



DVINA HOTEL, TITAN Ltd.

RULES OF ACCOMMODATION AND PROVISION OF SERVICES

Approved by
Order of the Manager of
Dvina Hotel dated 01 September 2026
Revision No. 6 dated 01 September 2026

1. GENERAL PROVISIONS

1.1. These Rules of Accommodation (hereinafter referred to as the “Rules”) at Dvina Hotel (hereinafter referred to as the “Hotel”) have been developed on the basis of the Civil Code of the Russian Federation, Russian Federation Law No. 2300-1 dated 07 February 1992 “On Protection of Consumer Rights”, and the “Rules for the Provision of Hotel Services and Services of Other Accommodation Facilities in the Russian Federation”, approved by Resolution of the Government of the Russian Federation No. 1912 dated 27 November 2025, and regulate relations in the provision of hotel services and other additional services (hereinafter jointly referred to as “hotel services”) at Dvina Hotel, Arkhangelsk.

1.2. The principal terms used in these Rules are defined as follows:

“Booking” means the reservation of a room (an individual bed in a shared room) for the Consumer at the Hotel under the terms specified in the Customer’s request and confirmation of that request by the Service Provider.

“Check-out time (billing hour)” means the time established by the Service Provider for the Consumer to check out: 12:00 noon Moscow time.

“Check-in time” means the time established by the Service Provider for the Consumer to check in: 2:00 PM Moscow time.

“Hotel” means the property complex intended for the provision of hotel services and named “Dvina Hotel”, located at: 52 Troitsky Avenue, Arkhangelsk, 163000, Russia; Primary State Registration Number (OGRN) 1022900515549; Taxpayer Identification Number (INN) 2901008961; registry entry number for the classified accommodation facility C292024009781; registry link: <https://tourism.fsa.gov.ru/ru/resorts/hotels/6e909910-c609-11ef-92da-05280550abb2/about-resort>.

“Hotel services” means a set of services ensuring temporary accommodation at the Hotel, including related services, the list of which is determined by the Service Provider and communicated to the Customer and Consumer in accordance with applicable law.

“Customer” means an individual or legal entity or individual entrepreneur intending to order or purchase, or ordering or purchasing, hotel services for the Consumer.



DVINA HOTEL, TITAN Ltd.

“Consumer” means an individual intending to order or purchase, or ordering or purchasing and/or using hotel services for personal needs and other needs unrelated to entrepreneurial activity.

“Service Provider” means Titan Production and Commercial Enterprise Limited Liability Company (TITAN LLC), legal address: 7 Pomorskaya Street, Arkhangelsk, providing hotel services to the Consumer.

“Room” means premises in the Hotel intended for temporary accommodation and meeting the parameters established by the Service Provider for each individual room category.

“Room price” means the cost of temporary accommodation in a room (in an individual bed in a shared room) and other related services determined by the Service Provider and provided for a single price.

“Price lists” means the Service Provider’s internal local regulations approved by the Hotel Manager, which establish, among other things: room categories and their parameters; room prices (beds in rooms) and the list of hotel services included in the room price; the cost of an additional bed; the list and value of Hotel property subject to reimbursement by the Customer in case of loss or damage by the Consumer; and the list and cost of additional paid hotel services, including breakfast.

Price lists are available in the Hotel premises designated for arranging temporary accommodation of Consumers (in the information folder at the Hotel Reception and Accommodation Service), as well as on other resources/media of the Service Provider.

2. INFORMATION ABOUT SERVICES AND PROCEDURE FOR ARRANGING ACCOMMODATION

2.1. The Service Provider provides 24-hour service to Consumers arriving at and departing from the Hotel.

2.2. The operating hours of the Hotel’s catering establishments (restaurants and bars) are established separately for each establishment and communicated to the Customer and Consumer in accordance with applicable law. The Consumer may also obtain information about their operating hours from the Hotel Reception and Accommodation Service.

2.3. Information about the Service Provider and the services it provides is posted in the Hotel premises designated for arranging temporary accommodation of Consumers (in the information folder at the Hotel Reception and Accommodation Service, as well as on other resources/media of the Service Provider).

2.4. Information about the procedure for staying at the Hotel, including these Rules, fire safety rules, and rules for using household electrical appliances, is posted in the Hotel premises designated for arranging temporary accommodation of Consumers (in the information folder at the Hotel Reception and Accommodation Service, as well as on other resources/media of the Service Provider).

