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## **CALIPSO BY GRACE ACCOMMODATION AND SERVICE RULES**

Dear Guest!  
Welcome to Calipso by Grace!

We will do everything in our power to make your stay here comfortable. In order for us to do that, please read this brief introduction to our Hotel and the rules of stay.

### **1. GENERAL PROVISIONS**

1.1. These Rules set up the procedure for Calipso by Grace service booking, provision and payment, as well as the rules for check-in and stay.

1.2. These Accommodation Rules are for Calipso by Grace 4\*, located at: 35, Pereselenchskaya st, Estosadok village, Sochi, Krasnodar Territory, 354392 Russia. The Rules have been developed in accordance with Federal Law No.2300-1 On Consumer Rights dd. 7.02.1992, and Resolution No.1853 of the Government of the Russian Federation dd.18.11.2020 On Approving the Rules of Hotel Services Provision in the Russian Federation, Federal Law No.15-FZ On Protection of Public against Tobacco Smoke and Consequences of Smoking dd.23.02.2013, Federal Law No.152-FZ On Personal Data, dd.27.07.2006, Federal Law No.109-FZ On Migration Registration of Foreign Citizens and Stateless Persons in the Russian Federation, dd. 18.07.2006, Federal Law No. 5242-1 On the Right of the Citizens of the Russian Federation to Freedom of Movement and Choice of residence within the Russian Federation, dd. 25.06.1993 (as amended on 01.07.2021), Federal Law No.214-FZ On Experimental Development of tourist infrastructure in the Republic of Crimea, the Altai, Krasnodar and Stavropol Territories, dd, 29.07.2017, the Krasnodar Territory Law No.3690-KZ On Tourist Fees in the Krasnodar Territory dd. 27.11.2017 and Amendments to the Krasnodar Territory Law On Administrative Offences, regulating the relationships between the Contractor and the Consumers (hereinafter the Parties) and are a corporate regulation governing the Hotel operations.

1.3. You can review the information on the Hotel and the services provided, as well as the list of data specified in cl. 4 of the Rules for Hotel Services Provision in the Russian Federation and in cl. 1.2. of this Regulation at our Check-In and Accommodation Service.

1.4. Each room and the Check-In and Accommodation Service reception desk has copies of the Hotel Accommodation Rules, Fire Safety Rules, the Emergency Regulations, the Fire Safety Rules, the Electrical Appliance Policy, the Swimming Pool Rules, the Sauna and Turkish Bath Rules, and the Lost & Found Procedure.

1.5. Basic concepts used in these Rules:

- The Hotel means an accommodation facility comprising of a property complex (a building; a part of a building; equipment and other property) and focused on providing services.
- The Contractor means an individual entrepreneur providing hotel services to the consumer.
- The Consumer means an individual, a group of individuals or a legal person that has an intention to order, has ordered or is using the services for their personal or corporate ends.

### **2. HOTEL ACCOMMODATION, CHECK-IN, STAY AND PAYMENT PROCEDURE**

2.1. The Hotel provides temporary accommodation for the time agreed by the Parties. The minimum length of stay is one day. The Consumer shall vacate the room after the agreed time expires. If the Consumer wishes to extend their stay, they shall inform the Check-In and Accommodation Service manager thereof no later than 12 hours before the check-out time. The Customer is allowed to extend their stay in the specified room only if there's no confirmed booking for it from any other Customer.

2.2. The Hotel is open 24 hours a day, 7 days a week.

2.3. The check-out time in the Hotel is 12.00 p.m. (local time). The check-in time is 3.00 p.m. (local



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time), the check-out time is 12.00 p.m. (local time).

2.4. The Consumer may check in to the Hotel only subject to 100% pre-payment for their entire stay.

2.5. A guest may be granted accommodation at the Hotel without a prior booking only if there are free rooms of the requested category available at the check-in time.

2.6. For the Hotel check-in, Russian nationals shall provide a national ID (a national passport of the Russian Federation); Russian nationals permanently living abroad shall provide an international ID (a traveling passport of the Russian Federation).

Check-in for minors under the age of 14 is allowed upon provision of IDs of the accompanying persons: parents (adoptive parents, legal guardians), close relatives or a travelling companion (companions); of a document certifying the authorities of the travelling companion (companions) and a birth certificate for the minor.

Check in for minors aged 14 and older, not accompanied by a legal representative is only allowed subject to a written consent of the minor's legal representatives (parents or a parent) and provided the minor's ID is available.

Hotel check-in for foreign nationals requires a national passport (always, no exceptions) with a migration card/temporary residence card/residence permit attached.

2.7. If any of the documents above is not provided, the Hotel may deny check-in.

2.8. When checking the Consumer in, the Hotel shall inform them about their room category, the current rates and the type of services included in the rate or provided for a fee.

2.9. The Hotel defines the list of services included in the room rate. The Consumer shall pay fully for the services provided by the Contractor, after accepting them. At the Consumer's discretion, the service may be paid in full upon signing the contract or in advance.

2.10. Payment for the Hotel accommodation and services is based on free (market) rates, according to the price list approved by the Hotel management. Pricing for the Hotel rooms is dynamic. The rates can be changed at any time at the Contractor's discretion. The rate for a room is fixed on booking and does not change until the Consumer leaves the Hotel. Payment currency is RUB; we accept payments in cash, wire transfers under the booking contract, or card payments.

2.11. Tax and payment receipts are issued after the cash handover to the cash desk, or on funds write-off from the Consumer's payment card. The final settlement is done on check-in.

2.12. The Hotel services are to be paid for at the check-out time: 12.00 (local time).

2.13. If the Customer stays at the Hotel for less than a day (24 hours), a full daily rate is charged.

2.14. Subject to the Consumer's consent and room availability, if the Consumer stays at the Hotel from 00.00 until the check-out time (local time), the early check-in rate is charged (50% of the applicable current daily rate).

2.15. If the Consumer or the Consumer's representative wishes to secure check-in before 03.00 p.m. on the check-in date, the room shall be booked and paid for starting from the day before the Consumer's arrival to the Hotel.

2.16. For early check-in, the fee for the room shall be charged as follows, depending on the current room rate:

- not more than 6 hours before the check-in time — hourly rate;
- 6 to 12 hours before the check-in time — 50% of the room rate;
- 12 to 24 hours before the check-in time — 100% of the room rate.

For late check-out, the fee for the room (extension of the stay) will be charged as follows, depending on the current room rate:

- not more than 6 hours after the check-out time — hourly rate;
- 6 to 12 hours after the check-out time — 50% of the room rate;
- 12 to 24 hours after the check-out time — 100% of the room rate.

2.16.1. In case of early check-out, the money for the unused hours will be refunded only subject to



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compensation for the Contractor's expenses.

If the guest has not used some of the services due to the early check-out, the refund will be provided as follows:

- 48 hours before the check-out date and time, the Consumer contacts the reception manager to request a refund (the Consumer presents his/her passport and a copy of the receipt for the service paid);
- The Consumer fills out a refund request form for any earlier purchased services, indicating the grounds for the refund (early check-out);
- The manager executes a set of documents for the refund (all documents will be sent to the Accounting Department; in order to ensure correct processing the refund procedure may take up to 30 minutes);
- The Consumer signs a refund request form, a cash voucher, and the receipt issued as a replacement for the one returned;
- At the end of the procedure, the Consumer receives a copy of the new receipt that indicates the fee for the services actually rendered and the amount to be refunded.

2.16.2. If the Consumer notifies the manager of an early check-out less than 48 hours before the required date and time, the Contractor will charge a full daily rate.

In case the Consumer has paid for the services in cashless form, the refund will be made within ten (10) business days after the refund request approval. The refund will be credited according to the bank details indicated by the Consumer in the request.

In case the Consumer stays for more than 15 minutes after the check-in, the money for the current day will not be refunded (the accommodation services shall be deemed to have been rendered by the Hotel).

In order to get a refund, the Consumer must issue a refund request with a copy of the Hotel accommodation payment receipt attached. The reception desk manager is authorized to deny a refund if the receipt has been lost or if the Customer refuses to provide it.

**Please keep your copy of the RECEIPT until the end of your stay!**

In case the accommodation fee was paid when booking a package tour via a travel agency, the money paid may be refunded only by that travel agency.

2.16.3. In case the Consumer is being removed from the hotel due to gross violations of the hotel rules or illegal actions against other guests or the Hotel staff, the money for the unused services will be refunded only after withholding a compensation for the Contractor's expenses.

2.16.4. The maximum duration of stay at the hotel is six (6) months.

2.17. Early check-in to a pre-booked room at the Hotel, as well as late check-out are provided subject to the reception desk manager's approval.

2.18. If the Consumer is late for more than 24 hours, a full night fee will be charged, but no more than that.

2.19. Children under the age of 4 will be accommodated free of charge with no extra bed provided. Children 4 years and older will be provided with a bed, and the fee will be charged accordingly.

2.20. If there are two children under 4 years staying in the same room, one extra bed will be provided and the fee will be charged accordingly.

2.21. Consumers may be moved to another room upon their request (subject to availability of free rooms) or due to the hotel's operational need. Room change will be arranged by the reception desk manager.

2.22. Visitors can stay in the Consumer's room 07.00 a.m. to 11.00 p.m. at the Consumer's request and subject to the Contractor's approval, if they provide valid IDs. If a visitor stays in the Consumer's room after 11.00 p.m. or if the Consumer invites a visitor into their room at nighttime (11.00 p.m. to 07.00 a.m.), such a visitor should be checked in as an extra guest in the Consumer's room, if they provide a valid ID as per the Russian law. If a visitor can't provide an ID, the Hotel may deny check-in. Checking in an extra guest may be subject to a fee according to the approved price list and the actual current rate.

