrival date. Cancellation policies for group bookings can be found in the group booking confirmation.

The reservation can be rescheduled once, on a free date within one and a half years (except for public holidays), if the guests are notified one day before arrival.

2.4. When booking a guaranteed hotel room, the advance payment is made by the Consumer in accordance with the booking conditions, information about which is posted on the Contractor's website or online platforms selling hotel services on the Internet.

2.5. If the Consumer does not make an advance payment within the specified period, the booking is considered non-guaranteed. Payment for the room price for such a reservation is made at the price valid at the time of booking.

2.6. Please note that the advance payment will be credited to the payment of the room rate.

2.7. In case of non-guaranteed booking, the Contractor waits for the Consumer until 18.00 hours of the current day of the scheduled arrival, after which the contract is terminated.

2.8. If the booking is made by a customer who is a legal entity or an individual entrepreneur, the booking conditions may differ from those specified in these terms and conditions and are determined by the contract with the customer.

2.9. The Consumer does not have the right to demand that the room price agreed upon at the time of booking confirmation be changed to the price that is valid at another time, including at the time of accommodation in the Hotel.

2.10. Cancellation of reservations for reservations made directly at the hotel is carried out after receiving information from the Consumer to cancel the reservation through any type of communication, including mail, telephone, allowing you to identify the Consumer. Cancellation of reservations for bookings made through the hotel's website or other online portals that sell hotel services is carried out on the Internet where the reservation was made. The list of information for canceling a reservation is set out in Appendix No. 2 to these Rules.

2.11. The contractor makes a reservation by cash payment in any form, including by drawing up a document signed by both parties, after accepting from the consumer(customer) the information (request) necessary for performing this operation. Information can be received by any type of communication, including mail, telephone, which allows you to identify the Consumer (customer). Non-cash reservations are made only in writing. The list of information for booking is set out in Appendix No. 1 to these Rules.

2.12. If the contractor has available rooms (places in the room) corresponding to the request of the customer (consumer) on the dates specified in the application, it sends the customer a notification containing information about the name(brand name) of the contractor, the customer (consumer), the category of the ordered room and the price rooms (places in the room), terms of stay in the hotel, booking conditions, as well as other information determined by the contractor. In this case, the contract is considered concluded from the moment the customer(consumer) receives the booking confirmation.

2.13. The Contractor has the right to refuse to conclude the contract if there are no available numbers that meet the requirements of the application as of the dates specified in the application.

2.14. Hotel services are provided by the Contractor on the basis of a contract concluded in writing. A contract concluded with a consumer or with a customer - an individual who is not an individual entrepreneur, is a public contract.

2.15. The written form of the contract is considered to be fulfilled if a single document(including an electronic document) is drawn up, signed by 2 parties, or if the contractor confirms the request sent by the Customer (consumer) to the Contractor, as well as if the Customer(consumer) performs actions aimed at receiving

services(including payment of the payment amount). By the Customer (consumer) of the corresponding amount to the Contractor).

3. Form, procedure and methods of payment for hotel services

3.1. Payment for accommodation and additional services provided by the Golden Horse Hotel is made in accordance with the price lists approved by the order of the Hotel Director.

3.2. Payment for the provision of hotel services is made in rubles of the Russian Federation.

3.3. Golden Horse Hotel accepts payment for hotel services in cash and non-cash form.

3.4. Cash payment procedure:

- when using a cash form of payment, payments are made through cash registers;
- cash payments for hotel services are transferred by the Guest to the administrator;
- the administrator recalculates the money transferred by the guest to pay for services, checks the solvency of bank notes (banknotes) and coins of the Bank of Russia, then returns the excess money to the Guest (issues change) and issues a cash receipt to the Guest;
- the guest is obliged to recalculate the change and check the correctness of the cash receipt without leaving the ticket office. Otherwise, claims for settlements will not be accepted.