2.5. The Hotel is intended for temporary accommodation of citizens. The maximum period of continuous accommodation at the Hotel is 1 (one) year and is the same for all categories of



DVINA HOTEL, TITAN Ltd.

Consumers. The maximum period of continuous accommodation in one room is no more than 20 (twenty) days and is the same for all categories of Consumers.

2.6. Room bookings are made by the Service Provider subject to availability by accepting a booking request from the Customer by mail, telephone, or other means of communication that reliably establishes that the request originates directly from the Customer.

2.7. A booking becomes valid upon the Customer's receipt of a notification containing the Service Provider's corporate name, information about the Consumer and Customer, the category/type of the booked room (bed), its price, booking terms, accommodation period, and other information determined by the Service Provider.

2.8. The Customer may cancel a request without sanctions within the time limits communicated to the Customer at the time of booking or stipulated by the agreement.

2.9. Cancellation of a room booking is carried out by the Service Provider by accepting the Customer's cancellation via mail, telephone, or other means of communication that reliably establishes that the cancellation originates directly from the Customer.

2.10. The terms, procedure, and consequences of the Service Provider's cancellation of a booking are determined by applicable Russian Federation law.

2.11. If the Customer notifies the Service Provider of cancellation before the check-in date (no later than 23:59:59 Moscow time on the day preceding check-in), the Service Provider shall refund the payment for accommodation services in full.

2.12. In case of late notification of cancellation by the Customer (starting from 00:00:01 Moscow time on the scheduled check-in date), late arrival, or no-show of the Consumer, a room charge shall be collected, but not more than the charge for one day.

2.13. Late cancellation means a cancellation received by the Service Provider after the scheduled check-in date or another deadline communicated to the Customer (Consumer) at the time of booking or stipulated by the agreement.

2.14. A no-show means the Consumer's failure to arrive at the Hotel premises designated for arranging temporary accommodation (the Hotel Reception and Accommodation Service) by the check-out time (12:00 noon Moscow time) on the day following the scheduled check-in date.

2.15. Late arrival means the Consumer's arrival after the scheduled check-in time (2:00 PM Moscow time) on the scheduled check-in date and before the check-out time (12:00 noon Moscow time) on the following day.

2.16. If the delay exceeds 24 hours, the booking is cancelled and the Customer is charged for the actual downtime of the room (bed) for the first day, but not more than the room (bed) price.

3. CONCLUSION OF THE AGREEMENT

3.1. The agreement is concluded between the Customer or Consumer and the Service Provider by preparing a document signed by both parties containing: (a) the Service Provider's name, Primary State Registration Number and Taxpayer Identification Number; (b) information about the Customer or Consumer (surname, first name, patronymic, if applicable, and details of the identity document in accordance with Russian law); (c) the unique registry entry number of the



DVINA HOTEL, TITAN Ltd.

accommodation facility assigned in the classified accommodation facilities register, and an Internet link to the registry entry containing information about the accommodation facility, including its assigned category where applicable; (d) information about the room provided: room category, room price (bed price), and number of rooms (beds); (e) accommodation period; (f) check-in and check-out (billing) times; (g) booking information, including cancellation terms and deadlines and terms and deadlines for refunding payment for accommodation services; and (h) other necessary information at the Service Provider's discretion.

3.2. The written form of the agreement is deemed complied with when one document (including an electronic document) is signed by both parties, or when the Service Provider confirms a request submitted by the Customer, or when the Customer takes actions aimed at obtaining the services, including payment of the relevant amount to the Service Provider. The form and procedure for submitting a request are established by the Service Provider, provided that such procedure makes it possible to establish that the request originates from the Customer. If rooms (beds) corresponding to the Customer's request are available, the Service Provider sends the Customer a notification containing the Service Provider's name (corporate name), information about the Consumer and Customer, the booked room category and room (bed) price, accommodation period, booking terms, and other information determined by the Service Provider. In this case, the agreement is deemed concluded when the Customer receives booking confirmation. The Service Provider may refuse to conclude an agreement if no rooms (beds) meeting the request are available for the requested dates.

