

Annex 1
to the Order no. 3-PEC dated July 13, 2026

APPROVED by
General Director

A.M. Sadchikov



July 13, 2026

HOTEL SERVICES PROVISION REGULATIONS FOR NOVOTEL MOSCOW CENTER

I. GENERAL

- 1.1 These Regulations comply with the Civil Code of the Russian Federation, Law of the Russian Federation No. 2300-1 dated 07.02.1992 "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 the Resolution of the Government of the Russian Federation No. 1912 dated 27.11.2025, and govern relations in the field of provision of hotel services at the "Novotel Moscow Centre" hotel, hereinafter referred to as the "Hotel."
- 1.2 The Hotel corresponds to the "Four Stars" category, which is confirmed by an Extract from the Unified Register of Classification Objects in the Tourism Industry Sector, registry entry number: C772024000437 (valid until June 2, 2028), a link in the information and telecommunication network "Internet" to the entry <https://tourism.fsa.gov.ru/ru/resorts/hotels/069c44f6-c607-11ef-92da-7fb8d4c525cd/about-resort>, and the Certificate of assignment of category to a hotel or other accommodation facility No. 77/A010-00130-77/01216258/986-2024 dated December 16, 2024 (valid until December 16, 2027), issued by the accredited organization Expert Consult Group LLC. The Hotel provides hotel services in accordance with these Rules and the established category of the Hotel.
- 1.3 The Hotel is intended for the temporary accommodation of individuals, hereinafter referred to as the "Consumer/Guest," and for the provision of services incidental to their stay, for a period agreed upon with the Service Provider.
- 1.4 These Rules are communicated to the Guest by posting them on the premises of the Hotel designated for processing temporary accommodation of Consumers (in the Consumer's corner), and on the official websites of the Hotel at Accor.ru and novotelmoscowcenter.ru, in the "Legal Information" section.

II. TERMS AND DEFINITIONS

- 2.1 **"Hotel"** means the type of accommodation facility which provides for the hotel services and meets the requirements established by the Regulations on the Classification of Accommodation Facilities approved by the Government of the Russian Federation. The Hotel operates under brand name "Novotel Moscow Center" and locates in Tverskoy Municipal District of Moscow at 23 Novoslobodskaya Street, 23127030, Moscow, Russia.

- 2.2 "**Hotel services**" mean the services rendered by the Contractor to the individuals (Consumers) in a form of accommodation, and other services stipulated by the Regulations for the Provision of Hotel Services in the Russian Federation approved by the Russian Federation Government, as well as by these Regulations;
- 2.3 "**Additional Hotel services**" mean the Hotel services, which cost is not included in the cost of accommodation in the Hotel;
- 2.4 "**Consumer/Guest**" means an individual who intends to order or purchase, or who orders or purchases and/or uses the Hotel services for the personal and other needs that are not related to any business activity;
- 2.5 "**Contractor**" means the legal entity registered in accordance with the legislation of the Russian Federation, denominated Awsteria, the Limited Liability Company (LLC) which provides the Hotel services to the Consumer. Information about the Contractor: full company name: Limited Liability Company "Awsteria"; short company name: Awsteria LLC; registered address: 23 Novoslobodskaya Street, 127030 Moscow, Russia; phone: +7 (495) 780-40-00, e-mail: h3328-re@accor.ru;
- 2.6 "**Customer**" means an individual or legal entity, or an individual entrepreneur who/that intends to order or purchase, or who/that orders or purchases the Hotel services for the benefit of the Consumer;
- 2.7 "**Reservation**" means securing a Room in the Hotel for the Consumer on the terms specified in the Consumer's or Customer's request, and confirmation of such request by the Contractor. The Contractor undertakes to provide the Consumer with an available Room of the appropriate category;
- 2.8 "**Room**" means a separate living room in the Hotel intended for the temporary accommodation and temporary living of the Consumer, corresponding to the parameters established by the Contractor for each individual category of Rooms;
- 2.9 "**Local time**" means the time at the location of the Hotel;
- 2.10 "**Check-out Time/Hour**" means the time set by the Contractor for the Consumer's check-out: 12:00 (noon) Moscow time;
- 2.11 "**Check-in Time/Hour**" means the time set by the Contractor for the Consumer's check-in: 3 p.m. Moscow time;
- 2.12 "**Room Price**" means the cost of temporary accommodation in the Room and other related services determined by the Contractor, provided for a flat price per day. For the purposes of these Regulations, "day" means the period of time from the Check-in Time to the Check-out Time on the day following the Consumer's check-in.

