

Rules of Providing Hotel Services and Lodging at the Courtyard by Marriott Moscow City Center hotel

1. Performer – LLC CYBM Voznesenskiy Hotel Leasing, located: Russia, 125009, Moscow, Voznesenskiy Pereulok 7. Primary State Registration Number (PSRN) 1037704027900, State Registration Certificate of Legal Entity (USRLE) - Series 77 № 004422993 from June 20, 2003, issued by the Ministry of Taxation of the Russian Federation № 4 of the Central Administrative Okrug of Moscow.

2. The Hotel has a 4-star rating, as appears in Certificate № 550009919 issued by the Federal State Autonomous Institution “Health complex “Rublevo-Uspensky” of the Department for Presidential Affairs of the Russian Federation. The certificate is valid until December 27, 2019.

3. The hotel has 218 modern and comfortable guest rooms, including 29 Superior rooms and 10 Business Studios. Room rates are based on room categories and are available at the Front Desk as well as on the official Hotel website: <http://www.courtyardmoscow.com>.

4. Reservations are created after the following information is presented:

- a) dates of check-in and check-out;
- b) the number of guests staying in the room and their full names;
- c) credit card number and its expiration date (for reservation guarantee);
- d) email address for reservation confirmation, shall the guest desire such a service

5. The guest (consumer) can make changes or cancel the reservation only before 4pm on the day of Hotel check-in. In the case of changes or cancellations made by the guest (consumer) after 4pm on the day of Hotel check-in or non-arrival, the credit card specified by the guest (consumer) at the time of booking will be charged the amount equal to the first night including VAT.

6. Check-in time at the Hotel is 2pm on the arrival date (MSK time). Check-in before 2pm is only available upon request and is subject to room availability and occupancy levels. With "Guaranteed Early Check-in", the guest pays the room rate of the date preceding the date of arrival.

7. Upon arrival at the hotel, the guest must put a deposit on the room in the amount of 6,000 rubles in cash or 3,000 rubles by credit card as a financial guarantee of payment for any extra expenses during the guest's stay. In the absence of any additional expenses, the deposit will be refunded to the guest upon check-out.

8. Check-out time at the Hotel is 12pm (MSK time).

9. Check-in of guests into the hotel occurs on the basis of presenting identification documents that confirm the validity of the guest's stay on the territory of the Russian Federation, as well as their consent to abide by these rules. For citizens of the Russian Federation, acceptable documents are considered: a passport certifying the identity of the citizen of the Russian Federation on the territory of the Russian Federation. A driver's license ID card is not considered an acceptable form of identification.

10. In case of late check-out after the check-out time of 12pm (MSK time) on the day of departure, a fee will be charged as follows:

- a) a check-out delay of no more than 6 hours after official check-out time on the day of departure – payment is calculated for half of the day;
- b) a check-out delay of more than 6 hours after official check-out time on the day of departure – payment is calculated for the full day.

11. The maximum number of guests staying in a guest room is 3 people.

12. The guest (consumer) bears full responsibility for anyone staying in the guest room, whether residents or visitors, as well as ensures their compliance with these rules. Visitors are allowed to enter the guest room only if accompanied by the guest him/herself.

13. Smoking in the guest rooms or on the Hotel premises is strictly prohibited! In case of revealing an act of smoking in the guest room or any other area of the Hotel, the perpetrator will be subject to a deep cleaning fee (Clause 6.24 of the Administrative Offences Code of the Russian Federation) in the amount set by the Hotel administration at the given time period to rid the room of a

smoke scent. In case of a second violation, the Hotel reserves the right to refuse providing accommodation services to the guest.

14. The Hotel is not responsible for the failure of municipal systems (outages of electricity, water, heat, etc.) and communications as a result of natural disasters, technogenic accidents, and the fault of third parties that are not employed by the Hotel.

15. The Hotel has the right to unilaterally terminate the contract for the provision of hotel services or to refuse extension of accommodation in the case of misconduct or violation of these rules, delayed payment of provided Hotel services, and damage to the Hotel property or third parties within the Hotel.

16. When accommodating a guest with a guaranteed booking between the hours of 12am and the official check-out time of 12pm (MSK time), payment will be collected for the full day.

17. Accommodation is free for children under 2 years old in case of staying together with their parents. An extra bed (crib or rollaway bed) will be provided upon the guest's request.

18. Breakfast is free for children under 6 years old residing with parents in the same room. Breakfast is available with a 50% discount on its value at the given time period for children from 6 to 12 years old.

19. The hotel offers the following complimentary services to Hotel guests:

- use of all supplies and equipment within the guest room, with the exception of the mini-bar;
- calling emergency first-aid services and other special services;
- using non-therapeutic items from the first-aid kit;
- sewing kit, one set of dishes and silverware;
- taxi service;
- fitness center;
- wake-up call service;
- in-room safe;
- use of safe deposit boxes at the Front Desk;
- mail delivery services;
- train and flight schedules upon request;
- information on city transportation, local attractions, shopping, restaurants and cafes;
- bellman services;
- WI-FI in the lobby;
- luggage room;
- TV (excluding pay-per-view channels)

20. Additional services provided by the Hotel will be paid for in accordance with the current pricelist. A full list of services and their prices can be requested at the Front Desk.

21. Complete information about services and methods of payment can be found in the Guest Folder, available in every room and at the Front Desk.

Courtyard by Marriott Moscow City Center

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