2.23. The Contractor is not responsible for the actions of the Consumer's visitors.

2.24. The Hotel guests are personal data subjects according to Federal Law No.152-FZ On Personal Data, dd. 27.07.2006. By providing their personal data to the Hotel, the guests guarantee such data is accurate. Provided that the Hotel needs the Consumers' personal data in order to provide the proper level of services and for correct record-keeping, the Consumer checking in and signing a registration form at the reception desk confirms that he or she grants the Hotel the right to process their personal data without approval from an authorized data subject rights protection body. The data includes: first name, last name, patronymic, sex, nationality, residence/registration address, contact phone number, e-mail address, main ID details, issue date of that ID and the issuing body.

Personal data of the Hotel guests are stored on hard and digital media; their security is guaranteed by the Hotel. The Hotel has the right to process the Consumer's personal data for five years after signing a Hotel service contract; thereafter, that data is deleted by the Hotel, or the Consumer renews his or her consent to personal data processing. Processing personal data of the Hotel guests includes actions (operations) such as collection, classification, accumulation, correction (update, change), use for record-keeping purposes, distribution (including transfer) on request from law enforcement, tax or judicial authorities, lawyers or employers of the person in question, depersonalization, blocking or deletion.

2.25. On Hotel check-in, the Consumer pays a tourist fee as provided in Federal Law No.214-FZ On Experimental Development of tourist infrastructure in the Republic of Crimea, the Altai, Krasnodar and Stavropol Territories, dd. 29.07.2017, the Krasnodar Territory Law No.3690-KZ On Tourist Fees in the Krasnodar Territory and Amendments to the Krasnodar Territory Law On Administrative Offences, dd. 27.11.2017. Persons entitled to benefits as provided in Federal Law No.214-FZ, dd. 29.07.2017, are exempt.

2.26. According to Art. 12 cl. 5 of Federal Law No.15-FZ On Protection of Public against Tobacco Smoke and Consequences of Smoking dd. 23.02.2013, tobacco smoking is banned in the facilities intended for housing, hotel services, temporary accommodation or residence services. Furthermore, according to Art.19, cl. 3 of the same Federal Law, selling tobacco products is prohibited on territories and in facilities intended for housing, hotel services, temporary accommodation or residence services, as well as housing services. Therefore, tobacco smoking or selling tobacco products is banned on the Hotel grounds.

The guest rooms and room balconies are **nonsmoking areas**. There are designated smoking areas at Hotel. Consumers in violation of that rule are subject to a fine of RUB 5,000. Furthermore, any violation of this Rule entail administrative liability in accordance with the Code of Administrative Offenses of the Russian Federation.

2.27. Subject to room availability, the special right for the Hotel accommodation is granted to:

- Heroes of the Soviet Union, Heroes of the Russian Federation, Full Cavaliers of the Order of Glory.
- Employees of Prosecution offices, police, courts, military courier services, tax authorities, Federal government communication and information services (while on active duty).
- Disabled persons, group I and those accompanying them (one accompanying person at most); other groups as per the current Russian laws.
- Participants of the Great Patriotic War, disabled persons, groups II and III, as well as those accompanying them (one accompanying person at most) are granted priority accommodation, as long as free rooms are available.

2.28. Hotel guests are granted priority right to the Hotel restaurant services.

2.29. Bed sheets change: every four days. Towels change: every other day. Toiletries change: every day, as they are used. The Consumer has requested an unscheduled bed sheets change.

2.30. All the Consumers staying in the Hotel may use the following free services:

- gym, sauna, Turkish bath, swimming pool, throughout their stay;
- free Wi-Fi, max speed 3 Mbps;
- kids' room.

2.31. The Hotel provides the staying Consumers with the following extra services free of charge:

- ambulance calls;



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- use of the first aid kit;
- taxi calls;
- room correspondence delivery upon receipt;
- waking up at a specific time;
- boiling water, sewing kit, one set of crockery and cutlery.

2.32. The Hotel provides the Consumer with extra paid services on request, according to the current services list and the price list.

2.33. The Hotel may not provide any extra paid services without the Consumer's consent. The Consumer has the right to refuse the services if they have not yet been provided or request a refund if the payment has already been made. Making any services conditional on provision of other services is not allowed.

2.34. Refunds for pre-paid guided tours will be provided if the Consumer notifies of the cancellation 24 hours before the scheduled time of the service. In all other cases, the money will be refunded only upon compensation for the Contractor's expenses.

### **3. BOOKING CONDITIONS**

3.1. If the Consumer accepts these Accommodation and Service Rules, the Contractor may confirm or deny the Consumer's booking request by phone, e-mail or at the Contractor's website in a way that secures verification of the Consumer's identity.

3.2. A room in the Hotel is booked by sending a request to the Contractor's Reservations Department by phone, e-mail or web-site:

Phone: +7 862 277 70 81, +7 800 551 75 61

e-mail: zakaz@grace-calipso.ru

Contractor's website: <https://grace-calipso.ru>

3.3. Secure Booking means booking a room with a confirmation received that the Contractor guarantees the Consumer or the Consumer's representative a stay in the booked room throughout the time of the booking. The Consumer, in turn, guarantees he or she will pay for the room, even if they can't stay in it in case they miss their trip.

The security for the booking may be:

- payment for the first night of the stay;
- payment for the entire stay.

3.4. If a Consumer books a stay that is supposed to last more than twenty one (21) calendar days, such a booking is provided subject to a prepayment of twenty per cent (20%) of the entire accommodation cost.

3.5. The Consumer may secure their booking through the following payment methods:

- by cash at the Hotel;
- by a Visa, MasterCard, American Express, JCB, MIR payment card;
- by wire transfer to the Contractor's settlement account;

3.6. According to the Contractor's rules, the Consumer that made a booking shall be the holder of the banking card used to secure the booking. The same card shall be provided at check-in. If another banking card is provided, the prepayment is refunded to the card used to secure the booking. In that case, the Consumer shall pay for the services using another banking card or cash.

3.7. If the Consumer did not cancel their booking on time, the cost of one night payment will be withheld.

3.8. Any changes to the dates of stay (check-in or check-out dates, stay rescheduling), or cancellation of the booking services without incurring a penalty is allowed: for the peak season (October 16 to April 19) – no later than 14 calendar days before the check-in date; for the off-season (April 20 to October 15) – no later than 7 calendar days before the check-in date.

If the Consumer cancels a booking and sends an appropriate notice to the Contractor's e-mail no later than the date specified in cl. 6.1. hereof, the prepayment shall be refunded to the Consumer in full without a penalty, except for the bank transfer fees.



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If the Consumer misses the deadline specified in cl. 3.8 hereof, the Contractor may withhold the cost of one night stay as per the rate in effect at the moment of such transaction, from the prepayment amount paid by the Consumer (the Consumer's guarantor, the Client). That withholding is to compensate the loss suffered by the Contractor due to the room's idle time, or to the room being booked by the Consumer for the entire stay duration.

3.9. If the Consumer who's secured a booking could not arrive to the Hotel due to force majeure events such as:

- death, sudden deterioration of the Consumer's, their spouse's or their close relatives' health;
- the Consumer's property being damaged by fire or other disasters;
- court proceedings which the Consumer shall participate in on the court's order, so he or she can't leave the place of their residence;
- a foreign national being refused a visa by the Russian Embassy;
- force majeure events (natural disasters, epidemics, quarantine, unfavorable weather conditions);
- flights, trains or buses being cancelled without the Consumer's fault,
- and provides sufficient written proof as to the above, the penalty is not imposed on the Consumer.

3.10. If a secured booking has been agreed and paid for 1 night, the room stays reserved for the Consumer till 07.00 a.m. of the day following the planned check-in date.

If a secured booking has been agreed and paid for more than 1 night and the Consumer fails to arrive by 07.00 a.m. of the day following the day of the supposed check-in, the room stays reserved until 12.00 p.m. of the day following the day of the supposed check-in, in order to clarify the situation. If the Consumer fails to arrive and/or contact the Hotel after 12.00 p.m., the Contractor may cancel the booking.

3.11. Non-secured booking means that the room waits for the Consumer till 06.00 p.m. of the planned check-in day. Consumers with non-secured bookings are checked in on a first-come, first-served basis, starting on 02.00 p.m. of the check-in day. Check-in before 02.00 p.m. is not guaranteed and is subject to free rooms being available. The Consumer, in turn, may refuse to secure their booking via prepayment. If the Consumer fails to arrive to the Hotel by 06.00 p.m. of the planned check-in day, the booking will be cancelled. The Consumer is not charged the cost of the unused Hotel services.

3.12. If the Consumer did not secure their booking and did not check in to the Hotel by 06.00 p.m. of the planned check-in day, the booking will be cancelled after 06.00 p.m. of that day. If the booking has been cancelled, and the Consumer arrives at the Hotel after 06.00 p.m., the Consumer is checked in on a first-come, first-served basis, if free rooms are available and at the rate in effect on the current date.

## **4. RIGHTS AND OBLIGATIONS OF THE PARTIES**

### **4.1. The Consumer shall:**

4.1.1. Keep the accommodation facilities intact, be mindful of the Hotel's Property and facilities, sanitary and other appliances.

4.1.2. When leaving the room, shut down the water taps, close the windows, turn off the light, TV, air conditioner, clothes iron, electric kettle and other electric appliances.

4.1.3. Follow the accommodation rules of the hotels, keep the noise down and follow the sanitary requirements in the room and around the public spaces.

4.1.4. Keep the noise down in the room 11.00 p.m. to 07.00 a.m. If the Consumer violates this requirement, the Contractor may stop providing the services and remove the Consumer from the Hotel.