III. SERVICES

- 3.1 The Contractor provides for 24-hour services to the Consumers arriving at and departing from the Hotel.
- 3.2 Information about the Contractor and the services which the Contractor renders is available in Russian and in English, and is placed at the Consumer Corner of the Hotel's reception. The rules of staying in the Hotel which are available in Russian and in English, including these Regulations, fire safety rules, and rules for using electrical appliances, are available at the Consumer Corner.
- 3.3 The list of services included in the Room Price is determined by the Room category and is set in the price list.
- 3.4 The list of Additional Hotel services provided by the Hotel which are not included in the Room Price, as well as the price for any Additional Hotel services, are set in the price list and placed at the Consumer Corner of the Hotel's reception.

IV. ROOM CATEGORIES

- 4.1 Novotel Moscow Center has 255 rooms of various categories:
- Standard Room with a double-sized bed and a sofa – 110 rooms;
 - Standard Room with two single beds – 25 rooms;
 - Standard Room for guests with limited mobility with a double-sized bed and a sofa – 3 rooms;
 - Superior Room with 2 large beds – 34 rooms;
 - Superior Room with a double-sized bed and a sofa-bed – 32 rooms;
 - Superior Room with 2 large beds and a sofa – 8 rooms;
 - Executive Room with a double-sized bed and a sofa – 33 rooms;
 - Executive Room with a panoramic city view, a double-sized bed and a studio couch – 5 rooms;
 - Suite with two rooms, large bed, sofa, and sofa-bed - 1 room.

Information about the area of each Room is listed in Annex 2 to the Order no. 3-PEC dated July 13, 2026.

V. ROOM PRICE

- 5.1 The Contractor applies dynamic pricing: it sets and from time to time reviews Room Prices and other rates and charges, and annually approves the price list for all Room categories – the officially determined rate that does not include possible discounts for the Consumer. The Price List for the attention of the Guests is placed at the Consumer Corner of the Hotel's reception. The Contractor also informs the Consumers of the currently applied Open Rate (i.e. the rate that includes a discount off the official rate for the relevant day) by publishing this information on the official website of the Hotel at Accor.ru and novotelmoscowcenter.ru, and also on the information screen that hangs opposite to the Consumer's corner.
- 5.2 The Contractor may set prices and rates at its discretion in accordance with the Contractor's approved pricing policy, and apply a system of discounts to all services rendered by the Contractor, including through the Client Loyalty Program.
- 5.3 The cost of the Hotel services included in the Room Price and Additional Hotel services is set by the Contractor at its discretion.
- 5.4 The services package included in the Room Price depends on the Room category.

Standard and Superior Rooms.

- Room reservation;
- Receipt and storage of the luggage in the Hotel's luggage room for the duration of stay in accordance with the Luggage Storage Instructions;
- Luggage delivery from the Room to the car (taxi) upon the Consumer's prior request, from the Hotel Room, and to the Hotel Room;
- Free internet access in all premises of the Hotel;
- Buffet breakfast (**depending on the rate, breakfast may not be included in the price**)
- Telephone;
- Use of the fitness room;
- Individual air-conditional system in the Room;
- Satellite TV;
- Safe in the Room;
- Fridge;

- Toiletries: shampoo, shower gel;
- Toiletries: hair conditioner, body lotion, comb, shower cap (upon request);
- Towels (body, hand, foot towels);
- Toothbrush kit;
- Shaving kit (upon request);
- Sewing kit (upon request);
- Cosmetic kit (cotton swabs, cotton pads, nail-file) (upon request);
- Slippers;
- Bathrobe (upon request);
- Kettle;
- Tea station (black tea, green tea, coffee, cup, sugar, cream, stirring stick);
- Water jug and glasses for the number of staying Guests;
- Crib for kids under 3 years old (upon request);
- Toilet paper;
- Blanket, duvet, bed linen;
- Vase for flowers (upon request);
- Paper napkins;
- Hygiene bags;
- Pencil and notepad (upon request);
- Hangers;
- Shoe horn;
- Wet wipes for shoes (upon request);
- Clothes brush (upon request);
- Room cleaning;
- Bed linen and towels are changed every three days (except for long-term rates with different conditions) or can be changed upon request;
- Use of ironing board and an iron in the 24-hour Ironing Room on the 6th floor of the Hotel;
- Calling an ambulance or other professional service providers;
- Use of blood pressure monitor;
- Access to and use of the first aid kit for a first-aid dressing;
- Delivery of correspondence addressed to the Consumer to the Room upon receipt;
- Wake-up call at a requested time;
- Free-of-charge drinking water from the water purifiers placed on each floor;
- Business corner (use of a computer with Internet connection, scanner, printer);
- Calling of taxi.

Executive Room

In addition to the services provided for in the **Standard and Superior Rooms**:

- Coffee machine and capsules;
- Ironing board and iron in the Room;
- Toiletries: hair conditioner, body lotion, comb, shower cap;
- Shaving kit;
- Sewing kit;
- Cosmetic kit (cotton swabs, cotton pads, nail file);
- Bathrobe;
- Wet wipes for shoes;
- Clothes brush.