3.3. A Consumer who is a citizen of the Russian Federation may check in upon presentation of an identity document in accordance with Russian law, including: (a) a Russian Federation citizen's passport proving identity within the Russian Federation; (b) a USSR passport proving identity of a Russian Federation citizen until timely replacement with a Russian Federation passport; (c) a Russian Federation citizen's passport proving identity outside the Russian Federation; (d) a temporary identity card of a Russian Federation citizen; (e) an identity document of a Russian Federation servicemember, during mobilization, martial law, or wartime.

3.4. If the identity documents listed in Clause 3.3 are unavailable, a Consumer who is a Russian Federation citizen may be accommodated upon presentation of a Russian national driver's license.

3.5. A Russian Federation citizen under 14 years of age, as well as a Russian Federation citizen aged 14 or older who has not received a Russian Federation passport, may be accommodated on the basis of the minor's birth certificate and identity documents, or the document specified in Clause 3.4, of the parents (legal representatives) or accompanying person(s) staying with the minor, provided that the accompanying person(s) presents the consent of the parents (legal representatives) to the minor's accommodation at the Hotel (the "Consent").

3.6. A Russian Federation citizen aged 14 or older may be accommodated on the basis of an identity document and the identity documents, or the document specified in Clause 3.4, of the parents (legal representatives) or accompanying person(s) staying with the minor, provided that the accompanying person(s) presents the Consent. If the minor is not accompanied by parents (legal representatives) or an accompanying person, accommodation is based on the minor's identity document, provided that the Consent is presented.



DVINA HOTEL, TITAN Ltd.

- 3.7. A Consumer who is a Russian Federation citizen may also check in using the Digital ID information-exchange multifunctional service in the MAX messenger.
- 3.8. A Consumer who is a foreign citizen or stateless person may check in upon presentation of an identity document in accordance with Russian law, including: (a) a foreign citizen's passport or other 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 for a stateless person; (d) a residence permit for a stateless person; (e) a temporary identity document of a stateless person in the Russian Federation.
- 3.9. A foreign citizen or stateless person under 18 years of age may be accommodated on the basis of the identity documents specified in Clause 3.7 of these Rules for the minor foreign citizen or stateless person and for the parents (legal representatives) or accompanying person(s) staying with them, provided that the accompanying person(s) presents the Consent.
- 3.10. In the absence of the above documents, the Service Provider may refuse accommodation.
- 3.11. The Service Provider arranges accommodation and registration of Consumers arriving at and departing from the Hotel around the clock.
- 3.12. Registration of Consumers who are Russian Federation citizens at their place of stay in the Hotel is carried out in accordance with the Rules for Registration and Deregistration of Citizens of the Russian Federation at their Place of Stay and Place of Residence within the Russian Federation, approved by Resolution of the Government of the Russian Federation No. 713 dated 17 July 1995.
- 3.13. Registration and deregistration at the place of stay in the Hotel of foreign citizens and stateless persons are carried out in accordance with the Rules for Migration Registration of Foreign Citizens and Stateless Persons in the Russian Federation, approved by Resolution of the Government of the Russian Federation No. 9 dated 15 January 2007.
- 3.14. When arranging accommodation, the Service Provider issues the Consumer an invoice-agreement, which confirms conclusion of the agreement for provision of hotel services. The invoice must contain: the Service Provider's name; the Consumer's surname, first name and patronymic; information about the room (bed) provided; room (bed) price; accommodation period; and other necessary data at the Service Provider's discretion.
- 3.15. The Service Provider charges for accommodation by the day. Hourly accommodation and hourly billing for accommodation at the Hotel are not provided.
- 3.16. The minimum accommodation price is the room price for one day.
- 3.17. The room (bed) price and list of hotel services included in the room (bed) price are established by the Service Provider's price list effective when the Customer (Consumer) applies.
- 3.18. Prices established by the relevant price list vary depending on room category, number of occupants, and other factors and are valid for a limited period.
- 3.19. The room (bed) price for each Customer is established when the Service Provider confirms the booking according to the price list then in effect; without advance booking, it is established when the Consumer checks in according to the price list effective at the time of accommodation.



DVINA HOTEL, TITAN Ltd.

Upon booking confirmation, the Customer accepts and agrees to the room (bed) price and may not subsequently demand a change when accommodated at the Hotel.