4.1.5. Use TV sets, radio receivers, CD players and other loud-speaking devices only after setting the sound at the level that would not disturb other guests; respect other Consumers' right to not be disturbed. If the Consumer violates this requirement, the Contractor may stop providing the accommodation services to the Consumer.

4.1.6. Strictly follow these Rules, the Fire Safety Rules, the Electrical Appliance Policy.

4.1.7. Repay the damages in case any property of the Hotel, the Hotel staff or other Consumers is lost, damaged or harmed. The amount of the damages to be paid is stated in the Property Damage Price List in



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force at the Hotel.

4.1.8. Prevent smoke from gathering inside the rooms or public spaces to the level that would trigger a fire alarm.

4.1.9. Grant the staff of operator companies and the Contractor's representatives with access to the Customer's room in order to inspect the room's technical and sanitary condition, sanitary and other equipment, and to carry out the required repair and maintenance works.

4.1.10. Mind the landscaping objects and greenery, follow sanitary requirements on the Hotel grounds.

4.1.11. Be responsible for the actions of visitors the Customer invites to their room.

4.1.12. Fully and timely pay for all the services provided to the Customers, according to the approved price list.

#### **4.2. The Consumer has the right to:**

4.2.1. Upon detection of any deficiencies in the services rendered, at the Consumers discretion, require:

- to eliminate such defects free of charge;
- to reduce the price for the service rendered accordingly.

4.2.2. The consumer has the right to demand compensation for unsatisfactory services, according to the service type and scale.

#### **4.3. The Contractor shall:**

4.3.1. Provide the services to the declared quality standard.

4.3.2. Provide full information on the services on offer, the payment method and procedure. The information shall be made available in the Guest Files in the rooms, or at the Contractor's Check-In and Accommodation Service.

4.3.3 Provide the Book of Comments and Suggestions kept at the Contractor's Check-In and Accommodation Service, on request.

4.3.4. Review Consumers' comments and suggestions promptly.

#### **4.4. The Contractor has the right to:**

4.4.1. Visit the Consumers' rooms without consulting the Consumer in order to provide the necessary Guest services: clean the room, restock the mini-bar and the tea set, deliver correspondence and laundry orders; also in cases of smoke, fire, flooding detection, in order to investigate any violations of these Rules, public order, or household appliance use rules by the Consumer.

4.4.2. The Contractor has the right to unilaterally terminate the Hotel services contract or deny the stay extension or room re-booking in the following cases:

- Accommodation Rules violations;
- late payment for services;
- the Consumer causing material damage to the Contractor;
- the Customer making unsubstantiated claims against the quality of the Contractor's services, which do not align with the Contractor's standards and rules;
- impropriety in defiance of what is considered reasonable and dignified, namely: violence, verbal abuse, hooliganism, excess drinking, rudeness and disrespect toward the Hotel staff or other Consumers, misbehavior in the public spaces, etc.

#### **5. THE HOTEL DOES NOT ALLOW:**

5.1. For any third parties (the Consumer's visitors) to be present in the room 11.00 p.m. to 07.00 a.m. during the stay.

5.2. For the Customer to give the key card to their room to any third party who is not a guest of the Hotel.

5.3. Keeping dogs or cats, as well as other pets, in the Hotel rooms or on the grounds without notice to



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and approval of the Contractor.

5.4. Using the room to store bulky items, flammable, explosive or toxic materials, pyrotechnics, oil or fuel, or any materials harmful for the environment.

5.5. Firearms on the Hotel grounds are available only for Consumers on active duty who have an appropriate permission in their traveling pass.

5.6. Using heating devices other than those installed in the room.

5.7. Rearranging furniture without the Contractor's approval.

5.8. Smoking tobacco anywhere on the Hotel grounds save for the designated smoking places. The liability for breach of this provision is stated in cl. 2.26 hereof.

5.9. Store or use mind-altering substances on the Hotel grounds, be under influence of alcohol or drugs.

5.10. Disturb other guests' peace from 11.00 p.m. to 07.00 a.m. At that time, the Consumers are required to keep the noise down.

## **6. LIABILITY**

6.1. The Parties shall be liable for non-fulfillment or improper fulfillment of their obligations in accordance with the laws of the Russian Federation.

6.2. The Contractor is not liable for any disruptions in municipal utility services (power, water, heating, etc. outages).

6.3. If any of the Hotel's property is damaged or lost and following the requirements of the Russian law, the Consumer to repay the market cost of the lost or damaged property as it was on the date the damage was caused; additionally, the Consumer bears financial liability for damages caused by his or her visitors, according to Calipso by Grace Property Damage Price List (see Annex 7 hereto) that can be found in the Hotel rooms.

6.4. The Contractor is not liable for any items, including valuables, not handed over to the Hotel staff for safekeeping, as well as for any items left unattended around the public spaces or in any facilities not used for storage.

6.5. The Contractor is not liable for money, valuables, securities or other possessions of the Consumer not handed over to the Hotel for safekeeping and not placed in the personal safe box provided by the Hotel.

## **7. ADDITIONAL ACCOMMODATION INFORMATION**

7.1. In case the Consumer is not at his or her room and the fee not paid for 2 hours after the check-out time, the hotel will appoint a committee to make an inventory of the Consumer's belongings, hand them over for safekeeping to the Lost & Found storage, and vacate the room. Valuables such as money, precious metals, financial instruments, etc. are locked up in the Contractor's safe box.

7.2. The lost items storage procedure can be found at the Check-In and Accommodation Service.

7.3. If any lost items are found, the Contractors shall inform the owner immediately if the owner is known. The lost items are kept for 3 months. Valuables or large sums of money are kept up to 1 year, as per the Lost & Found Procedure.

7.4. In case of any claims made by the Consumers, the Contractor does everything within their power and the law to settle them.

7.5. The Consumer agrees with and accepts the use of video surveillance systems in the hotel (except for the rooms and restrooms), for security reasons.

7.6. In order to keep the third parties (potential Consumers) on the Hotel services, the latter may run round-the-clock online or recorded video surveillance of the public spaces (the swimming pool, the restaurant, etc. Images of the Consumer, [captured by](#) the system are not the main use objects.

Video surveillance may also serve as a control for the services being provided.

Video surveillance may be public or hidden, and may be done by any technical means at the Contractor's disposal.

The Contractor may use the video surveillance footage as proof when reviewing the Consumer's claims, and to settle any disputes.





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The Contractor has the right to use the video surveillance footage without the Consumer's or the Consumer's representatives' knowledge or prior consent, including for advertisement purposes.

By signing a Guest registration form, the Consumer, the Consumer's representatives or persons staying in the same room and listed in the registration form, give their consent to the conditions indicated in this clause. Furthermore, the Consumer, the Consumer's representatives or persons staying in the same room with the Consumer, waive the right to any claims against the Contractor if those claims are based on the video surveillance and the resulting footage constituting a violation of any person's privacy, or a slander against any persons' character or business reputation.

The Hotel may provide the video surveillance footage to any state authorities, including law enforcement and control bodies, on their request, without the knowledge or prior consent of the Consumer, the Consumer's representatives or the persons staying in the same room with the Consumer.

7.7. The Contractor may prohibit making professional photographs or video footage in or around the Hotel, if such photographs or footage is done without the Contractor's prior consent.

7.8. In all other respects not specified in these Rules, the Consumer and the Contractor shall follow the applicable law of the Russian Federation.

7.9. By signing a Guest registration form, the Consumer confirms that he or she has read and understood Calipso by Grace Accommodation and Service Rules, along with:

- Calipso by Grace Booking Rules (Annex No. 1);
- Emergency Regulations (Annex No. 2);
- Calipso by Grace Fire Safety Rules (Annex No. 3);
- Calipso by Grace Electrical Appliance Policy (Annex No. 4);
- Calipso by Grace Swimming Pool Rules (Annex No. 5);
- Calipso by Grace Sauna and Turkish Bath Rules (Annex No. 6);
- Calipso by Grace Property Damage Price List (Annex No. 7);
- Calipso by Grace Lost & Found Procedure (Annex No.8);
- information on the tourist fee amount and payment procedure;
- that the Consumer has been informed of the free Wi-Fi (max connection speed 3 Mbps) use at Calipso by Grace.

## **FINAL PROVISIONS**

These Rules are mandatory for all the Hotel Consumers and Visitors.

By signing a Guest registration form at check-in, the Consumer agrees to processing of his or her personal data, as well as personal data of the persons staying in the same room and listed in the registration form.

By signing a Guest registration form at check-in, you agree that you have read and fully understood all the conditions stated in these Rules, agree with them and accept the liability for their violation according to these Rules and the current Russian laws.



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**Annex No. 1**  
**To Calipso by Grace Accommodation and**  
**Service Rules**

**CALIPSO BY GRACE BOOKING RULES**

**GENERAL PROVISIONS**

These Rules set up the procedure for Calipso by Grace service booking, provision and payment.

These Rules have been developed in accordance with the Civil Code of the Russian Federation, Federal Law No.2300-1 On Consumer Rights dd. 07.02.1992, and Resolution No.1853 of the Government of the Russian Federation dd. 18.11.2020 On Approving the Rules of Hotel Services Provision in the Russian Federation.

**BASIC CONCEPTS USED IN THESE RULES**

**Booking** means reserving rooms (beds) by consumers in advance in a hotel or other facility.

**Secure Booking** means booking a room with a confirmation received that the Contractor guarantees the Consumer or the Consumer's representative a stay in the booked room throughout the time of the booking. The Consumer, in turn, guarantees he or she will pay for the room, even if they can't stay in it in case they miss their trip.

**The Hotel** means an accommodation facility comprising of a property complex (a building; a part of a building, equipment and other property) and focused on providing services.