Executive Room with the panoramic city view and Suite Room

In addition to the services provided for in the **Executive Room**

Refillable minibar:

- Apple juice (Rich) 200 ml - 1 bottle
- Orange juice (Rich) 200 ml - 1 bottle
- Dark chocolate (Babaevskiy) - 1 pc.
- Roasted salted peanuts 50 g - 1 pc.
- Dobry Cola 250 ml - 1 bottle.
- Tarhun lemonade 175 ml - 1 bottle.
- Still water (Chernogolovka) 330 ml - 1 bottle.
- Sparkling water (Chernogolovka) 330 ml - 1 bottle.

- 5.5 The Contractor can not provide for other paid services which are not included in the Room Price without the Consumer's consent.
- 5.6 For an extra price the Contractor provides for the following services: dry cleaning and ironing, catering services, late check-out, early check-in, Room upgrade, accommodation with a pet, pet accessories, business package, kid's package.
- 5.7 The Hotel's Fitness room is open 24 hours a day. Only the Guests of the Hotel may use the fitness room.

VI. TERMS AND CONDITIONS OF RESERVATIONS

- 6.1 Room reservations at the Hotel are made by the Contractor subject to Room availability by accepting a reservation request from the Consumer (hereinafter referred to as the "Reservation Request"). The Contractor shall make reservations in any form, including by drawing up a document signed by both parties, or by a phone call to +7 (495) 780-40-00 taken by the Reservation Department or Reception employee accepting a Room reservation Request, or online by email h3328-re@accor.ru, or at the corporate website of the Hotel at Accor.ru and novotelmoscwcenter.ru, or by receiving the Request via Extranet (reservations made online at the websites of touristic firms, corporate entities, international booking systems, Internet channels, etc.). Reservation of Rooms by any of the above-mentioned ways shall be considered as an effective conclusion of a contract for the provision of the Hotel services between the Consumer/Guest and the Contractor.
- 6.2 A Reservation Request must contain the following information which is necessary for reservation of a Room at the Hotel and allows to establish that the Reservation Request comes from the Consumer or the Customer:
- Type of Reservation Request (initial reservation, change or cancellation of reservation);
 - Customer's phone number/email address;
 - Full name of the Consumer (surname, name, patronymic (if any));
 - Check-in Time, Check-out Time;
 - Category and number of Rooms;
 - Type of accommodation (single/double/extra bed);
 - Terms and form of payment;
 - Information of the guarantor of payment for the Contractor's services (reservation guarantor);
 - Surname and first name of the employee or a person who submitted the Reservation Request (if submitted by the Customer);

- Reference to the date and number of the contract for the Hotel services, if any (in case the Reservation Request is sent by the Customer).
- 6.3 The reservation shall be valid from the moment the Consumer/Customer receives a response (confirmation of reservation). The Contractor shall send to the Consumer/Customer a confirmation of reservation within 24 hours from receiving the Reservation Request. The Contractor may deny the Consumer/Customer with reservation in case no Rooms are available on the date specified in the Reservation Request.
- The confirmation of reservation must contain the following information:
- The Contractor's company name;
 - Information about the Consumer/Customer;
 - Date of reservation's confirmation;
 - Reservation number;
 - Check-out/Check-in Times;
 - Reserved Room category (the Consumer while making reservation, chooses the Room category, and the Contractor decides which Room within the reserved category shall be given to the Consumer upon arrival to the Hotel);
 - Type of accommodation (single/double/extra bed);
 - Room rate;
 - Scheduled Check-in and Check-out Times;
 - Reservation status;
 - Terms of the reservation cancellation policy;
 - Documents required for check-in.
- 6.4 The Contractor applies a reservation policy that reserves the Room for the Consumer till the check-out time on the day following the reserved check-in day; in case of the Consumer's no-show the Contractor may cancel the reservation. In case that the Customer (Consumer) notifies the Contractor of the cancellation of reservation before 11:59 p.m. (local time) one day prior to the check-in day, the Contractor shall refund the Customer (Consumer) the full amount paid for the Hotel's services. In the event of late notice of cancellation by the Customer (Consumer), or if the Consumer arrives late, or in the event of the Consumer's no-show, the Consumer or the Customer shall be charged with the cost of the first night's stay.
- 6.5 When reservation is made by a legal entity or individual entrepreneur, the amount and terms of the advance payment as well as other terms and conditions of the reservation shall be applied by the Contractor in accordance with the agreement with the Customer, and may differ from those specified in these Regulations.