3.5. Payments for hotel services in non-cash form are made by payment guarantors. Payment for hotel services by payment guarantors is made by transferring funds to the current account of Golden Horse LLC on the basis of invoices issued by Golden Horse LLC. At the same time, the services are considered paid for from the moment of receipt(crediting) of funds to the current account of Golden Horse LLC.

3.6. When making payments using bank cards, the Consumer may use micro-processor plastic cards Visa, MasterCard, Maestro, MIR as a means of payment. When making payments using plastic cards, a receipt of the electronic terminal (Slip) is drawn up on paper in 2 copies, one copy of which is transferred to the Guest. The guest is issued a cash receipt for the withdrawn amount.

3.7. The Golden Horse Hotel has a daily payment for accommodation.

3.8. Payment for hotel accommodation is charged in accordance with the established check-out time system-12: 00 of the current day, local (Moscow) time.

3.9. For guaranteed early check-in at the hotel, the room must be booked 1 day in advance of the required arrival date.

3.10. Previously unguaranteed check-in with subsequent stay from 23:01 to 5:00 Moscow time is possible, subject to availability, while the accommodation fee is charged in the amount of 1 night (breakfast is paid extra).

3.11. Previously Unguaranteed check-in with subsequent stay from 05:01 to 12:00 Moscow time is possible, subject to availability of rooms, while accommodation is charged in the amount of 0.5 nights (breakfast is paid extra).

3.12. Non-guaranteed early check-in without subsequent stay (for the period from check-in time to check-in time) is 1 night (breakfast is paid extra).

3.13. Previously Unguaranteed check-in is only possible if rooms are available, and breakfast is charged extra.

3.14. Please note that an extension of your stay is only possible if you have available rooms of this category. In this case, payment is made depending on the estimated time as follows:

- from 12: 00 to 23: 00-payment for 0.5 days;

3.15. Breakfast is not included in the room rate.

3.16. Placement of children:

- from 0 to 3 years – free of charge, no extra bed, breakfast is not included;
- from 3 years-paid according to the rates, with an extra bed, breakfast is not included.

3.17. Final payments with the Customer, including for additional services rendered by the hotel, are made on the day of the Consumer's departure from the hotel. They are issued a cash receipt and invoice indicating the name and cost of the services provided by the hotel.

3.18. Payment for additional paid services (washing, ironing, etc.) is made at the administrator.

3.19. Payment for the caused material damage is made at the administrator after drawing up a report on damage to the property of the hotel. The report is drawn up in 3 copies. Upon payment, the Guest is issued a cash receipt and one copy of the payment certificate.

4. Accommodation registration procedure

4.1. Golden Horse Hotel will only check in if the guest presents the original identity document in accordance with the legislation of the Russian Federation, including:

- passport of a citizen of the Russian Federation certifying the identity of a citizen of the Russian Federation on the territory of the Russian Federation;
- passport of a citizen of the USSR certifying the identity of a citizen of the Russian Federation, before replacing it with a passport of a citizen of the Russian Federation within the established time limit;
- birth certificates - for a person under 14\years of age;
- passport of a citizen of the Russian Federation certifying the identity of a citizen of the Russian Federation outside the Russian Federation, - for a person permanently residing outside the Russian Federation;
- temporary identity card of a citizen of the Russian Federation;
- passport of a foreign citizen or other document established by federal law or recognized in accordance with an international treaty of the Russian Federation as an identity document of a foreign citizen;
- a document issued by a foreign state and recognized in accordance with an international treaty of the Russian Federation as an identity document of a stateless person;
- temporary residence permits for a stateless person;
- residence permit of a stateless person;
- temporary identity card of a stateless person in the Russian Federation.

4.2. Citizens of the Russian Federation can also check into the hotel if they are identified and or authenticated using the unified biometric system.

Check-in to the hotel of minors under 14 years of age is carried out on the basis of identity documents of the parents (adoptive parents, guardians) who are with them, accompanying person(s), provided that such accompanying person(s) provides the consent of legal representatives (one of the legal representatives). they), as well as birth certificates of these minor citizens.

