

Approved

CEO

Netizen Rinskaya Ltd.

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NETIZEN Moscow Rinskaya | Hostel Accommodation Rules

1. General Provisions

1.1. The hostel "Netizen" (Hereinafter referred to as the Hostel) is intended for temporary residence of citizens (hereinafter referred to as Guests) and the provision of services related to their stay.

1.2. Hostel Rooms Division includes the following rooms: Single (shared bathroom), Double (shared bathroom), Double (bathroom in the room), 4-Person Family Room (bathroom in the room), 6-Person Family Room (shared bathroom); Common Rooms (shared bathroom): 6-bed (female/mixed), 8-bed (female with bathroom in the room/mixed), 10-bed (mixed), 12-bed (female with bathroom in the room/mixed) and 14-bed (female/mixed). The total number of places is 244.

The rooms are equipped with facilities, furniture, bedding and other equipment designed to ensure the living conditions provided for by the requirements of the Hostel.

2. Reservation

2.1. The guest can book a bed / room at the hostel, paying for it before check-in (guaranteed reservation).

2.2. Unguaranteed booking – a bed / room booking, in which the first payment is made by the guest upon arrival at the Hostel and is reserved for the guest until 16:00 local time on the specified day of arrival. If the guest doesn't arrive before 4 p.m. local time, the reservation can be canceled. In this case, the Hostel's accommodation obligations are terminated, and accommodation is subject to availability of beds / rooms on a general basis.

2.3. There are no financial obligations between the Hostel and the guest in case of non-guaranteed booking.

2.4. Guaranteed booking - booking of a bed / room in a Hostel, in which there are full legal obligations between the Hostel and the guest. Bed / room booking is guaranteed by prepayment for at least the first day of guest's stay, or by providing the credit card details to the Hostel and the guest's consent to the debiting of funds from the provided account. Payment is made after receiving the booking confirmation from the Hostel.

2.5. The Guaranteed booking is reserved for the guest during the first day of placement (until the check-out time (11:00) of the day following the day of arrival). In case of no-show or late cancellation of the reservation less than 1 (one) day, the Hostel does not refund the cost of the first 24 hours.

2.6. Prepayment with Guaranteed booking is made by bank transfer or credit card, or by any other method of cash or non-cash payment. The payment is considered to be made if funds were received to the Hostel bank account. In case of non-payment within the specified time period, the reservation is considered canceled without prior notice.

3. Accommodation and services provision regulations

- 3.1. Hostel operating mode is around-the-clock (24/7).
- 3.2. Accommodation registration in the Hostel is made upon presentation of the passport of a citizen of the Russian Federation, birth certificate for persons under 14 years of age, foreign citizens with a national passport, visa or residence permit, migration card (except for citizens of the Republic of Belarus), temporary registration (in cases when foreign citizen crossed the Russian border more than 7 working days ago).
- 3.3. Minors under the age of 18 are placed only accompanied by their legal representatives — parents, adoptive parents or a trustee, or accompanied by representatives who have the written consent of minors' legal representatives.
 - 3.3.1. Minors between the ages of 14 and 18 can be placed unaccompanied by their legal representatives with the written consent of one of their legal representatives (with the copy of representative's passport attached).
 - 3.3.2. The presence of minors in mixed rooms (rooms where male and female persons are allowed to live) without an escort from their legal representatives is prohibited. In cases where the minor does not have the same gender as the parent/guardian/accompanying person, the presence of both of them in the mixed room is prohibited. In cases where a minor has the same gender as a parent / guardian / accompanying person, they are allowed to stay only in rooms that match their gender: male or female, provided that the minor must be at least 5 years old.
- 3.4. Check-out time – before 11:00 a.m. Moscow time. Check-in time – after 2:00 p.m. arrival date, guests need to leave the room before 11:00 a.m. in the departure day. Early check-in from 08:00 a.m. to 12:00 a.m. is subject to availability and may be provided with an additional payment of 50% of the room/bed price. Early check-in from 12:00 a.m. to 2:00 p.m., and may be provided in two options: free check-in or an additional payment of 50% of the room/bed, depending on the Hostel's load.
 - 3.4.1. If the Guest moves from one room to another, he must do it from 11 a.m. to 2 p.m. on the day of moving. If the guest knows that he will not be able to be present at the Hostel at this time, he must vacate the bed in advance, collect his personal belongings and leave them in a specially designated place (luggage room).
- 3.5. If the guest departure is delayed (after 11:00 a.m.) an additional fee is charged for the stay extension: up to 4:00 p.m. - 50% for bed / room price at the rate of accommodation. From 4:00 p.m. and later a payment of 100% of the room/place at the rate of accommodation will be charged.
- 3.6. Prolongation of accommodation after the check-in time is subject to bed / room availability.
- 3.7. In the guest's absence at the place of residence after the check-out time without payment or bed / room prolongation and the discovery of things forgotten by the guest, the Hostel administration tries to contact the guest using the available contacts in the Hostel database. If taken measures are unsuccessful, the administrator together with the maid makes an inventory of the property located in the room/in the individual locker/on the bed. The property of the guest is handed over to the luggage room. The administration of the Hostel is not responsible for the safety of these things.
- 3.8. To ensure the security of your stay, the Hostel administration has established a pass-through mode – the entrance to the living area of the Hostel is carried out using an electronic key.
- 3.9. Upon check-in at the Hostel, the guest is issued an electronic key for the paid period of stay.