VII. FORM AND ORDER OF PAYMENT

- 7.1. Payment for accommodation in the Hotel and for Additional services shall be made in Russian rubles in cash or by bank transfer in accordance with the reservation contract, by (credit) card or through the payment system on the Hotel's website.
- 7.2. A fiscal receipt and final bill for Hotel services shall be issued upon the Guest's check-out.
- 7.3. The Contractor has an established daily rate for accommodation in the Room in accordance with the Check-out Time set by the Contractor. In case of early check-out before the Check-out Time, the rate is charged for a full day regardless of the time of departure.
- 7.4. Upon the consent of the Customer/Consumer, the payment of the Room Price shall be made in full upon conclusion of the contract (as an advance payment in the amount

of the Room's total price for the entire period of stay in the Hotel). The effective conclusion of a contract with the Customer/Consumer shall be considered as such consent.

7.5. The Consumer (Customer) is obliged to pay for the Hotel services and Additional Hotel services in full.

7.6. In case of late arrival and/or early departure (staying for no more than 24 hours), the rate is charged for a full day regardless of the number of hours of the Consumer's stay in the Hotel.

7.7. If the Consumer has a Reservation for the current day, the Contractor shall accommodate the Consumer in a Room from 3 p.m.

7.8. Accommodation of the Guest in the reserved Room before the Check-in Time, and the check-out after the Check-out Time is possible only with the prior agreement with the Hotel's administration (the Contractor), subject to the availability of Rooms, and shall be paid in the following order, unless otherwise provided in the contract for the provision of the Hotel services:

- early check-in from 3 a.m. to 3 p.m.: 50% of the officially determined rate;
- late check-out from 12:00 (noon) to 6 p.m.: 50% of the rate for the following day;
- late check-out after 6 p.m.: 100% of the rate for the following day, except in cases of daytime stay.

Day-time stay means any 8 hours between 8 a.m. and 8 p.m. on the same day and costs 100% of the rate for the standard Check-in/Check-out Times.

7.9. If the Consumer does not extend the period of stay by the Check-out Time and/or does not pay for the extension of the period of stay, the Contractor may demand that the Consumer immediately vacates the Room.

7.10. Children up to and including 15 years old may stay in the Room free of charge (accommodated with parents or legal representatives on the available bedding). The buffet breakfast for a child up to and including 15 years old is provided free of charge, subject that the buffet breakfast is purchased by an adult Guest and that the reservation is made at the Open rate. When purchasing an additional buffet breakfast, kids from 0 to 5 years old (inclusive) are provided with buffet breakfast free of charge; children from 6 to 15 years old (inclusive) are provided with a 50% discount for buffet breakfast, provided that the reservation is made at the Open rate. Children aged 16 years old and older shall pay the full price of buffet breakfast.

VIII. TERMS AND CONDITIONS OF ACCOMMODATION

8.1 The Hotel services are provided by the Contractor on the basis of a written contract. Prior to concluding a contract with the Contractor, the Consumer has to get acquainted with these Regulations that are published on the official websites of the Hotel at Accor.ru and novotelmoscovcenter.ru, and a hard copy of which is placed in the Consumer Corner of the Hotel's reception. Upon concluding a contract for the provision of the Hotel services the Consumer is deemed to have read and fully agreed to these Regulations. A contract concluded with a Customer that is a legal entity or individual entrepreneur shall be in writing. Separate terms and conditions of such contract may be additionally agreed upon. When paying for reservation or placing a Reservation Request the Customer shall be deemed to inform the Consumer who is deemed to have read and fully agreed to these Regulations. A contract concluded with the Consumer who is a physical person, not being an individual entrepreneur, is a public contract.

The contract concluded with the Consumer, being a physical person, for the provision of the Hotel services shall contain:

- The name of the Contractor, its main state registration number (OGRN), and the taxpayer identification number (INN);
- The Consumer's Information (full name and details of the appropriate identification document);
- The unique registration number assigned to the Hotel in the Register of Classification Objects, the internet link to the record of such registration; the Hotel star category;
- Information about the Room category, Room rate, number of guests, number of Rooms;
- Information about Reservation: terms of reservation and its cancellation, terms of refund.
- Period of stay in the Hotel;
- Check-in and Check-out Times;
- Excerpts from these Regulations and other introductory information.

8.2 The written form of the contract is considered to be complied with if there exists a single document (including in the electronic format) signed by two parties, or there exists a delivered confirmation by the Contractor of the Reservation Request sent to the Customer (Consumer), and if the Customer (Consumer) takes proper action aimed at receiving the Hotel's accommodation services (including payment by the Customer (Consumer) for the accommodation services to be rendered by the Contractor).

8.3 The Consumer who is the citizen of the Russian Federation checks-in by providing for the Consumer's identification document in accordance with the legislation of the Russian Federation, including:

- a) Passport of the citizen of the Russian Federation certifying the identity of the passport-holder as the Russian citizen on the Russian territory;
- b) Passport of the citizen of the USSR certifying the identity of the passport-holder as the Russian citizen until it is replaced (within the established timing) with the passport of the citizen of the Russian Federation;
- c) Passport of the citizen of the Russian Federation certifying the identity of the passport-holder on a foreign territory (travel passport);
- d) Temporary identification document of the citizen of the Russian Federation;
- e) Document certifying the identity of a military serviceman of the Russian Federation, during mobilization, in a state of martial law and in wartime.