**The Contractor** means an individual entrepreneur providing hotel services to the consumer.

**The Consumer** means an individual, a group of individuals or a legal person that has an intention to order, has ordered or is using the services for their personal or corporate ends.

**1. BOOKING PROCEDURE.**

1.1. A room in the Hotel is booked by sending a request to the Contractor's Reservations Department by phone, e-mail or web-site:

Phone: +7 862 277 70 81, +7 800 551 75 61

e-mail: zakaz@grace-calipso.ru

Contractor's website: <https://grace-calipso.ru>

as well as directly at the reception desk in Calipso by Grace, through tourist portals or travel agents.

**2. BOOKING CONFIRMATION TIME.**

2.1. Not later than 24 hours after receiving the booking request, the Reservations Department shall confirm the booking to the Consumer, or deny their request.

The Booking Confirmation shall contain the following information: information on the booking provided: rooms, categories, accommodation price, and period of stay, the list of services included in the room price, the list and prices of other paid services provided by the Contractor for a fee, the purchase and payment terms for those services, the list of arriving guests, and other conditions for rendering the hotel services.

2.2. If the booking request is confirmed, the Contractor shall send the Consumer an invoice for accommodation prepayment. The booking Consumer shall make a prepayment for the first day of their stay. If the Consumer has booked accommodation at the Nonrefundable rate, the prepayment will be 100%.

2.3. Once the invoice has been issued and sent to the Consumer, the room specified in the invoice shall be deemed pre-booked.

2.4. The invoice remains valid for the period indicated therein by the Contractor but for no longer than five (5) banking days from the date of its issue.

2.5. If there's less than five days' period between the booking date and the Consumer check-in date,



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2.6. the Consumer shall be sent an Internet Acquiring payment link valid for 24 hours after the issue date.

2.7. If there's less than 24 hours between the booking date and the Consumer check-in date, the Consumer shall be sent an Internet Acquiring payment link valid for 3 hours after the issue date.

2.8. If the Consumer fails to pay within the stipulated timeframe, the booking will be automatically canceled for the room.

2.9. In case of a booking cancellation, the Responsible Manager must notify the Consumer of the cancellation due to non-payment by a phone call, a text message, or an e-mail message.

2.10. The Room is listed as securely booked at the time the prepayment is credited to the settlement account or handed to cash desk of the Hotel. The prepayment amount will be included in the room payment.

2.11. The Contractor shall send the Booking Confirmation to the Consumer via e-mail, with the information on the name (company name) of the Contractor, the Consumer, the category of the room reserved, and the price of the room (a bed in the room), the duration of stay in the Hotel, the booking conditions as well as other information determined by the Contractor.

2.12. The check-out time in the Hotel is 12.00 p.m. (local time). The check-in time is 3.00 p.m. (local time), the check-out time is 12.00 p.m. (local time).

For early check-in, the fee for the room shall be charged as follows, depending on the current room rate:

- not more than 6 hours before the check-in time — hourly rate;
- 6 to 12 hours before the check-in time — 50% of the room rate;
- 12 to 24 hours before the check-in time — 100% of the room rate.

For late check-out, the fee for the room (extension of the stay) will be charged as follows, depending on the current room rate:

- not more than 6 hours after the check-out time — hourly rate;
- 6 to 12 hours after the check-out time — 50% of the room rate;
- 12 to 24 hours after the check-out time — 100% of the room rate.

2.13. The early check-in/late check-out service is provided at the actual check-in/check-out time. This service can't be booked.

2.14. Early check-in to a pre-booked room at the Accommodation Facility and late check-out are provided subject to the reception desk manager's approval.

2.15. If the Consumer is late for more than 24 hours, a full night fee will be charged, but no more than that.

2.16. For the Hotel check-in, Russian nationals shall provide a national ID (a national passport of the Russian Federation); Russian nationals permanently living abroad shall provide an international ID (a traveling passport of the Russian Federation).

2.17. Check-in for minors under the age of 14 is allowed upon provision of IDs of the accompanying persons: parents (adoptive parents, legal guardians), close relatives or a travelling companion (companions); of a document certifying the authorities of the travelling companion (companions) and a birth certificate for the minor.

2.18. Check-in for minors aged 14 and older not accompanied by a legal representative is only allowed subject to a written consent of the minor's legal representatives (parents or a parent) and provided the minor's ID is available.

2.19. Hotel check-in for foreign nationals requires a national passport (always, no exceptions) with a migration card/temporary residence card/residence permit attached.

2.20. If any of the documents above is not provided, the Hotel may deny check-in.

2.21. If a secured booking has been agreed and paid for 1 night, the room stays reserved for the Consumer till 07.00 a.m. of the next day.

2.22. If a secured booking has been agreed and paid for more than 1 night and the Consumer fails to arrive by 07.00 a.m. of the day following the day of the supposed check-in, the room stays reserved until

12.00 p.m. of the day following the day of the supposed check-in, in order to clarify the situation.



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If the Consumer fails to arrive and/or contact the Hotel after 12.00 p.m., the Contractor may cancel the booking.

2.23. If the Consumer fails to arrive by 07.00 a.m. of the day following the day of the supposed check-in, the booking will be cancelled.

2.24. In case the Consumer arrives after 07.00 a.m. of the day following the day of the supposed check-in, the accommodation will be provided on a first-come, first-served basis and subject to availability of rooms.

2.25. If the Consumer fails to arrive by 07.00 a.m. of the day following the day of the supposed check-in, the Consumer shall pay a fine equal to the amount of one night's fee out of the prepayment amount.

### **3. DISCOUNTS AND DEALS.**

3.1. If a room has been booked at a discounted rate or during a deal period, the discounts are not cumulative and do not cover the extra beds provided. **THERE ARE NO DISCOUNTS OR DEALS FOR THE EXTRA BEDS!**

3.2. If the Consumer books a room with a Loyal Guest discount, there shall be a mandatory check of the number of the Consumer's visits. In that case, the Loyal Guest discount will be applied, but without taking the cancelled bookings into account.

### **4. HOTEL RATES**

4.1. The price for the services provided to the Consumer is indicated in the Booking Confirmation. The final settlement between the parties is based on the amount stated in the Booking Confirmation.

4.2. The Hotel provides accommodation to children of any age.

4.3. Children under the age of 4 will be accommodated free of charge with no extra bed provided. Children over the age of 4 will be provided with a bed, and the fee will be charged accordingly.

4.4. If there are multiple children under 4 in the same room, extra beds will be provided and the fee will be charged accordingly.

### **5. PAYMENT PROCEDURE**

5.1. If a Consumer books a stay that is supposed to last more than twenty one (21) calendar days, such a booking is provided subject to a prepayment of twenty per cent (20%) of the entire accommodation cost.

5.2. At the Consumer's discretion, the services may be paid for in one of the following ways:

- by wire transfer to the Contractor's settlement account;
- by cash at the Hotel;
- by a Visa, MasterCard, American Express, JCB, MIR payment card;
- online via the an Internet Acquiring link (the Booking Department manager will send the link).

5.3. The Consumer's obligation to pay for the Hotel services is considered fulfilled once the prepayment is / respective funds are credited to the settlement account or handed to the Contractor's cash desk.

### **6. CHANGING THE DATES OF STAY; BOOKING CANCELLATION**

6.1. Any changes to the dates of stay (check-in or check-out dates, stay rescheduling), or cancellation of the booking services without incurring a penalty is allowed: for the peak season (October 16 to April 19) – no later than 14 days before the check-in date; for the off-season (April 20 to October 15) – no later than 7 days before the check-in date.

6.2. In case of early check-out, the money for the unused hours will be refunded only subject to compensation for the Contractor's expenses.

6.3. The Consumer shall inform the reception desk manager about an early check-out at least 48 hours in advance. If the Consumer notifies the manager of an early check-out less than 48 hours before the required date and time, the Contractor will charge a full daily rate.

6.4. If the Consumer had booked a certain duration of stay, but reduces the stay to 1 day at the check-in, the Contractor may deny accommodation to that Consumer.



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6.5. If a stay is rescheduled, a new Booking Confirmation stating the new date shall be issued and sent to the Consumer.

6.6. The Consumer shall notify the Hotel of any changes in their booking by e-mail.

6.7. The response shall be sent to the e-mail address the notice had come from, or to the feedback address specified in the notice.

## **7. PREPAYMENT REFUND**

7.1. If the Consumer cancels a booking and sends an appropriate notice to the Contractor's e-mail no later than the date specified in cl. 6.1. hereof, the prepayment shall be refunded to the Consumer in full without a penalty, except for the bank transfer fees.

7.2. If the Consumer misses the deadline specified in cl. 6.1 hereof, the Contractor may withhold the cost of one-night stay as per the rate in effect at the moment of such transaction, from the prepayment amount paid by the Consumer (the Consumer's guarantor, the Client). That withholding is to compensate the loss suffered by the Contractor due to the room's idle time, or to the room being booked by the Consumer for the entire stay duration.

7.3. The Contractor, in turn, shall send a Prepayment Refund Form to the Consumer's e-mail address to be filled.

7.4. In order to get a refund, the Consumer shall fill the form (signing it by hand and scanning it) specifying the banking details and send the scan to the Contractor's e-mail address within 10 business days after receiving it. The refund shall be made within 10 business days after the Contractor receives the complete prepayment refund form to the banking details specified in the form.

7.5. In all other cases, refunds are made minus the cost of a single night stay.

## **8. FORCE MAJEURE; MISCELLANEOUS**

8.1. In exceptional cases, the Contractor may replace the pre-booked room with a room of equal or higher class, without charging the cost of accommodation, or a full refund of the prepayment to the Consumer. In such cases, the Contractor shall inform the Consumer immediately of the replacement or prepayment refund.