3.20. The room price includes a tourist tax set at 2% of the room price per day, but not less than RUB 100, pursuant to Federal Law No. 176-FZ dated 12 July 2024 and the decision of the Arkhangelsk City Duma No. 111 dated 25 September 2024 on the tourist tax in the municipal formation “City of Arkhangelsk”.

3.21. With the Customer’s consent, payment of the room (bed) price is made in full upon conclusion of the agreement (an advance payment equal to the room (bed) price for the entire accommodation period). The Consumer’s or Customer’s signature on the agreement constitutes such consent.

3.22. The Customer or Consumer must pay all hotel services and other paid services in full.

3.23. When settling accounts with the Consumer or Customer, the Service Provider issues a cash register receipt.

3.24. Accommodation charges are collected in accordance with the billing hour.

3.26. If the Consumer stays in a room (bed) for 24 hours or less, for example, arriving after the check-in billing hour (2:00 PM Moscow time) and/or departing before the check-out billing hour (12:00 noon Moscow time), the minimum tariff—the room (bed) price—is charged regardless of the Consumer’s actual time at the Hotel.

3.27. If the Consumer uses the room and/or declares refusal of accommodation later than one hour after check-in, payment for the first day of accommodation is non-refundable.

3.28. Payments to the Service Provider may be made in cash in Russian rubles or by bank cards of the following payment systems: Visa, MasterCard, Maestro, MIR.

3.29. If there is a current-date advance booking, the Service Provider guarantees provision of the room (bed) at the scheduled check-in time.

3.30. If the Consumer is accommodated from 00:00 local time until the scheduled check-in time, an additional charge equal to 50% of the room (bed) price is collected in addition to the accommodation price.

3.31. Subject to availability, the Service Provider may accommodate the Consumer before the scheduled check-in time.

3.32. If the accommodation period needs to be extended, the Consumer must contact the Hotel Reception and Accommodation Service no later than 10:00 AM local time on the departure day and must present an identity document in accordance with Clauses 3.3–3.7. If rooms are available, the Service Provider will extend the accommodation period.

3.33. Payment for an extension is made according to the procedure established by these Rules for payment of the room (bed) price and must be made no later than 12:00 noon Moscow time on the day the Consumer extends the stay.

3.34. Failure to extend the accommodation period within the deadline established in this Clause and/or failure to pay for the extension in accordance with these Rules constitutes delayed departure and gives the Service Provider the right to demand immediate vacation of the occupied room (bed).



DVINA HOTEL, TITAN Ltd.

3.35. In case of delayed departure after the scheduled check-out time, accommodation is charged as follows: if departure occurs after the check-out time, from 12:00 noon to 23:59 Moscow time on the current day, the Consumer pays 50% of the room (bed) price.

3.35. In all cases listed above, the room (bed) price is determined according to the Service Provider's price list effective on the Consumer's departure date for all Consumers (public rates); the room (bed) price established for the Consumer at booking does not apply.

3.36. When children under 3 years of age stay in a room with accompanying adults, a baby cot is provided free of charge. The child's age must be confirmed by a birth certificate.

3.37. Children under 3 years of age are provided breakfast free of charge when visiting the restaurant and purchasing a meal service for the accompanying adult.

3.38. Children under 7 years of age stay in the same room with accompanying adults without a separate bed and without additional charge.

3.39. When an additional bed is provided, a charge is collected according to the Service Provider's price list effective at booking confirmation (if the additional bed is ordered when booking), at accommodation (if ordered at check-in), or when the request for an additional bed is made (if ordered during the stay). The Service Provider may refuse to provide an additional bed if its installation is not provided in the room.

4. PROCEDURE FOR PROVIDING SERVICES

4.1. The quality of services provided by the Hotel complies with the requirements established by applicable Russian Federation law.

4.2. At the Consumer's request, the Service Provider must provide the following services free of additional charge: (a) calling an ambulance; (b) access to and use of a first-aid kit; (c) delivery to the room of correspondence addressed to the Consumer upon receipt; (d) wake-up call at a specified time; (e) use of a blood pressure monitor; (f) other services at the Service Provider's discretion: wireless Internet; receipt and storage of baggage in the Hotel luggage room during the stay; use of a safety deposit box; free parking; information about public transportation, shops, and restaurants.