8.4 In the absence of documents that identify the citizen of the Russian Federation specified above in clause 8.3, the Consumer who is the citizen of the Russian Federation may check-in by providing for a national driver's license issued in Russia, or upon presentation of the information from the Consumer's identification document taken from a multifunctional service of information exchange.

8.5 Check-in of a minor under 14 years old who is the citizen of the Russian Federation, and of a minor over 14 year old who is the citizen of the Russian Federation for whom the Russian passport has not yet been issued, is done upon presentation of the birth certificate, or the information from the minor's birth certificate taken from a multifunctional service of information exchange, and the identification document or a national driver's license, or information from the identification document or a national driver's license taken from a multifunctional service of information exchange of the accompanying parents (legal representatives) or accompanying person(s) subject that

- such accompanying person(s) provide(s) the parents' or legal representatives' consent (the Consent) to check-in.
- 8.6 Check-in of a minor over 14 year old who is the citizen of the Russian Federation is done upon presentation of the identification document, or information from the minor's identification document taken from a multifunctional service of information exchange and the identification document or a national driver's license, or information from the identification document or a national driver's license taken from a multifunctional service of information exchange of accompanying parents (legal representatives) or accompanying person(s) subject that such accompanying person(s) provide(s) the Consent. In the absence of accompanying parents (legal representatives) or accompanying person(s) a minor over 14 year old checks-in by providing the identification document or information from the minor's identification document taken from a multifunctional service of information exchange, and the Consent.
- 8.7 The Consumer who is a foreign citizen or a stateless person checks-in by providing for the Consumer's identification document in accordance with the legislation of the Russian Federation, including:
- a) Passport of the foreign citizen or other document established by the Federal Law or recognized in accordance with an international treaty concluded with the Russian Federation as a document certifying the identity of a foreign citizen;
 - b) A document issued by a foreign state and recognized in accordance with an international treaty concluded with the Russian Federation as a document certifying the identity of a stateless person;
 - c) Temporary residence permit issued for a stateless person;
 - d) Residence permit issued for stateless persons;
 - e) Temporary identification document of a stateless person in the Russian Federation.
- 8.8 Check-in of a foreign person or a stateless person under 18 years old is done upon presentation of the identification documents mentioned in clause 8.7 above issued for a foreign person or a stateless person under 18 years and for accompanying parents (legal representatives) or accompanying person(s) subject that such accompanying person(s) provide(s) the Consent.
- 8.9 The total number of Consumers staying in the Room shall not exceed the maximum number of beds in the Room (please refer to Annex 2 to the Order no. 3-PEC dated July 13, 2026). An exception is made for minors under 3 years old staying with parents (adoptive parents, guardians), close relatives, or other accompanying persons.
- 8.10 Registration of Consumers being the citizens of the Russian Federation staying in the Hotel is made in accordance with the regulations of registration and de-registration of the Russian citizens at their place of stay / place of residence within the Russian Federation of July 17, 1995 No. 713 "Approved Regulations of Registration and De-registration of Citizens of the Russian Federation, and List of Persons Responsible for Receiving and Transmitting Documents to the Registration Authorities on Registration and De-registration of Citizens of the Russian Federation at Their Place of Stay and Place of Residence in the Russian Federation."
- Registration and de-registration of Consumers being the foreign citizens and stateless persons at their place of stay in the Hotel shall be made in accordance with the regulations of the migration registration of foreign citizens and stateless persons in the Russian Federation approved by the Decree of the Russian Government No. 9 of January 15, 2007 "Procedure for Migration Registration of Foreign Citizens and Stateless Persons in the Russian Federation."

8.11 Upon the request of the Guest, and with the consent of the Hotel's administration (the Contractor), no more than 3 persons over the age of 18 (hereinafter referred to as the "Visitors") may be present in the Room together with the Guest. The Hotel personnel has the right to request identification documents of the Visitors. After 10 p.m. the Visitors may stay in the Room provided that they check-in and pay for accommodation.

8.12 Subject to the prior consent of the Contractor, pets (small breeds of dogs and cats weighing up to 10 kg, no more than 2 in the Room, hereinafter referred to as the "Animal(s)") may be allowed to stay in the Room, provided that the Guest meets the following rules:

- The Guest pays for accommodation of the Animal(s) at the established rate;
- The Guest must present a veterinary passport in the proper form with records of all required vaccinations of the Animal(s);
- The Guest must bring a proper mat or cage for the Animal(s). In the absence of a special cage for the Animal(s) it is prohibited to leave the Animal(s) unattended by the Guest in the Room or common areas;
- It is prohibited to use towels, sheets, and other bedding, as well as dishes belonging to the Hotel for the needs of the Animal(s);
- It is prohibited to groom the Animal(s) in the Room or common areas.
- Guests staying with the Animals have to ensure compliance with sanitary and hygiene regulations in the Room and other Hotel's premises, including walking the Animal(s) in the common areas of the Hotel with a leash and muzzle.
- The Hotel personnel is allowed not to clean the Room if there are Animal(s) inside in the Guest's absence;
- The Guest has to ensure that there are no Animal(s) in the Room during cleaning or repair works;
- Access to the restaurant and bar with the Animal(s) is strongly prohibited.