3.10 If any personal belongings are found missing from the room or if the electronic key is lost, the guest must immediately inform the Front Office (reception desk) or the Security Service of the Hostel in order to take the necessary measures to search for the missing items/ block the lost electronic key.

3.11. When extending the period of stay, the guest may be offered a different room / bed in the room, in case the room / bed in the room where the guest lived before is already booked. In case of an unscheduled relocation of the guest to another room/place, the Hostel administration will coordinate this relocation with the guest.

3.12. Guests who violate public order or commit hooliganism will be denied the service of accommodation on the territory of the Hostel. In the future, Hostel reserves the right to refuse to settle unilaterally for the above-mentioned persons.

3.13. The guest can use the following types of free services at the Hostel:

- High-quality bed linen and large towels
- Luggage room
- Safe deposit boxes in the lobby
- Wi-Fi in the rooms and public areas
- Training equipment and etc.

4. Pay for accommodation and services

4.1. Payment for accommodation and services provided by the Hostel can be made exclusively in the currency "Russian ruble" for cash or non-cash payment, as well as by credit cards.

4.2. The accommodation fee is charged on the terms of advance payment for the whole booked period. **Accommodation on credit is not provided at the hostel.**

4.3. For stays less than 24 hours, the fee is charged per day, regardless of the estimated hour.

4.4. While renewing the reservation / zero balance on the guest's account, the next day must be paid before 11 a.m. of the current day.

4.5. Accommodation prices for the bed / room per day at the Hostel are established by the Order of the General Director of «Netizen Rimskaya» Ltd.

4.6. If the Hostel is unable to provide a bed / room according to the conditions of the confirmed reservation, the Hostel provides the guest with a bed / room in a higher category with no additional charge.

4.7. No fee is charged for the accommodation of children under the age of five, if they are placed with their parents (guardians) in a hotel room without providing a separate place.

4.8. At the guests' request, the Hostel offers additional services for a fee according to the list of paid services. The cost of additional services is approved by the Order of the General Director.

5. Accommodation Rules

5.1. In order to comply with fire safety rules, guests staying in the Hostel are prohibited from:

5.1.1. Using non-standard electric heating devices in the rooms (not provided for in the room equipment), as well as extension cords, adapters, etc.

5.1.2. It is forbidden to store and bring to the Hostel flammable materials, highly toxic substances, bulky things. Large items (if the sum of the dimensions of the length, width and height exceeds 150 cm) are handed over to the Hostel's luggage room. Please note that luggage room is only available for guests staying at the Hostel.

5.1.2.1. For the period of living in the Hostel, the guest is allowed free storage of 1 piece of baggage. Storage of more than 1 piece of baggage, as well as storage of baggage after midnight of the day of departure, is agreed with the Hostel administration additionally and is paid according to the approved price lists for additional services.

5.1.3. When leaving the room, leave electrical appliances on.

5.1.4. Smoking throughout the hostel.

In the case of a major fire safety rules violation on the part of the Guest, the hotel administration has the right to refuse the Guest to continue staying on the territory of the Hostel with the mandatory preparation of a report on this violation and the invitation, if necessary, of the competent authorities.

Violation of the requirement to ban smoking of tobacco/tobacco products/electronic smoking devices in the premises and rooms of the Hostel entails the recovery of damages caused by additional costs associated with cleaning the premises, rooms (detergents, cleaning products, laundry, dry cleaning, etc.). Payment of damages in the amount of 5,000 (five thousand) rubles is made by a person who violates the ban on smoking in the premises and rooms of the Hostel, on the basis of an act drawn up when the smell of tobacco smoke, ash, cigarette butts, etc. is detected.