4.3. The Service Provider may not provide other paid services not included in the room (bed) price without the Consumer's consent.

4.4. The Consumer has the right to use additional paid services provided by the Service Provider in the prescribed manner. The list of additional paid services is specified in the relevant price list located in the Hotel premises designated for arranging temporary accommodation of Consumers (in the information folder at the Hotel Reception and Accommodation Service). Additional hotel services are provided only with the Consumer's consent.

4.5. Payment for additional paid services is made by cash or bank card as provided by these Rules for payment of hotel services. Information about payment procedures for additional hotel services is available in the Hotel information folder at the Reception and Accommodation Service.

4.6. The Service Provider may, when necessary, change the procedure and location for providing additional hotel services, including catering services.



DVINA HOTEL, TITAN Ltd.

4.7. The Service Provider may replace the Consumer's room with a room of the same or higher category if the room is deemed unsafe/emergency by the Service Provider during operation.

4.8. An emergency room is a room in which urgent repair, sanitary-epidemiological, or other measures are required to eliminate causes creating a threat to or preventing normal (quality and safe) use of the room, as well as other Hotel premises where such circumstances prevent normal access or servicing. In this case, the Service Provider must immediately notify the Consumer of the need to vacate the room, specify the deadline for doing so, and simultaneously offer a similar available room or another room at the Service Provider's discretion, without reducing the Consumer's accommodation category. The Consumer must vacate the emergency room before the work specified in this Clause begins, within the deadline established by the Service Provider.

4.9. All expenses resulting from replacement of an emergency room are borne by the Service Provider. If the Consumer does not agree to replacement with a similar room, all necessary calculations associated with early termination of the stay are made with the Consumer.

5. RIGHTS AND OBLIGATIONS OF THE CUSTOMER AND CONSUMER

5.1. The Customer and Consumer have the right to: (a) use all services provided by the Service Provider; (b) receive complete and reliable information about the Hotel's accommodation rules, the cost and list of hotel services; (c) contact employees of the Hotel Reception and Accommodation Service regarding the quality of services provided; (d) leave comments and suggestions in the book of comments and suggestions located at the Reception and Accommodation Service and on other resources/media of the Service Provider.

5.2. The Customer and Consumer must: (a) comply with the accommodation procedure established by these Rules and other local regulations of the Service Provider; (b) comply with fire safety rules and rules for using electrical appliances in the room; (c) respect the rights of other Consumers and Hotel visitors; (d) take care of Hotel property and equipment. In case of loss or damage, the Customer shall compensate the damage in accordance with applicable law; the amount is determined and paid according to the Price List for Loss and Damage to Hotel Property; (e) close water taps and windows and switch off lights and electrical appliances when they are not needed; (f) place solid household waste in designated containers in the room; (g) vacate the room upon expiry of the paid accommodation period.

5.3. The Customer and Consumer are prohibited from: (a) for fire-safety purposes, using heaters in Hotel rooms or common areas (water heaters, electric kettles, electric stoves, etc.), except equipment provided by the Service Provider; (b) giving the hotel room key to third parties; (c) leaving third parties in the room while absent. Visitors invited by the Consumer may stay in the Hotel room stock from 08:00 to 23:00 Moscow time. If visitors remain after 23:00 Moscow time, the Consumer must register them at the Reception and Accommodation Service and arrange their accommodation; (d) insulting staff or other guests through actions, words, or obscene language; (e) bringing or storing weapons, explosives, flammable, corrosive, poisonous, narcotic substances, or other dangerous items; guests whose occupation gives them the right to carry or store weapons must, upon the Hotel's request, provide documents proving that right; (f) smoking in rooms, other



DVINA HOTEL, TITAN Ltd.