8.2. By paying the invoice the Consumer accepts these Calipso by Grace Booking Rules, Calipso by Grace Accommodation and Service Rules, with any Annexes thereto.



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**Annex No. 2**  
**To Calipso by Grace Accommodation and**  
**Service Rules**

**EMERGENCY**  
**REGULATIONS**

How do you prepare for an emergency? What should you do so an incident doesn't take you by surprise? How to overcome it and stay healthy and alive?

This handbook briefly describes what you should do in some type of emergencies.

**TERRORIST ATTACK**

***A bomb threat.***

Terrorists can hide explosives in some very unexpected places: by the road near commercial or residential buildings, inside a building, in a parked car. They can use any type of industrial or improvised explosive devices disguised as all kinds of items.

***What to do if there's a threat of a terrorist attack***

1. Be as friendly and polite to the people around you as possible.
2. AVOID PANIC at any cost!
3. Secure the building:
  - remove any flammable materials: old paint, varnish, gas cans, etc.;
  - move flowerpots from the windowsill to the floor;
  - close the window curtains to protect yourself from glass shards.
4. Postpone all public events.
5. Give psychological support to staff members and children.
6. Ensure proper access control at the entrance to your facility.

***What to do if you received a phone threat***

- Do not leave any such call without a proper response Pass on the information you've received to the law enforcement
- Memorize the conversation to the word; better yet, write it down
- Note the sex and the age of the speaker, any features of their speech (tempo, tone of voice, accent or speaking style)
- Try to note any background noises (cars or trains passing, any other voices), the type of call (from inside the city or outside of it), etc.

***What to do if you received a written threat***

- Do everything to preserve the letter (disc) and pass it on to the law enforcement immediately. If possible, put it into a clean plastic bag
- If the letter is inside an envelope, open it only on the left or right side by cutting its edge off with scissors
- Keep everything: the letter itself, the envelope, the package and any attachments. Do not show the letter to anyone else.
- Do not mark anonymous letters, write anything else on it, or highlight any words. Do not fold or crumple the letters, glue or stick them together.

***What to do if you discovered an explosive device.***



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If you notice an explosive device (a hand grenade, an artillery shell, a bomb, etc.), do not approach it. Call the people nearby and ask them to call the police immediately. Do not allow any bystanders to touch the device or to try disarming it.

When on public transport, pay attention to any bags, suitcases, packages, toys or any other items left unattended. There could be explosives inside. Inform the bus driver, the fare inspector, or any policeman about any such items right away. Do not open or touch them, and warn the people around you about the possible danger.

Entering a building, pay attention to any unfamiliar people or items. Generally, inside buildings explosives are placed on the ground floor or in the basement, near the garbage chute, under staircases. Be vigilant.

### ***Inspecting territories and facilities***

- Inspect territories and facilities regularly (in groups of at least two); do not stick close together; ensure sufficient power supply.
- Make sure you don't miss any garbage cans, sewer manholes, drain grills, garbage collectors, sheds, cellars, unfamiliar cars.
- You should fence up, lock and seal any air vents, niche, attic, cellar doors, etc.
- If you suspect there's an explosive device inside, open all windows and doors in the facility you're inspecting. Avoid any sudden movements.

### ***Recommended safe distance and security perimeter when discovering an explosive device or a suspicious item that may be an explosive device***

- RGD hand grenade: 50 meters
- F1 hand grenade: 200 meters
- 400 g TNT block: 60 meters
- 200 g TNT block: 50 meters
- Beer can 0.33 liters: 60 meters
- MON-50 land mine: 90 meters
- Suitcase (briefcase): 200 meters
- Travel suitcase: 400 meters
- Zhiguli type car: 500 meters
- Volga type car: 600 meters
- Minibus: 900 meters
- Cargo truck (van): 1,200 meters

### ***What to do if you discovered a suspicious mail delivery***

Letters or packages that should arouse suspicion:

- unexpected mail;
- no return address, incorrect address, mistakes in address spelling, wrong recipient;
- non-standard weight, dimensions or shape, irregular edges, tape holding the package together;
- marked with "Personal" or "Confidential";
- unusual smell or color; unusual contents of the envelope that could be felt by touch (powder, etc.);
- no postal stamps or post office marks on the envelope.

If you discovered any suspicious containers with unknown substances (liquid, powder or aerosol) within, you should:

- not attempt to open the container, package or envelope on your own;
- not touch the suspicious letter or package, if possible;



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- inform the local sanitary and epidemiology service, or EMERCOM bodies about the delivery;
- make sure the suspicious delivery is kept separate from other letters and packages;
- if the facility where a suspicious delivery with its package broken was discovered has a ventilation system, take steps to prevent the unknown substance from getting into the ventilation channels;
- before the response team arrives, put suspicious containers or items into an air-tight container (a glass jar with a tight lid, or several plastic bags). While doing so, use improvised protection for your skin (rubber gloves, plastic bags) and respiratory system (breather or cloth mask);
- keep the air-tight container away from children or pets until the response team arrives;
- make a list of persons who have been in direct contact with the suspicious mail delivery (home addresses, phone numbers);
- all persons who have been in direct contact with the suspicious delivery should take care of their personal hygiene (wash hands with soap, take a shower if possible) and strictly follow disease prevention recommendations.

### ***What to do in case of an explosion***

1. Remain calm and try to figure out what exactly happened.
2. If evacuation is required, take documents and necessities with you.
3. Go slowly; do not touch damaged structures or naked wires.
4. If the facility has been damaged or destroyed, do not use open flame (matches, candles, torches), because the accumulating gases might explode.
5. If there's smoke, protect your respiratory system with a wet scarf (towel).
6. Strictly follow the authorities' instructions.

### ***If you were buried under wreckage***

Try to remain positive; breathe deep and even and get ready to go through hunger and thirst. Try attracting attention with shouts or knocking. If you're deep underground, move any metal item (ring, keys, etc.) left and right so you can be noticed by metal detectors.

If the space around you is relatively free, do not light matches or candles to conserve air. Move cautiously, so as not to cause another collapse. Try to orient yourself using the flow of air from the outside. If possible, use any suitable items (planks, bricks, etc.) to prop up the ceiling and wait for help. If you suffer from thirst, put a small, smooth stone or a piece of cloth in your mouth and suck on it, breathing through your nose.

### **WHAT TO DO IN A HOSTAGE TAKING SITUATION**

Every hostage situation is unique. Various government agencies (FSB, the police, the Defense Ministry, EMERCOM) study the hostage-taking practices in order to develop responses that would prevent the situation from unfolding unfavorably. Those are preventive measures focused on helping you avoid becoming a hostage, psychological and behavioral advice to those that were taken hostage. Those general recommendations might prove very useful for you and help you keep your life and health.

1. Take a hold of your emotions as soon as possible. Calm down and do not panic. If you have been tied up or blindfolded, try to relax, breathe deeply.
2. Prepare physically, mentally and emotionally for a tough challenge ahead. Always remember, that most hostages are rescued in 5 hours on average; 95% of them stay alive. Be sure that the law enforcement and special operations forces are already working professionally to rescue you.
3. Do not try to escape if you're not completely sure you're going to succeed.
4. Try and remember as much as you can about the terrorists. Make their descriptions while paying attention to any appearance features such as builds, accents, temperaments, manners, how many of them are there, how well-armed they are. That information could be of great help to the law enforcement when they will be looking for the terrorists later.
5. Stay as far as possible from windows or doors, as well as the terrorists themselves, i.e. where it would





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be relatively safe in case the special operations forces make an active attempt to rescue you (taking the building by storm, sniper fire, etc.).

6. If the building is being stormed, lie prone on the floor and put your hands over your head. Do not run toward or away from the special forces operators, so they don't take you for one of the terrorists.

7. Do not be offended if you're treated somewhat roughly during the storming. You may be searched, handcuffed, tied up, interrogated, suffer emotional or physical trauma.

Please try to understand that such actions on the part of the special operations forces are, in that case, justified, until they identify all involved and find the perpetrators.

#### ***What a manager should do in a hostage situation***

- Inform the law enforcement immediately;
- Do not initiate negotiations with the terrorists; Do everything the terrorists tell you to do, if anything;
- Assist the FSB and police special operations forces;
- Do not do anything that might provoke the terrorists to open fire.

#### ***What a hostage should do***

- Take a hold of your emotions as soon as possible. Calm down and do not panic;
- Do not try to escape if you're not completely sure you're going to succeed;
- Stay as far as possible from windows or doors, as well as the terrorists themselves;
- If the building is being stormed, lie prone on the floor, do not run toward or away from the special forces operators.

#### ***If you were taken hostage***

1. Do not resist your kidnappers with force; avoid sudden or threatening movements, do not provoke the terrorists, avoid direct eye contact.

2. Do everything your kidnappers tell you to do.

3. Exercise passive collaboration. Talk calmly. Avoid defiant or hostile tones, verbal or physical aggression that could provoke anger and make the kidnappers lose their temper.

4. Act calmly and with dignity. Do not adamantly refuse to do anything, but also do not be afraid to calmly ask for something you need.

#### ***Interactions with the kidnappers***

- Do not resist aggressively, or do any sudden movements;
- During the first thirty minutes, do everything your kidnappers tell you to do.
- Exercise passive collaboration;
- Act calmly, but with dignity, do not be afraid to ask for something you need.

#### ***If you remain in captivity for a long time:***

1. Do not allow yourself to be consumed by pity, distress or confusion; prepare mentally for the challenge ahead. Remain intellectually active.

2. Do not fall into despair, use your inner self-persuasion resources.

3. Think of and remember pleasant moments of your life. Do not forget that the longer this goes on, the more chances you have to be rescued. Be sure that everything possible is being done to rescue you.