Minor citizens of the Russian Federation who have not reached the age of 14 years in the case of using the unified biometric system can check into the hotel if one of the following conditions is met:

a) identification and or authentication of such minor citizens using the unified biometric system and identification and or authentication using the unified biometric system of their parents (adoptive parents,

guardians), accompanying person(s), provided that such accompanying person provides : (persons) consent of legal representatives (one of them);

b) identification and or authentication of such minor citizens using the unified biometric system and on the basis of identity documents of the parents (adoptive parents, guardians) who are with them, the accompanying person (s), provided that such accompanying person(s) provides the consent of the legal representatives (one of them).

Check-in to the hotel of minors who have reached the age of 14 years, in the absence of legal representatives nearby, is carried out on the basis of identity documents of these minors, subject to the consent of the legal representatives (one of them). Check-in of minors to the hotel in the absence of legal representatives in the Russian Federation who have reached the age of 14, it can also be carried out if they are identified and or authenticated using the unified biometric system and the consent of legal representatives (one of them) is provided.

4.3. Registration of consumers who are citizens of the Russian Federation at the place of stay in the hotel is carried out in accordance with the Rules of registration and withdrawal of citizens of the Russian Federation from registration at the place of stay and at the place of residence within the Russian Federation approved by the Resolution of the Government of the Russian Federation of July 17, 1995. No. 713 " On Approval of the Rules for Registration and De-registration of Citizens of the Russian Federation at the Place of Stay and at the place of Residence within the Russian Federation and the list of persons Responsible for Receiving and transmitting to the registration authorities documents for registration and de-registration of citizens of the Russian Federation at the place of stay and at the place of Russian Federation".

Registration of consumers who are foreign citizens and stateless persons at the place of stay in the hotel and their removal from registration at the place of stay are carried out in accordance with the Legislation of the Russian Federation. with the Rules for Migration registration of Foreign Citizens and Stateless Persons in the Russian Federation, approved by the Government decree of the Russian Federation dated January 15, 2007. No. 9 " On the Procedure for Migration registration of Foreign Citizens and Stateless Persons in the Russian Federation Russian Federation".

4.4. If the Consumer does not provide an identity document issued in accordance with the established procedure, the contract for the provision of hotel services is not concluded.

4.5. When making a stay, the hotel administrator issues the guest a check, registration card, guest card and an electronic key to his room. Upon leaving the hotel, the guest is issued an invoice with a list of services rendered.

5. Procedure for providing hotel services

5.1. Golden Horse Hotel is intended for temporary accommodation of Russian and foreign guests during the period agreed with the administration and issued in accordance with the established procedure.

5.2. The contractor provides round-the-clock service to Customers arriving at the hotel and departing from the hotel.

5.3. Entrance to the hotel's room fund is carried out by using a room key and a guest card issued by the Contractor, which indicates the length of stay of the guest.

5.4. Golden Horse Hotel provides guests with the following types of services at no extra charge: reception and accommodation services (around the clock); providing tourist information; calling a taxi (around the clock); call an ambulance; use of a first-aid kit; wake-up call; delivery of correspondence addressed to the guest to the room upon receipt; provision of boiling water; use of wireless Internet on

the territory of the hotel; daily room cleaning; change of bed linen (once every two days); change of towels (every day).

5.5. Golden Horse Hotel provides guests with the following services for an additional fee: access to the SPA and Aqua zone; equestrian club services; laundry and ironing services; sale of personal items; catering services; temporary use of conference rooms; business services; transfer and transport services; booking of excursions around the city. Taganrog.

5.6. Smoking is prohibited in the Golden Horse Hotel, according to the current legislation of the Russian Federation. In case of violation of the requirement to ban smoking in the rooms, the Consumer is obliged to compensate for the costs of carrying out measures for special treatment of the room to remove the smell of tobacco (cleaning the room air from the smell of smoke, dry cleaning of furniture textiles). In case of violation of this obligation, the hotel reserves the right to apply to law enforcement agencies to bring the resident to administrative responsibility.