Pets weighing more than 10 kg are allowed in case they are guide or service dogs. These dogs are accommodated at no additional cost.

The Guest is responsible for the following:

- Guests staying with the Animal(s) are responsible for feeding, cleaning, and walking their Animals.
- The Guest staying with the Animal(s) is responsible for any damage to the Hotel's property caused by the Animal(s), and shall bear all related costs.
- The Guest staying with the Animal(s) takes full responsibility for cleaning after the Animal.
- All risks to the Hotel (towards the Contractor) and any third parties associated with and arising from the Animal's behavior, and the risks related to the time and conditions of stay of the Animal in the Room, shall be borne by the Guest staying with the Animal.

The Contractor may terminate the contract with the Guest staying with the Animal(s) in case of violation of the Regulations of stay, or aggressive, inappropriate, and/or noisy behavior of the Animal.

8.13 In accordance with Federal Law No.15-FZ of February 23, 2013 "On the Protection of Citizens' Health against the Impact of the Surrounding Tobacco Smoke and the Consequences of Consumption of Tobacco and Nicotine-Containing Products" smoking is strictly prohibited in the Hotel's premises (including Rooms, restaurant, restrooms, and other common areas).

Smoking of tobacco (including iqos, vapes, and hookahs) inside the Hotel is a gross violation of these Regulations on the part of the Consumer, and the Contractor has the right to unilaterally deny to perform the contract, in which case the Consumer shall

- compensate the Contractor for the effectively borne expenses (the cost of additional cleaning in accordance with the Price list established by the Contractor).
- 8.14 Within one hour after check-in the Guest may:
- cancel the reservation and request full refund of payment for accommodation provided that the Hotel employee checks the Rooms and confirms that the Room has not been used;
 - report any damage to the furnishings, equipment, and decoration of the Room to the receptionist. If any damage, loss, or destruction of the Hotel's property is discovered but not reported, the Guest must compensate for the damage upon check-out. If any of the Hotel's property is damaged, a report of the damage shall be drawn up. The amount of compensation shall be determined according to the rates established by the Contractor, or, if the damaged property is not included in the price list, the damage shall be compensated in accordance with the market value of the lost/damaged property effective at the time of compensation. The damage shall be compensated by the Guest at the check-out before leaving the Hotel. In case of the Guest's departure without compensation paid, the Contractor shall act in accordance with the approved internal procedure.
- 8.15 If there are Rooms available in the Hotel, the following categories of citizens shall have priority for accommodation:
- Heroes of the Russian Federation and the USSR, full Cavaliers of the Orders of Glory;
 - Persons with disabilities since childhood, persons with disabilities of group 1 with one accompanying person;
 - Military personnel serving under contract being on formal travel assignment - upon presentation of a travel order (reference is made to Article 20, paragraph 6 of the Federal Law No. 76-FZ of May 27, 1998 "On the Status of Military Personnel");
 - Disabled persons of groups 2 and 3 and the Great Patriotic War veterans;
 - Other social categories that in accordance with the current legislation of the Russian Federation are entitled to receive special (priority-based) services in customer service establishments.

IX. PROCEDURE OF PROVIDING THE HOTEL SERVICES

- 9.1 The Contractor provides 24 hours service to Consumers arriving to and departing from the Hotel.
- 9.2 In case of non-payment the Hotel services shall not be provided to the Consumer.
- 9.3 By signing the Reservation Request (contract) for the provision of the Hotel services the Consumer agrees to the use of video surveillance systems in the Hotel premises (except for Rooms and restrooms).
- 9.4 Authorization is required for the use of Wi-Fi Internet access in accordance with the requirements of the Russian legislation.
- 9.5 If breakfast is included it shall be provided to the Consumer from the day following the date of arrival. In case of early check-in on the day of arrival, breakfast can be additionally purchased.
- 9.6 Extension of stay after the Check-out Time is subject to availability of Rooms.
If the Consumer needs to extend the stay, the Consumer shall correspondingly notify the Contractor no later than on the Check-out Time on the day when the Consumer must check out of the Hotel according to the original reservation, and the Contractor, subject to the availability of Rooms, shall extend the stay.
- 9.7 Payment for the extension of the stay shall be made by the Consumer in the manner set forth above in Section VII of these Regulations for the payment of the Room Price, and

shall be made by the Consumer no later than at the check-out on the day when the Consumer extended the stay.