4. Set up a schedule for your physical and mental exercises and keep to it strictly and methodically.

5. In order to keep up your strength for a possible escape, eat everything your kidnappers give you, even if you don't like the food or don't feel like eating. Convince yourself that loss of appetite and weight is normal for this high-stress situation.



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***If you remain in captivity for a long time:***

- Do not allow yourself to be consumed by pity, distress or confusion; remain mentally active;
- Think of and remember pleasant moments of your life;
- Set up a schedule for your physical and mental exercises;
- In order to keep up your strength for a possible escape, eat everything your kidnappers give you, even if you don't like the food or don't feel like eating.

***If you are interrogated:***

1. Answer questions briefly. Talk freely and at length about unimportant general matters, but take care if you are asked about some personal or state issues.
2. Control your behavior and answers. Avoid any declarations that could be harmful for you or other people at the moment or in the future.
3. Remain polite and respectful in any situation; control your emotions.
4. Do not switch to your kidnappers' side, actively sympathize with them or express commitment to their ideas.
5. If you're made to express support for the terrorists' demands (in writing, on audio or video), be sure to state that those demands are made by your kidnappers. Do not make any declarations in your own name.
6. After you're rescued, do not make any hasty declarations before you get a full control of yourself, calm down and learn what was going on from official and other sources.

***The main objectives of the terrorist attack prevention measures are:***

1. Maintaining constant vigilance at your organization, without falling into psychosis, panic, unhealthy suspicion, racism or nationalism.
2. Setting up a control system for all non-residential facilities and allocating personal responsibility.
3. Setting up a staff public order control system.
4. Setting up road traffic and parking control system on the entire grounds.

The first objective is the key one. How well you're able to achieve that defines how all other objectives will be achieved. The organization managers and staff are key for finding an informal solution to that problem.

In the context of the second objective it should be noted that the control system shall cover absolutely all non-residential facilities (cellars, attics, garbage collectors, boiler rooms) which could all be used as unauthorized ingress points. The control system has already been perfected by practice: locking and sealing. Daily control of the sealing tape on the entrances to non-residential premises may be done by managers or line staff. Personal interest is the key issue here.

The third objective may be formulated as measures to detect individuals, cars or items that could have something to do with terrorist activities, and passing that information on to the law enforcement.

To achieve the fourth objective, a car traffic and parking control system covering the entire territory shall be set up.

## **EARTHQUAKE**

***If you receive an earthquake warning.***

Think about what you should do in case of an earthquake beforehand. Explain the steps they should take in case of an earthquake to your staff and children. Train them to administer first aid. Move working desks away from windows and periphery walls. Fasten shelves, racks and cabinets to the floor and walls. Remove heavy objects from upper shelves.

Store hazardous materials (toxic chemicals, flammable liquids) in a secure, isolated place.

Responsible staff members should know the locations of the main switch, main gas and water valves,



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in order to be able to turn off power, gas and water supply if needed.

Single out the locations where fires are possible, and keep flammable materials away from them.

**During an earthquake:**

If you felt the building tremble, see lighting fixtures wobble, hear things fall down, clash and jangle of broken glass that grows ever louder, do not panic (you have 15-20 seconds from the first tremors you feel to the shakes that can damage the buildings). Evacuate the staff from the building quickly. Use the stairs to leave the building, not the elevator. After getting out, go to find an open space. Stay away from buildings.

Do not light matches, candles or lighters: there may be gas leaks that can start a fire. Stay away from balconies, eaves, railings, be wary of broken wires.

If you have no other choice but to stay inside, choose a safe place: by an inner partition wall, in a corner, inside a doorway or by a load-bearing pier. Hide under a desk, if possible. Stay away from windows or heavy furniture.

Stay calm and organized; demand others do the same. Together with the staff, curtail panic rumors, robberies, looting, etc.; listen to local radio stations.

### ***After an earthquake***

**Before entering a building, make sure its staircases, walls or ceilings are not about to collapse. Stay away from buildings that are clearly severely damaged.**

Don't turn the power, gas and water supply on after coming back to the building until the utilities operator confirms the networks are intact.

Be careful around naked and broken wires. Do not let children come near them.

Do not drink from damaged (flooded) wells unless it's been checked by sanitary and epidemiology service.

### ***If you were buried under wreckage***

**Breathe deeply, do not succumb to fear or despair; you have to stay alive no matter what.**

Assess your situation and figure out the good things about it (no injuries, freedom of movement, fresh air supply).

Remember that a person can stay without water, and especially without food for a considerable time, if he or she does not waste energy.

Believe the help will come.

Try attracting attention with shouts or knocking.

Do not light matches, candles or lighters; conserve air.

If a narrow passage is the only way out, squeeze through it keeping your elbows pressed to your sides and pushing forward with your feet like a tortoise.

If possible, use any suitable items (planks, bricks, etc.) to prop up the ceiling and wait for help.

If you've been trapped under a layer of soil, try to turn face down to relieve the pressure on your chest and stomach. Rub and massage your trapped feet or hands to restore circulation.

**If you suffer from thirst, put a small, smooth stone or a piece of cloth in your mouth and suck on it.**

## **HURRICANE, TORNADO, STORM**

### ***What to do in case of a hurricane, tornado or storm.***

If you were caught inside, get away from windows, find a safe place by inner partition walls, in the corridor, by a built-in cabinet, inside a sturdy wardrobe or under a desk. Douse the ovens, turn off power switches and gas valves. Turn the radio on to listen to EMERCOM message; if possible, shelter children underground (bomb shelter, cellar, etc.).



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If a hurricane, tornado or storm caught you and your children outside, keep as far away as possible from flimsy structures, buildings, bridges, ramps, power lines, masts, trees, rivers, lakes or industrial facilities. Use plywood, cardboard or plastic crates, other improvised obstacles to protect yourself from flying debris or shards of glass.

If you are in an open field, take shelter in a ditch, pit, ravine or any other hollow; lie on the bottom and hug the ground.

In a sandstorm, cover your face with a cloth mask, scarf or rag; use glasses to protect your eyes.

In a blizzard, take shelter inside a building. If you are in an open field or on a backroad, go to the main road where snow is being cleared and where you can find help.

### **DROUGHT (HEAT WAVE)**

#### ***What to do in case of a drought (heat wave)***

Avoid heat. Wear light-colored clothes that allow a free flow of air (preferably cotton) and cover your head. Remember that burned skin does not sweat and therefore can't cool itself down. Walk slowly and try to stay in the shade as much as possible. Do not drink beer or other alcohol; that would be generally detrimental for your body. Consult your doctor about the need for extra salt intake during a heat wave. If you got exposed to heat, go to the shade immediately, catch some wind or take a shower, drink plenty of water slowly. Try to cool your body down to avoid heat stroke. If someone around you faints, try to resuscitate them (chest compressions and CPR). Remember that fire hazard level goes up in times of drought.

### **FLOODING**

After you receive a flood alert and an evacuation order, immediately escort staff members and children from the flood danger zone to the designated safe area or to any other elevated location in an orderly fashion.

Before leaving, turn off power and gas, douse ovens, anchor everything that can float and is located outside the buildings, or move those items inside service facilities. If you have time, move everything of value to upper floors or attic. Close all windows and doors; if necessary and if there's time, board the first floor windows and doors over from the outside with planks or screens. If there's no organized evacuation effort, stay on the roof or upper floors of the building until help arrives.

Signal for help all the time: by day – hanging or waving some material that is easy to notice, nailed to a flagpole; by night – using light and/or voice.

When rescue team arrives, ensure that children get into the boat first. Do it calmly; avoid panic or rush; take all necessary precautions. Strictly follow all the rescuers' instructions and make sure the boat is not overloaded. When the boat is on the move, remain in your designated seat, don't sit on the board edges, follow all instructions from the crew.

You should try to evacuate from a flood area on your own only if there's a very compelling reason for that, such as the need to get medical help for the wounded, continued rise of water level, or if the upper floors (attic) you are staying in are in danger of being flooded. You have to secure a sturdy flotation device and know the direction you're going to go to. If you're evacuating on your own, don't stop signal for help. Help people swimming or drowning in the water.

### **LANDSLIDE**

After receiving a landslide danger alert, turn off all electric or gas appliances, water supply, prepare for urgent evacuation according to pre-existing plans. Act accordingly, depending on the landslide speed detected by the observation station.

If the landslide is slow (a few meters per month), start relocating depending on your capabilities (moving out furniture, equipment, etc.) If the landslide moves by more than 0.5-1.0 m a day, evacuate according to pre-existing

plans.

### **RELEASE OF hazardous toxic SUBSTANCES**

Industrial companies in your city (area) may suffer incidents that could release toxic substances: chlorine, ammonia or hydrochloric acid.

Chlorine is a greenish-yellow gas with a strong, choking odor. Chlorine is heavier than air. When vaporized and combined with water vapors, it drifts low over the ground as greenish-white fog that can penetrate into cellars or ground floors. In case of leakage from broken containers into the air, produces smoke. Chlorine vapors are strong irritants for the respiratory system, eyes and skin.

Ammonia is a colorless gas with a strong, choking odor. Ammonia is lighter than air and highly soluble in water. In case of leakage from broken containers into the air, produces smoke. Dangerous when inhaled. Inhaling high concentrations of ammonia may result in death. Chlorine vapors are strong irritants for the respiratory system, eyes and skin.

Hydrochloric acid is a yellow water solution with a strong odor. Its vapors cause irritation to eyes, cough, choking. Contact with skin causes chemical burns.

When released as a result of an incident, hazardous toxic substances spread from your local industrial sites downwind. They have a strong, unpleasant smell and form fog areas of various colors.