5.7. Invited guests can stay at the hotel from 8:00 to 23:00 at the request of the guest and with the notification of the administrator. Invited persons must comply with the hotel's rules of stay. If the rules are not followed, the stay of these persons may be restricted or interrupted. If the guest of the guest stays in the room after 23:00, the guest is obliged to inform the administration about this and arrange the guest in this room on the basis

of an identity document and pay an additional fee according to the approved rates for double triple occupancy in force at the hotel.

5.8. Upon expiration of the agreed period of stay, the Consumer must vacate the room (location). If it is necessary to extend the period of stay in the hotel, the Consumer must inform the hotel administrator about this no later than 12 hours before the end of the stay. If there are no available rooms(places), an extension of the stay may be refused.

5.9. When leaving the hotel, the Consumer must hand over the room, guest card and key to the Hotel employee and make a final payment for accommodation and additional services.

5.10. The consumer is obliged not to violate the rules of accommodation, safety regulations, and not to show aggression against the staff and other vacationers or actions that threaten the safety of the health or property of other persons.

5.11. In case of gross violation of the Rules of Accommodation or safety on the part of the Guest, the Golden Horse Hotel administration has the right, if necessary, to involve employees of the competent authorities. Responsible for the behavior of minors and their compliance with these Rules are their parents or other accompanying persons.

5.12. In case of temporary departure from the hotel, the Consumer who has not paid in advance for the next day, loses the right to stay during the absence.

5.13. In accordance with the legislation of the Russian Federation, the Consumer is liable and compensates for real damage in case of violation of obligations under the agreement, as well as loss or damage due to his fault to the property of the hotel in accordance with the legislation of the Russian Federation. Of the Russian Federation and these Rules.

5.14. The consumer is obliged to: observe the rules of hotel accommodation; observe the rules of fire safety; do not disturb the rest of the residents during the period from 23: 00 to 07: 00; during this period, Guests are obliged to observe silence; immediately notify the hotel administrator in case of loss of the guest's card; when leaving the room, close the water intake taps, turn off electrical appliances, lighting, close the windows; make a full payment for the services provided when leaving the hotel; follow the instructions of the hotel staff in emergency situations; take care of the property of the hotel.

5.15. In order to comply with the rules of fire safety, the Consumer is prohibited from: using electric heating and electrical appliances in the room (electric kettles, irons, heaters, extension cords, etc.); store flammable and highly flammable materials in the rooms; smoke in the room, elevator, as well as on the adjacent territory, with the exception of designated areas; cover with any objects included floor lamps, sconces, table lamps.

5.16. In case of smoke, fire, or fire, the guest should immediately call the following phone numbers: ext. 101 or +7 (988) 952-67-76

5.17. In order to ensure order and security in the hotel, it is not allowed to: hand over the room key to unauthorized persons; leave strangers in the room in their absence; create inconvenience and disturb the peace of other guests staying in the hotel; stay of unauthorized persons in the room from 8 to 23 hours without a one-time pass issued in accordance with the established procedure, after 23 hours- without registration of accommodation; keep animals in the hotel without the permission of the administration.

5.18. In case of expiration of the Guest's stay in the hotel in the absence of the guest at the place of residence (if the stay is not extended and paid in time), the hotel administration has the right to create a commission and make an inventory of the property located in the room of the absent Guest, vacate the room. Material values in the form of money, precious metals, valuable documents, the hotel administration places for free storage in a safe located in the reception and accommodation service, the rest of the items are placed in the luggage storage.

5.19. In case of finding forgotten items, the hotel takes all measures to return them to the owner, immediately notifies the owner of the items, if he is known. The Hotel keeps the forgotten item by the Guest for 3 months from the moment of drawing up the Act of forgotten items.