9.8 Upon departure from the Hotel the Consumer has to return the Room key to the Hotel employee.

9.9 The Guest Book is placed at the Hotel's reception and is given access to upon the Guest's request.

9.10 The receptionist may deny to check-in or to extend the stay or render any Hotel service in the following situations:

- An arriving person does not have original identification document at hand, the identification document is invalid or expired, there is suspicion that the identification document is fake or does not belong to an arriving person;
- The accommodation in the Room is not paid in the amount and manner established by the Hotel;
- The Guest's appearance and behavior cause inconvenience and discomfort to other Guests (drunk, drugged or intoxicated, showing inappropriate or aggressive behavior);
- The Guest denies to comply with the internal regulations of the Hotel;
- In other cases stipulated by the legislation of the Russian Federation and these Regulations;

The disputable situations shall be resolved by the Hotel's Duty Manager.

X. RIGHTS AND OBLIGATIONS OF THE CONSUMER AND THE CONTRACTOR

10.1 The Consumer has a right to:

- Use the Hotel services included in the Room Price and Additional services provided by the Contractor;
- Receive complete and accurate information about the services provided by the Contractor and their cost, make advance reservations of services;
- Contact the receptionists with questions regarding the quality of the Hotel services, leave comments and suggestions in the "Feedback and Suggestions" book, which is placed at the Hotel's reception.

10.2 The Consumer has to:

- Comply with the Hotel's Regulations of the services provision;
- Respect the rights of other Consumers and visitors of the Hotel;
- Comply with moral and ethical standards, refrain from excessive consumption of alcoholic beverages and use of coarse language in common areas of the Hotel;
- Comply with the rules of using the Hotel's infrastructure and regulations of its use;
- Pay bills for the Hotel services rendered by the Contractor in full and in time.
- Not to interfere with the proper performance of the Hotel's personnel work;
- Treat the Hotel's property and equipment with care and keep it clean.
- In the event of any damage to the Hotel's property, technical malfunction, or emergency (flooding, fire, broken glass, etc.), immediately notify the Hotel's receptionist.
- The Guest who discovers the loss, shortage, or damage of any belongings has to immediately report to the Hotel's administration (the Contractor). Otherwise, the Hotel (the Contractor) is released from any liability for the loss of belongings.
- The Consumer is liable and shall compensate for the effective damage in the event of any breach of the contractual obligations, and for any loss or damage to

the Hotel's property by the Consumer's fault in accordance with the legislation of the Russian Federation and these Regulations. The compensation for the damage shall be paid by the Consumer on the basis of the Act of Damage to the Hotel's property drawn up by the Contractor. The amount of damage shall be determined according to the prices in the current Hotel's price list. If a certain type of damage is not included in the price list, the amount of damage shall be determined by the Contractor on the bases of the market prices in effect on the date when the damage is discovered.

- Observe the fire safety rules and prevent the occurrence of fire hazards.
- When leaving the Room, close water taps, windows, turn off the lights and electrical appliances, lock the Room.
- Do not create conditions or allow for accidents involving the electrical, water and heating networks and other technical and engineering systems and equipment of the Hotel.
- Do not disturb other Guests of the Hotel, keep quiet and order in the Room, and public order in the Hotel.
- In the event of an emergency, strictly follow the instructions of the Hotel's personnel.
- Comply with the sanitary and epidemiological rules and requirements established by the executive authorities of Moscow, Russia, effective at the time of the Consumer's stay in the Hotel.
- Keep valuables and cash in the safe in the Room.
- If the Guest is diagnosed with or is suspected of having an infectious disease, other Guests who have been in contact with such person as well as the Guests who are the carriers of infectious disease pathogens, must correspondingly inform the Hotel's personnel and take laboratory tests and undergo a medical observation or take treatment, and in case they pose threat to others, a compulsory hospitalization or isolation shall be needed in accordance with the procedure established by the legislation of the Russian Federation (reference is made to Article 33 of Federal Law No. 52-FZ of March 30, 1999 "On the Sanitary and Epidemiological Well-being of the Population"). The Guest's denial to provide a document issued by a medical institution confirming that the Guest does not pose any threat to others by having the infectious disease or suspicion thereof, gives the Contractor grounds to immediately terminate the contract for the provision of the Hotel services.
- Parents or other persons legally accompanying minors are responsible for their behavior and compliance with these Regulations.
- Parents (legal representatives) shall take the responsibility in case of loss or damage to the Hotel's property caused by the Consumer who is a minor under 14 years old and the citizen of the Russian Federation, or a foreign citizen or a stateless person under 18 years.
- Food and beverages purchased from other catering establishments or retail outlets may only be consumed by the Guest in the Room.