Hotel premises, or adjacent territory; (g) storing bulky items in the room (boxes larger than 100×100×100 cm must be stored in the Hotel luggage room for convenient cleaning and Consumer safety); (h) rearranging or moving furniture or removing furniture or bedding from the room; (i) keeping animals or birds in the Hotel room without agreement with the Service Provider; (j) from 22:00 to 10:00 on weekends and non-working public holidays, and from 22:00 to 08:00 on weekdays, engaging in activities that disturb public peace and quiet, including use of sound-producing devices (televisions, radios, tape recorders, stereos, speakers), playing musical instruments, singing, whistling, shouting, and other loud activities; (k) consuming brought-in alcoholic or other beverages or food in foyers and floor halls; (l) removing dishes, cutlery, food, or beverages from the restaurant; (m) intentionally soiling rooms, common areas, or other Hotel premises, including scattering confetti, streamers, small decorative elements, flower petals, etc.; (n) intentionally soiling Hotel conference rooms in the same manner; (o) throwing objects, including Service Provider property, from windows; (p) making covert photo, audio, or video recordings of Hotel employees in the room during cleaning/service. If recording devices are present, cleaning/work in the room will not be performed until the device is switched off/removed.

6. LIABILITY OF THE SERVICE PROVIDER, CUSTOMER AND CONSUMER

6.1. The Customer is responsible for the actions of the Consumer when the Consumer acts in the Customer's interests.

6.2. The Customer undertakes, under personal responsibility, to familiarize the Consumer with these Rules and other rules and regulations applicable at the Hotel.

6.3. The Customer bears full financial liability to the Service Provider for the acts (omissions) of the Consumer and all persons allowed by the Consumer to use the Service Provider's services, including, without limitation, damage to property, violation of the Rules of Accommodation, non-payment for services, fines, and other charges. The Customer may settle issues of compensation and liability directly with the Consumer without the Service Provider's participation. The Service Provider does not enter into legal relations between the Customer and Consumer and is not responsible for their internal arrangements.

6.4. The Service Provider is not responsible for loss, shortage, or damage to the Consumer's belongings brought into the Hotel, except money, other currency valuables, securities, and other valuables.

6.5. The Service Provider is not liable for the failure of equipment belonging to the Customer or Consumer for any reason resulting from its operation before, during, or after the period of presence on the Hotel premises, in any Hotel premises or rooms, including use of electrical networks, sockets, chargers, extension cords, utilities, and other Hotel equipment, regardless of any alleged causal relationship with acts or omissions of the Service Provider.

6.6. The Service Provider is liable for loss of the Consumer's money, other currency valuables, securities, and other valuables provided they were accepted by the Service Provider for safekeeping or placed by the Consumer in an individual safe provided by the Service Provider, whether located in the Consumer's room or elsewhere in the Hotel. The Service Provider is



DVINA HOTEL, TITAN Ltd.

released from liability for the safety of the contents of such safe if it proves that, under the storage conditions, access to the safe without the Consumer's knowledge was impossible or became possible due to force majeure.

6.7. A Consumer who discovers loss, shortage, or damage to belongings must immediately notify the Service Provider's administration. Otherwise, the Service Provider is released from liability for the safety of the belongings.

6.8. Items found by Service Provider personnel after the check-out time in a room that must be vacated and for which payment has expired, where the Consumer has not notified the Reception and Accommodation Service of an extension in accordance with these Rules, are deemed forgotten and placed by the Service Provider in the Hotel luggage room for safekeeping.

6.9. The Service Provider notifies the Consumer of forgotten belongings using the contact information provided by the Consumer, where possible.

6.10. Upon a separate written request from the Consumer and provided the Consumer has prepaid delivery expenses, the Service Provider may deliver forgotten belongings to the address specified by the Consumer.

6.11. Forgotten belongings are stored by the Service Provider for 3 (three) months in accordance with the procedure approved by the Service Provider.

6.12. After 3 (three) months of storage, forgotten and unclaimed belongings are disposed of in accordance with the procedure approved by the Service Provider.

6.13. In accordance with Russian law, the Service Provider is liable for harm caused to the life, health, or property of the Consumer due to deficiencies in the provision of services, for deficiencies in services provided, and compensates moral harm caused to the Consumer by violation of the Consumer's rights in accordance with the Russian Law "On Protection of Consumer Rights".

6.14. The Service Provider is not liable to the Consumer for direct or indirect losses and/or lost profits arising from temporary unavailability of telephone, mobile/cellular communication, and/or Internet access, interruptions thereof, or other circumstances beyond the Service Provider's control.

6.15. If the Consumer loses or damages the Service Provider's property, the Customer shall, in accordance with Russian law, fully compensate the Service Provider according to the applicable Price List approved by the Service Provider and shall also be responsible for other violations, including violations of passport and visa requirements and the smoking ban.