Memo on fire safety measures

It is forbidden to enter the hotel rooms and premises:

- smoke in non-designated areas;
- store highly flammable and combustible liquids, explosives, gas cylinders, goods in aerosol packaging and other explosive substances and materials, as well as heating and household electrical appliances;
- clutter up furniture, equipment, and other items in passageways, corridors, vestibules, elevator halls, stairwells, and stairwells, as well as block emergency exits;
- clean the premises using gasoline, kerosene and other flammable and combustible liquids;
- use electric heating appliances (including boilers, electric kettles, electric irons, electric stoves);
- leave unattended electrical appliances, televisions, radios, computers, printers, etc. connected to the network.;
- use electrical appliances in violation of fire safety regulations;
- wrap electrical appliances and lamps with paper, cloth, and other combustible materials, as well as operate them with their caps(diffusers)removed;
- independently lay transit electrical wiring and cable lines in rooms, as well as through fire and explosion hazardous areas;
- use local lighting fixtures (table lamps, floor lamps, sconces, etc.\), incandescent lamps with a power of more than 60 watts, as well as lamps with a light source whose rated power is higher than the permissible values specified in the passport or technical description;
- store combustible materials at a distance of less than 0.5 meters from lamps, electrical wires and other electrical installations.

Actions in case of fire:

STAY CALM!

If there is a fire in your room, the main thing is to immediately inform the administrator by phone: ext. 101 or +7 (988) 952-67-76, to take the necessary measures, or call the fire department by calling 112, provide your full name and address: s. Novobessergenevka, pr-d Konyushenny, zd.102, Golden Hotel Horse";

- close the door of the room where the fire occurred;
- in case of heavy smoke from the escape routes, position yourself so that you can be seen through the window;
- during a fire, it is forbidden to use the elevator.

Rules of conduct in emergency situations:

Upon arrival at the hotel, special attention should be paid to the internal rules of accommodation and fire safety. Learn the locations of entrances/exits, elevators, and stairs.

In case of any unforeseen situations at the hotel, please inform the hotel administrator, as well as the emergency response services:

- from cell phones-112-unified rescue service;
- 240 -36-79-Senior Operational Duty Officer of the EMERCOM of Russia in the Rostov region;
- 239-99-99-helpline of the EMERCOM of Russia in the Rostov region;
- 02-Police department of the Rostov region (at the place of residence);
- 240-49-90 – Duty service of the Federal Security Service of the Rostov region.

If you were taken hostage or abducted.

You should not resist the abduction. It is recommended to follow the initial orders of the terrorists. They may turn out to be people with unstable minds and behave unpredictably." If you are sick or feel that you need help, you should try asking to call a doctor or bring the necessary medications. Try to establish at least some contact with the terrorists. If possible, note for yourself what they look like, what their habits are, how the abductors talk and with whom they communicate. You should also remember all movements, including the time in motion, direction, distance traveled, speed, any landmarks along the road, signs and such distinguishable sounds as the ringing of bells, voices, the noise of construction sites, railways, trams, etc. The desire to " please " is often misunderstood by terrorists and makes it difficult to release victims. If a hostage is forced by terrorists to make a written or oral appeal (in audio or video recordings) to the authorities setting out their demands, this can only be done in the form and scope that the abductors insist on. At the same time, you should avoid your own statements and assessments, as this may aggravate the situation of the captured person.

When conducting a special operation to free a hostage, it is recommended to lie down on the floor, do not move until the appropriate instructions are received from the special forces; do not under any circumstances try to help the special forces in their release; try to get rid of objects that can be mistaken for weapons by the special forces; proceed from the fact that the special forces will treat the hostage as a possible terrorist until they identification is established; remain law-abiding and tolerant of the actions of the special forces, even if physical measures are applied to the hostage during the operation (for example, handcuffs are put on or hands are tied).

Immediately after release, it is advisable not to comment to the media until an official Russian representative has been interviewed and appropriate recommendations have been received from him/her. Depending on the current situation, try to follow the recommendations above – this will help you avoid trouble or reduce its consequences to a minimum.