

### **Accommodation rules at Krasnodar Marriott Hotel**

It is prohibited at the Marriott Krasnodar Hotel:

1. In accordance with the requirements of the Federal Law from 23.02.2013 No. 15-FL "On protecting the health of citizens from the effects of second hand tobacco smoke and the consequences of tobacco consumption" to smoke on the territory of the Krasnodar Marriott Hotel, including rooms, balconies, and in other rooms of the Hotel. Violation of this requirement entails administrative liability under Art. 6.24 of the Code of Administrative Offenses of the Russian Federation dated 30.12.2001, No. 195-FZ. If the fact of smoking on the territory of the hotel is revealed, the cost of general cleaning is 14,000 (fourteen thousand) rubles.
2. Disturb other residents of the hotel; disturb the silence and public order in the room and hotel.
3. To use in the rooms non-standard (not provided for by the room equipment) electric heating devices, as well as extension cords, adapters.
4. To store and bring into the rooms objects prohibited for civil circulation: weapons, drugs, explosives and ammunition, as well as flammable and radioactive materials, highly toxic substances. Store bulky things in the room (boxes, boxes larger than 50x50x50 should be kept in the luggage room located on the ground floor of the Krasnodar Marriott Hotel in order to ensure the convenience of cleaning the room, as well as the personal safety of the Guests).
5. Taking professional photo / video filming for commercial use without the written permission of the General Manager of Center-Hotel LLC in the office premises, the restaurant kitchen and other areas closed to public access. Photo / video filming can be carried out in accordance with the Law of the Russian Federation of December 27, 1991 No. 2124-1 "On the Mass Media": by a journalist upon presentation of a press card in public areas, namely: halls, elevators, hotel rooms "Krasnodar Marriott Hotel ", conference rooms, restaurant halls.
6. Transfer the key card from the number to third parties in order to avoid theft.
7. Take out linen, towels and interior items from the room.
8. Rearrange and move furniture.
9. Keep animals, birds and reptiles in the room without the permission of the hotel administration.
10. In order to avoid violation of the norms of public order, consume alcohol or other drinks brought with you, as well as food in the foyer, halls on floors, lobbies, restaurants, in conference rooms.
11. Take out dishes, cutlery, food and drinks from restaurants and other food outlets of the Krasnodar Marriott Hotel.
12. When purchasing the "Buffet" service, the use of food and drinks presented on the distribution line is allowed only on the territory of the hall where the "Buffet" service is provided. Take food and drinks presented on the distribution line out of the hall where the "Buffet" service is provided. Bring and consume food and drinks on the territory of the restaurant that are not included in the assortment of the provided "Buffet" service.
13. The presence of guests on the territory of the restaurant, which provides the "Buffet" service, who have not paid for this service.
14. Visit restaurants, bars, cafes and other public areas in bathing suits, robes.

15. Bring and drink alcoholic beverages in bars and restaurants of the Krasnodar Marriott Hotel.
16. Deliberately pollute the territory of the Krasnodar Marriott Hotel.
17. Throw out various objects, cigarette butts, etc. from the windows and balconies of the Hotel.
18. Visitors stay in the rooms of the Krasnodar Marriott Hotel after 22:00 without registration.
19. Use the minibar to store other products that do not belong to the minibar products (medicines and cosmetics, etc).
20. To wash outerwear in the rooms of the Krasnodar Marriott Hotel.
21. In order to prevent the spread of the coronavirus infection COVID-19:
  - It is recommended to use respiratory protection in public areas of the hotel;
  - Observe a social distance of 1.5-2 meters;
  - In case of signs of SARS, immediately inform the hotel staff to call an ambulance.

In case of gross violation of the rules of conduct or fire safety rules on the part of the Guest or the Visitor, the administration has the right to refuse the Guest / visitor further stay at the Krasnodar Marriott Hotel and on its territory, drawing up an act on this violation and inviting, if necessary, employee's relevant authorities.

The Krasnodar Marriott Hotel reserves the right not to provide services to persons if there is a suspicion that these persons are intoxicated or under the influence of psychotropic drugs.

#### **ADDITIONAL INFORMATION ABOUT ACCOMODATION SERVICES**

- For security purposes, the Guest must register their Guests at the Reception and Accommodation Service.
- The Krasnodar Marriott Hotel has the right to terminate the contract for the provision of hotel services unilaterally, or refuse to extend the period of stay, in case of violation by the guest of the order of residence, untimely payment for the services of the Krasnodar Marriott Hotel, causing material damage to the Krasnodar Marriott Hotel Hotel".
- In case of refusal of the Guest from accommodation on the day of check-in, the full amount is refunded if the Guest came to the within the first two hours after check-in and did not use the room, on the condition that the reservation was not guaranteed. Otherwise, the payment for the first day will not be refunded.
- If the Guest used the room (used a shower, toilet, bed, etc.) and went to the reception in order to cancel the room, the payment for the first day of stay is not refunded.
- In case of expiration of the Guest's stay at the Krasnodar Marriott Hotel in the absence of the Guest at the place of residence from 12:00 to 23:00, or from 23:00 to 12:00 of the day (if the stay is not extended and paid on time), the administration of the Krasnodar Marriott Hotel has the right to create a commission and make an inventory of the property in the room of the absent Guest, vacate the room. Material assets in the form of cash, precious metals, valuable documents, the administration places for free storage in a safe box located on the first floor of the hotel, the rest of the things are transferred to the security service in the department of forgotten things.
- The Krasnodar Marriott Hotel, in accordance with article 925 of the Civil Code of the Russian Federation, is responsible for the safety of the Guest's belongings, with the exception of money, other currency values, securities and other precious things.
- The administration of the Krasnodar Marriott Hotel is not responsible for valuables that have not been deposited in the safe deposit box located in the reception.

- A guest who finds a loss, shortage or damage to his belongings, immediately notifies the administration of the Krasnodar Marriott Hotel to the reception. Otherwise, the Krasnodar Marriott Hotel is released from liability for non-preservation of things.
- In case of finding forgotten things, the Krasnodar Marriott Hotel immediately notifies the owner of the things, if the owner is known. The Krasnodar Marriott Hotel keeps things forgotten by the Guest for 3 (Three) months. Valuables, large amounts of money are stored for up to 6 (Six) months in accordance with the "Regulations on Forgotten and Found Things".
- The Guest takes note of and does not object to the use of video surveillance systems in the common areas and premises of the Krasnodar Marriott Hotel (with the exception of rooms and toilet cabins).
- When resolving conflict situations, the Guest and the Krasnodar Marriott Hotel are guided by the Law of the Russian Federation "On Protection of Consumer Rights" and Government Decree No. 1085 dated October 09, 2015 "On Approval of the Rules for the Provision of Hotel Services in the Russian Federation."
- The hotel administration has the right to refuse the Guest / visitor to stay in the Krasnodar Marriott Hotel and on its territory without giving a reason.

#### **ACCOMMODATION CONDITIONS IN THE KRASNODAR MARRIOTT HOTEL OUT OF THE QUEUE**

Out of queue, the Krasnodar Marriott Hotel accommodates:

- ✓ Heroes of the Russian Federation and the Soviet Union, full holders of the Order of Glory; Participants of the Great Patriotic War;
- ✓ People with disabilities of the first, second and third groups and persons accompanying them.
- ✓ Employees of the prosecutor's office, employees of internal affairs bodies, employees of the judiciary, courier communications, tax service, employees of federal government communications and information (in the performance of their official duties).