The most elementary means of protection from being affected by those substances is a wet cloth mask. Everyone should have such a mask with them at all times.

After receiving an alert and being told over the radio about the possible contamination, or noticing traces of hazardous toxic substances in the air, do the following:

- close all windows and fanlights, turn off heating devices, douse ovens.
- put on a water-soaked gauze face mask (if none is available, use fabric, a handkerchief, a towel, fragments of fur or cotton wool clothing soaked in water);
- evacuate staff members and children;
- retreat from the contaminated area crosswind (perpendicular to the wind direction) aiming for elevated ground with abundant fresh air supply;
- strictly follow the police and EMERCOM instructions;
- when in the contaminated area, do not enter any basement or interfere with law enforcement operations;
- at any signs of poisoning, get the victim (walking or carrying) fresh air, remove tight clothing, rinse eyes and mouth with 2% baking soda solution; if necessary, perform CPR and transport the victim to hospital, or call for a doctor;
- after elimination of toxic leak is announced over the radio or loudspeakers, enter the buildings only after airing them thoroughly.

### **FIRE**

***In order to be able to prevent a fire, you have to know its main causes:***

1. Carelessness: when smoking, using open fire indoors, lighting bonfires near buildings, carelessness with household chemicals or flammable liquids.
2. Electric devices may cause fire if the network is overloaded by some powerful connections, wired incorrectly, old and worn out; if the device is malfunctioning, or if an open spiral device has been left unattended.
3. Ovens left to burn unattended, using flammable liquids to light them.
4. Children playing with fire.
5. Breaches of fire safety rules during gas welding operations.

**Attention! If there's a fire, don't panic; call 01 for a fire brigade, take measures to get people to**



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**safety, meet the firefighters and show them where water sources are.**

When calling 01, tell the operator:

- your full address (settlement, street, house number, number of floors, the floor where the fire started);
- the location of the fire (room, attic, basement, corridor, storage facility, etc.), what is burning and the possible cause;
- your name and phone number.

In case of a fire:

- call a fire brigade;
- get children and those who need assistance out of the building;
- try putting the fire out with primary firefighting equipment (fire extinguishers, water, sand, thick wet fabric, internal fire hydrants);
- turn power off. Attention! Dousing connected electric devices with water may be dangerous for your life!
- turn gas supply off;
- if you're unable to eliminate the fire on your own, leave the room and close the door, but don't lock it;
- inform the firefighters about any people still inside the building.

**Attention!** Burning flammable liquids shall be extinguished using fire extinguishers, sand or thick wet fabric. If a TV is on fire, disconnect it from the socket and cover with thick fabric. If oil in a frying pan catches fire, cover it with a lid or thick wet fabric and leave for half an hour to cool. Attention! Do not put out burning oil with water. If burning oil splashes get on the walls or the floor, you can put them out using washing powder or soil from flowerpots.

Safe evacuation guidelines:

- leave along the safest route, stay as close to the floor as possible, protect your respiratory system with water-soaked cloth;
- do not run blindly;
- use the stairs to descend; run your hand along the wall when doing so. Do not use elevators or other machinery during a fire: if the power is cut, they get stuck between floors. Do not slide down water drain pipes or air vents; do not use bed covers to get out: such attempts almost always end in a fall.

If someone's clothes catch fire:

- prevent that person from running to not let them fan the flames;
- throw them to the ground and make them roll around to put out the flames; alternately, cover them with a span of thick cloth. Without air supply, the fire will go out;
- dial 03 to call an ambulance;
- provide first aid.

Do not remove or tear down clothes from a burn victim; do not put any ointments or medicines onto the burned areas (like iodine, oil or brilliant green).

In case of carbon monoxide poisoning, get the victim to fresh air, remove tight clothing; if necessary, perform CPR and get the victim a hospital.

**ATTENTION! Your knowledge and skills, correct and confident actions can save lives.**

RESCUE NUMBER



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**Annex No. 3**  
**To Calipso by Grace Accommodation and**  
**Service Rules**

**CALIPSO BY GRACE FIRE SAFETY RULES**

The following is prohibited in the hotel rooms and facilities:

1. Smoking, starting a fire;
2. Keeping flammable and combustible liquids, explosives, gas cylinders, aerosol-packed goods and other explosive substances and materials. It is also prohibited to keep heating and household electric appliances in the room; except household hair dryers, electric pliers, electric shavers, etc., used for household purposes only;
3. Blocking passageways, hallways and stairwells with furniture, equipment or other items.

<b>In case of a fire in your room:</b>	<b>In case of a fire in your hotel:</b>
<ol style="list-style-type: none"><li>1. Immediately report the incident to the fire department by calling "01". If it is not possible to extinguish the fire on your own, leave the room and close the door, but don't lock it.</li><li>2. Be sure to report the fire to the floor host or another member of the hotel management.</li><li>3. Leave the danger zone and follow the hotel managers' or firefighters' instructions.</li></ol>	<ol style="list-style-type: none"><li>1. Immediately report the incident to the fire department by dialing 01.</li><li>2. Leave your room after you close your windows and doors, leave the building.</li><li>3. If the hallways and stairwells fill with smoke and you cannot leave your room, stay in your room with the windows wide open.</li><li>4. A closed and well-sealed door can protect you from dangerous temperatures for a long time. To avoid smoke poisoning, seal any gaps under the door or air vents in the room with wet towels and bed sheets.</li><li>5. Try to inform the front desk about your location by phone.</li><li>6. When firefighters arrive at the site, go to the window and signal for help. You can wait out the fire on the balcony or enclosed balcony. Close the balcony door behind you.</li></ol>





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**Annex No. 4**  
**To Calipso by Grace Accommodation and**  
**Service Rules**

**CALIPSO BY GRACE ELECTRICAL APPLIANCE POLICY**

**The following is prohibited in the hotel rooms and facilities:**

1. Using self-made electric appliances;
2. Leaving electric appliances, iron, TV, kettle or hair dryer connected and unattended;
3. Violating fire safety rules when using electric appliances;
4. Wrapping electric lamps and fixtures in paper, cloth or other combustible materials;
5. Using local lighting fixtures (table lamps, floor lamps, wall lamps, etc.), incandescent lamps over 60 W, as well as light sources with a power rating above the permissible values specified in the technical specifications or datasheet;
6. Stacking combustible materials at a distance of less than 0.5 meters from lighting fixtures, power wires and other electric equipment.
7. Using self-made boilers, stoves and other electric heaters;
8. When leaving the room, do not forget to turn off the TV, air conditioning, clothes iron and lighting fixtures.

**Tel.: 88005517561**



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**Annex No. 5**  
**To Calipso by Grace Accommodation and**  
**Service Rules**

**CALIPSO BY GRACE SWIMMING POOL RULES**

Dear Guests!

We are sincerely happy to welcome you and doing everything in our power to make your visit to our swimming pool pleasant and beneficial for you. At the same time, let us remind you that you should follow these rules for your own safety and comfort:

1. Hotel guests can use swimming pools free of charge. Children under 14 may be present at a swimming pool grounds only if accompanied by an adult. The responsibility for the children's wellbeing lies with the attending person (parents or guardians under power of attorney).

Children under 4 may not be allowed into a swimming pool unattended and without life vests!

2. When attending a swimming pool, you should have: a swimsuit and a change of footwear. Children should wear life vests and inflatable armbands: put them on and do not take them off.

3. Follow the sanitary rules and take a shower with no swimsuit on before attending a swimming pool.

4. When attending a swimming pool, DO NOT:

- Dive down or swim underwater, do any exercises related to holding your breath underwater.
- Relieve yourself into the pool.
- Teach other swimming pool attendees (including children)
- to swim. Swim in the pool when under influence of alcohol or drugs, smoke while in the swimming pool.

- Run along the swimming pool edge, use it as a springboard to jump into the pool.

- Chew gum.

- Bring fragile items into the swimming pool area.

- Bring food or beverages.

- It or drink while in or around the swimming pool.

- Attend the swimming pool if you have health contraindications: skin infections, open wounds, breath disorders, balance disorders, etc.

- Attend the swimming pool wearing outerwear or regular footwear.

- Use medical, beauty or herbal products in the shower.

- Bring animals or birds to the swimming pool.

5. Only people in swimsuits are allowed into the swimming pool (swimming trunks, swimming shorts, bathing suits for women (single-piece or two-piece) and children (swimming nappies). You can not enter the pool or swim in it if you're not wearing the above swimming apparel.

6. In case of small cuts or chafing, treat them with a bactericide substance and apply waterproof adhesive bandage.

7. The hotel administration is not responsible for any injuries or harm to health caused by ignoring the swimming pool or shower rules.

8. Swimming pool attendees should behave in an orderly and appropriate fashion, be respectful toward other guests and staff and avoid any actions that could pose a danger to others. If any actions (behavior) of an attendee, either voluntary or involuntary, pose a danger to the life/health of that attendee or others, or offend moral or ethical sensibilities, the Hotel staff may take measures against such a person, namely, refuse them access to the pool, refuse to provide them services of any kind in the future, remove them from the pool or the hotel grounds, or call the law enforcement.

9. Children under 14 may attend a swimming pool only if supervised by an adult. The person



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supervising the child is fully responsible for the child's well-being and for any harm that might befall them.

10. If any of the swimming pool, shower or recreation room property is lost or damaged, swimming pool attendees shall compensate it in full.

11. The hotel staff may check the bags swimming pool attendees bring with them for food or beverages.

12. Not following these rules constitutes a gross violation which entails a fine of RUB 5,000. Repeat offenders will be banned from swimming pools.