5.2. On purpose to ensure the order and safety of those living in the Hostel, it is prohibited:

5.2.1 The presence of unauthorized persons (unregistered guests) in the Hostel from 23:00 pm to 06:00 am.

5.2.2. To access to the residential floors without a guest card.

5.2.3. To transfer the room key card to unauthorized persons.

5.2.4. To walk strangers into guests rooms.

5.2.5. To disturb the guests' rest after 22: 00, including talking loudly in multi-bed residential rooms, listening to music without headphones, turning on the general light.

5.2.6. To violate the sanitary standards and requirements in the room, as well as in the rest of the public spaces of the Hostel. Store and consume food and drinks in multi-bed dormitories.

5.2.7. To bring any animals, as well as bring any indoor plants into the rooms.

5.2.8. To leave garbage, bottles and other items in places that are not intended for this.

5.2.9. To take linen, towels and equipment from the rooms outside the Hostel.

5.2.10. To carry and store in the room a traumatic, gas, piercing-cutting weapon (pistols, knives, gas cartridges, etc.).

5.2.11. To carry, store and use any kinds of drugs.

5.2.12. To carry, store and drink alcoholic beverages in multi-bed dormitories.

5.2.13. To drink alcoholic beverages with a strength of more than 15%, as well as being in the Hostel in a state of alcoholic intoxication. Unregistered guests are also prohibited from bringing or consuming alcoholic beverages purchased outside the Hostel.

5.2.14. On the territory of the Netizen all Guests are also prohibited from drinking alcoholic beverages, purchased outside of the Hostel.

5.3. Guests should take care of the property and equipment of the Hostel; observe sanitary norms and public order.

5.4. The Hostel has the right to unilaterally refuse to provide accommodation services to the Guest in case of repeated or major violation of these Rules.

6. Guests Rights and Duties

6.1. The guest staying in the Hostel has the right to terminate the contract for the service, notifying the administration 24 hours before the check-out time of the eviction day. In this case, the guest will be refunded the payment for the future paid days. If the guest notified the administration less than 24 hours before the planned eviction from the hostel, the administration has the right to withhold the amount for the next 24 hours in full. If the guest has changed their plans within 30 minutes after the check-in at the check-in, and they want to check out of the Hostel, the administration will refund the full amount of the payment for the stay. If more than 30 minutes have passed since the receipt was broken, then a refund for the first day is not possible.

6.2. In case of loss or damage to the property of the Hostel, the guest is obliged, in accordance with the Legislation of the Russian Federation, to compensate for the damage caused.

6.3. The fact of payment and arrival automatically means that the Guest agrees to following Rules.

7. Duties and responsibilities of the Hostel Administration

7.1. Rooms and common areas are cleaned daily. Bed linen and towels are changed in dormitories once every 5 days, in hotel-type rooms – once every 3 days.

7.2. The hostel is not responsible for things left unattended by the guest on the territory of the Hostel.

7.2.1 The hostel is not responsible for the safety of money, other currency values and valuable items that are not deposited. It is recommended to keep money and valuables in special safe deposit boxes at the reception desk.

7.3. If forgotten items are found, the Hostel administration is obliged to notify the owner of the items, if possible. Forgotten items are registered in a special journal and handed over to the Hostel's luggage room. If it is impossible to contact the guest, the Hostel administration is not responsible for forgotten personal belongings.

7.4. The book for feedback and suggestions is located at the Front Office and is given to guests staying at the Hostel, upon their request.

7.5. Guests' complaints presented in writing form are considered by the Hostel administration in a period not more than a month from the date of their submission.

8. Other terms and conditions

8.1. The administration has the right to refuse accommodation to guests:
- in the absence of their identity documents (according to paragraph 3.2),

- upon presentation of expired documents,
- to foreign citizens, if they do not have: a valid national passport, visa (or other document confirming the right to stay in the territory of the Russian Federation), migration card, temporary registration (in cases when foreign citizen crossed the Russian border more than 7 working days ago).
- those who are in a drunken / inadequate state.

8.2. The Administration is not responsible for the operation of municipal utility networks (water, electricity, heating) and the Internet service provider.

8.3. All guests must comply with the fire safety rules posted on the information board of the Hostel.