6.16. If property of the accommodation facility is lost or damaged through the fault of a Consumer who is a Russian Federation citizen under 14 years of age, or a foreign citizen or stateless person under 18 years of age, their parents (legal representatives) are liable.

6.17. Damage caused to the Service Provider by the Consumer or third parties invited to the Hotel by the Consumer, as well as a compensatory payment for violation of these Rules of Accommodation, shall be fully reimbursed/paid by the Customer by the departure date according to the Price Lists for compensation for damage and the applicable compensation amount. If the Price List does not specify compensation for the losses caused, the amount is determined, at the Service Provider's choice, according to the residual value of the damaged property based on



DVINA HOTEL, TITAN Ltd.

accounting records or a document from a third-party organization confirming the amount of losses.

6.18. The basis for the Consumer's financial liability is an act of violation of the Rules and/or causing damage, prepared by a Service Provider security employee in 2 copies: one for the Service Provider and one for the Customer. The act is signed by the supervisor, housekeeper, Service Provider security employee, and Consumer. If the Consumer refuses to sign the act, the security employee makes a corresponding note.

6.19. The Service Provider must ensure compliance with the Federal Law "On Protecting Citizens' Health from Exposure to Environmental Tobacco Smoke, the Consequences of Tobacco Consumption or Consumption of Nicotine-Containing Products".

6.20. The Consumer must comply with the prohibition on smoking tobacco, consuming nicotine-containing products, or using hookahs in areas, premises, buildings, and facilities where such activities are prohibited under the Federal Law "On Protecting Citizens' Health from Exposure to Environmental Tobacco Smoke, the Consequences of Tobacco Consumption or Consumption of Nicotine-Containing Products".

7. ADDITIONAL INFORMATION ABOUT ACCOMMODATION CONDITIONS

7.1. The Service Provider may refuse to provide Hotel services to the Consumer in cases of violation of these Rules, late payment for hotel services, or unlawful actions by the Consumer; in such cases, the Consumer shall reimburse the Service Provider for expenses actually incurred.

7.2. If the Consumer is absent from the room for more than 1 (one) hour after the accommodation period has expired (where the stay has not been extended and paid for on time), the Service Provider may decide to establish a commission and make an inventory of the Consumer's property left in the room.

7.3. Subject to availability, the following persons are accommodated on a priority basis at the Hotel: (a) Heroes of the Soviet Union, Heroes of the Russian Federation, and full cavaliers of the Order of Glory; (b) persons with disabilities of Groups I and II, children with disabilities, and one accompanying person; (c) participants, veterans and persons with disabilities of the Great Patriotic War and veterans of military operations equated to them; (d) persons awarded the "Resident of Besieged Leningrad" badge; (e) citizens exposed to radiation as a result of the Chernobyl Nuclear Power Plant disaster; (f) large families; (g) persons with young children under 3 years of age; (h) other categories of citizens in accordance with applicable law.

7.4. The following categories of citizens are exempt from the tourist tax: (a) Heroes of the Soviet Union, Heroes of Russia, and full cavaliers of the Order of Glory; (b) Heroes of Socialist Labor, Heroes of Labor of Russia, and persons awarded the Order of Labor Glory of all three degrees; (c) participants and persons with disabilities of the Great Patriotic War; (d) persons who perform or performed assigned tasks in the territories of Ukraine, the Donetsk People's Republic, the Luhansk People's Republic, Zaporizhzhia and Kherson regions during the period of the special military operation (Clause 6.1, Article 210 of the Tax Code of the Russian Federation); (e) veterans and persons with disabilities of military operations; (f) persons awarded one of the badges "Resident



DVINA HOTEL, TITAN Ltd.

of Besieged Leningrad”, “Resident of Besieged Sevastopol”, or “Resident of Liberated Stalingrad”; (g) persons who worked during the Great Patriotic War at air-defense and local air-defense facilities, on construction of defense structures, naval bases, airfields and other military facilities within the rear boundaries of active fronts, in operational zones of active fronts, on railway and motor-road sections near the front, as well as crews of merchant fleet vessels interned at the beginning of the Great Patriotic War in ports of other states; (h) persons with disabilities of Groups I and II, persons with disabilities since childhood, and children with disabilities; (i) citizens registered at their place of residence in Arkhangelsk and Arkhangelsk Region.