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**Annex No. 6**  
**To Calipso by Grace Accommodation and**  
**Service Rules**

**CALIPSO BY GRACE SAUNA AND TURKISH BATH RULES**

**1. THE VISITOR SHALL:**

- 1.1. Leave outerwear in the wardrobe.
- 1.2. Show respect toward:
  - service personnel;
  - persons keeping order;
  - each other; other Visitors should not be disturbed.
- 1.3. Respect others:
  - keep noise down;
  - attend steam bath without touching others;
  - lather gently without spraying foam around you;
  - try not to splash water on others when rinsing yourself.
- 1.4. Keep the sauna and Turkish bath facilities neat and tidy.
- 1.5. Wear special footwear while in the sauna or Turkish bath (flip-flops, beach slippers, etc.).
- 1.6. Leaving the shower, turn the water off.

**2. THE VISITOR SHALL NOT:**

- 2.1. Be present in the sauna or Turkish bath in a state of intoxication (be it alcohol, drugs or mind-altering substances), or drink alcoholic beverages;
- 2.2. Be present in the sauna or Turkish bath without a swimsuit on;
- 2.3. Use coloring agents (hair dye, masks, creams, scrubs, etc.) in steam rooms;
- 2.4. Smoke outside a designated place;
- 2.5. Be present in the sauna or Turkish bath with pets;
- 2.6. Use any types of weapons, poisonous, toxic substances, gas cartridges, stun guns, etc.;
- 2.7. Use sound devices or other sources of noise;
- 2.8. Use piercing and cutting objects, glass items;
- 2.9. Be present in the sauna or Turkish bath wearing outer footwear;

**3. LIABILITY:**

3.1. Refusing to follow rules or instructions stated on warning signs or plaques placed around the sauna and Turkish bath, interfering with other guests' recreation will be grounds to remove the offender from the sauna or Turkish bath and denying them any further visits.

3.2. Calipso by Grace is a private hotel. Management of the sauna, bathhouse or Turkish bath may refuse to service guests for any reason.

3.3. Any injuries, property harm or damage resulting from violations of these Rules or ignoring instruction of the sauna, bathhouse or Turkish bath staff, will not entail any liability on the part of the sauna, bathhouse or Turkish bath managements, or be grounds for any damage payments.

3.4. If any sauna or Turkish bath property is damaged or lost, the attendee shall compensate the damages as per the approved price list (see cl. 1, Art. 1064 of the Civil Code of the Russian Federation).

3.5. If the attendee breaks any of these Rules and is removed from the sauna or Turkish bath as a result, the service fee will not be returned (see Art. 32 of the Federal Law On Consumer Rights and Art. 782 of the Civil Code of the Russian Federation).

3.6. The Management may alter or supplement these Rules in order to ensure safe attendance of the sauna and Turkish bath.



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**Annex No.7**  
**To Calipso by Grace Accommodation and**  
**Service Rules**

**CALIPSO BY GRACE PROPERTY DAMAGE PRICE LIST**

Mini-bar cabinet	RUB 6,000
Refrigerator	RUB 15,000
Tea station	RUB 5,600
Kettle	RUB 2,000
Clothes iron	RUB 5,000
Microwave oven	RUB 3,000
Mini-bar fridge	RUB 13,000
TV	RUB 15,000
Flashlight	RUB 1,000
Plate	RUB 300
Fork	RUB 100
Knife	RUB 150
Opener	RUB 100
Water glass	RUB 100
Tea glass	RUB 150
Safe box	RUB 3,000
Hangers	RUB 100
Telephone	RUB 3,000
Lamp	RUB 2,000
Chandelier	RUB 5,000
Fireplace	RUB 10,000
Cabinet	RUB 15,000
Sliding wardrobe	RUB 20,000
Bedside table	RUB 5,000
Writing desk	RUB 10,000
Butterfly chair	RUB 5,000
Armchair stool	RUB 19,000
Sleeper chair	RUB 23,000
Sofa	RUB 32,000
Corner sofa	RUB 51,000
Sofa cushions	RUB 5,000
Waffle towel	RUB 500
Bath foot towel	RUB 500
50*70 towel	RUB 300
50*100 towel	RUB 500
70*140 towel	RUB 1,000
TV remote	RUB 200



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Tea spoon	RUB 50
Large mirror	RUB 9,000
Toothbrush holder	RUB 100
Door panel	RUB 10,000
Cushioned bedhead	RUB 10,000
Wooden bedhead	RUB 8,000
Bathroom fixtures, per item	RUB 8,000
Coat rack with a mirror and pegs	RUB 4,000
Kitchen table	RUB 20,000
Kitchen stool	RUB 5,000
Single bed	RUB 10,000
Double bed	RUB 12,000
Single mattress	RUB 6,000
Double mattress	RUB 12,000
Topper	RUB 5,000
Ironing board	RUB 3,000
Night curtains	RUB 10,000
Day curtains	RUB 5,000
Sachet	RUB 4,000
Paper bin	RUB 1,000
Pedal trash can	RUB 1,500
Kitchenette	RUB 98,000
Chest of drawers	RUB 14,000
Vanity table	RUB 6,000
Coffee table	RUB 4,000
Baggage rack	RUB 9,000
Folding baggage rack	RUB 4,000
Backlit mirror	RUB 5,000
Magnifying mirror	RUB 2,000
Hairdryer	RUB 2,000
Soap dish	RUB 500
Corner bathtub	RUB 20,000
One glass panel of the shower stall	RUB 10,000
Toilet paper holder	RUB 500
Spare toilet paper holder	RUB 500
Toilet brush	RUB 500
Heated towel rail	RUB 5,000
Towel holder	RUB 2,000
Peg	RUB 500
Corner shelf	RUB 700
Mixer tap	RUB 3,000
Shower station	RUB 16,000



**GRACE  
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Pillow	RUB 1,000
Single blanket	RUB 2,000
Double blanket	RUB 3,000
Mattress pad	RUB 2,000
Pillowcase	RUB 500
Single bedsheet	RUB 1,500
Double bedsheet	RUB 2,000
Single duvet cover	RUB 2,000
Double duvet cover	RUB 3,000
Terry bathrobe	RUB 3,000
Waffle bathrobe	RUB 2,000



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**Annex No. 8**  
**To Calipso by Grace Accommodation and**  
**Service Rules**

**CALIPSO BY GRACE LOST & FOUND PROCEDURE**

**1. REGISTRATION OF LOST & FOUND ITEMS**

1.1. All the items found by the Hotel staff on the Hotel grounds (in the rooms or public spaces) are considered lost. Those items are to be handed immediately to the reception desk for logging and safekeeping.

1.2. Lost items are packed in clear plastic bags and sealed with a stapler. The label attached must have the following information:

- Full name and job title of the person who found the item;
- The date of finding;
- The item number (assigned by the Check-In and Accommodation Service manager in the Lost&Found log);
- Number of the room or name of the facility where the item was found;
- Brief item description (i.e. “white men’s shirt”, “NOKIA charger”).

1.3. The Lost&Found log kept and updated by the Check-In and Accommodation Service must contain all the data indicated in cl. 1.2 certified with a signature of the manager making the entry. The following staff members may make entries in the Lost&Found log: Check-In and Accommodation Service manager, senior manager.

1.4. If the owner of the found item is known, the Check-In and Accommodation Service manager contacts them to discuss how the item should be returned.

1.5. All low value, perishable items (such as beverages, foods, etc.) are disposed of at the end of the same business day. Beverages and foods with the shelf life stated on the package, that do not require any special storage conditions, are logged as low-value items and kept in the Housekeeping Service storage room (warehouse) for at least three months. After that period expires, the staff member who’s found the low-value item (as stated in the log), may, with the Hotel manager’s permission, claim the item.

1.6. Expensive, not perishable foods and strong alcohol are logged as valuable items and kept in the Housekeeping Service storage room (warehouse) for at least six months.

1.7. All other low-value items are kept in the Housekeeping Service storage room (warehouse) for three months.

**2. HIGH VALUE ITEMS**

2.1. High value items include: jewelry, mobile phones, cameras and video recorders, personal IDs, money, securities, plane tickets, expensive apparel or footwear, etc.

2.2. A staff member finding an item of that sort, SHALL IMMEDIATELY inform the manager of that and hand the item to the Check-In and Accommodation Service.

2.3. High value items are stored in the Check-In and Accommodation Service safe box for one year. The safe box is opened by two keys at once. One of the keys is kept by the Check-In and Accommodation Service manager and the other by the Hotel manager. After the safekeeping period expires, the Hotel manager issues a Statement of deregistration and release from storage for the item in question. The Hotel manager alone makes the decision as to what to do further with those items.

**3. LOST&FOUND ITEMS RECLAIMING PROCEDURE**

3.1. Only the senior manager and the Hotel manager have access to the safe box the lost & found items are stored in, can confirm if the requested item is there or not, and release it against signature.

3.2. Only the supervisor and the Hotel manager have access to the Housekeeping Service storage room (warehouse), can confirm if the requested item is there or not, and release it against signature.





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3.3. When claiming the item, the Hotel staff member or guest doing that, sign the label (see cl. 1). A corresponding entry is made in the Lost & Found log. When returning high value items, a personal ID scan is required in addition to the signature on the label.

3.4. Staff members flaunting the above Lost & Found procedure shall be disciplined.

**IMPORTANT:** All staff members must understand that if a high value item has been lost, it's very probable its owner will soon start looking for it. Therefore it's in the best interest of the staff member who's found the item, to declare it immediately and hand it over to the Check-In and Accommodation Service.

### Lost & Found Form

Date	Location	Brief description	Found by (job title)	Found by (name)	Item number

### Lost & Found Log

Date	Found by	Location	Item description	Accepted for safekeeping by	Date of return	Owner's signature