10.3 The Contractor has to:

- Provide the Consumers with the services they ordered in a timely, high-quality, and comprehensive manner.
- Inform the Consumers about the services rendered and Additional services of the Hotel, the form and procedure of payment;

- Ensure that the services rendered fully comply with sanitary and epidemiological standards and rules.
- Ensure the confidentiality of information about the Consumers obtained in the course of rendering services by the Contractor.
- Respond promptly to the Consumer's requests, take remedial actions in case of any accidents or breakdowns in the Rooms as soon as possible (if the quick remedial action is not possible, the receptionist shall offer to the Consumer another Room of the category not lower than the paid one).
- The Contractor is responsible for the completeness and serviceability of the equipment in the Rooms, and for the quality of the preparation of the Room for occupancy.
- The Contractor shall inform the Consumer that, for the security purposes, video surveillance is carried out in the Hotel's premises (except for Rooms and restrooms).

10.4 The Contractor has a right to:

- The Contractor's personnel may enter the Room for cleaning, changing linen, checking heating and electrical systems, for repairs or fixing malfunctions, delivering correspondence, bringing food and beverages into the Room, providing compliments, and also in the event of a violation of these Regulations by the Consumer;
If the "Do Not Disturb" card is hanging on the door for as long as 24 hours, the Hotel's employee may knock and call to inquire about the Consumer's state. If the Consumer does not answer the Hotel's employee may enter the Room and act according to the circumstances.
- Upon expiration of the Consumer's stay in the Hotel and failure to pay for an extension of the stay, the Contractor has a right to demand that the Consumer vacates the Room.
- If the Guest is absent from the Room for more than 24 hours (or after 6 hours since the scheduled check-out), the Contractor has the right to set up a commission and make an inventory of the Room, and move any belongings of the Guests left in the Room to the 'Lost and Found'. Any such belongings can be later sent to the owner at the owner's expense.
- The Contractor shall not be liable for any direct or indirect loss and/or lost profit arising from the operation of municipal services (emergency shutdown of electricity, heat, and water supply), temporary absence of telephone and/or mobile communication and/or access to the Internet, and/or any interruptions of such access, and for any other circumstances beyond the control of the Hotel.
- The Contractor shall not be liable for any damage to the Consumer's health in the event of consumption of food and beverages purchased outside the Hotel or from third parties.
- The Contractor may conduct surveys among Consumers about the quality of the services rendered.
- In the event of unlawful actions by the Consumer (including violations of public order, posing a threat to the life and health of other Consumers and the Contractor's personnel), the Contractor shall immediately call the police and other authorities.
- The Contractor shall not be liable for the loss of the Guest's valuables kept in the Room if the Guest's valuables are not kept in the safe.

XI. THE HOTEL PROHIBITS TO:

- 11.1 Make photos and video records in all Hotel's premises without prior written permission of the Contractor which shall be requested at least 3 working days in advance.;
- 11.2 Exchange or sell items in the Hotel's common areas, and generally engage in any entrepreneurial activity;
- 11.3 Enter the Hotel and its common areas in dirty clothes and shoes;
- 11.4 Bring items, products, or luggage to the Hotel that may stain the Guests, visitors, furniture, or any other property of the Hotel;
- 11.5 Move furniture in the Hotel's lobby, turn on lighting fixtures, or put feet on the table;
- 11.6 Use heating and electrical appliances (coil heater, electric kettle, electric stove, stand-alone radiators, etc.) in the Room and in common areas, for fire safety reasons, except for appliances provided by the Contractor;
- 11.7 Use in the Room and in common areas any taps, pipes, hygienic showers, and other sanitary appliances sourced from outside.
- 11.8 Take dishes and cutlery away from the restaurant;
- 11.9 Smoke anywhere in the Hotel. This prohibition also applies to iqos, vapes and hookahs.
- 11.10 Use open flame (candles, matches, etc.) or pyrotechnics (fireworks, sparklers, firecrackers, etc.) anywhere in the Hotel.
- 11.11 Allow unregistered persons to stay in the Room in the absence of the occupying Guest, not give the Guest key card to any such persons;
- 11.12 Throw trash and other items out of windows;
- 11.13 Disturb other Guests at night; perform noisy work or other activities that create excessive noise and/or vibration which is disturbing to other Guests. From 11 p.m. to 7 a.m. listening to TV, radio, tape recorder or other loudspeakers is permitted only if the volume is reduced to a level that does not disturb other Guests;
- 11.14 Bring and keep any bulky items, weapons, explosives and flammables, liquid poisonous narcotic substances, and other dangerous items;
- 11.15 Connect several powerful electrical appliances to one electrical outlet simultaneously, overloading the electrical network;
- 11.16 Dry items on electrical appliances and cover floor lamps and table lamps that are turned on;
- 11.17 Enter the Hotel's service areas without the permission of the Hotel's personnel;
- 11.18 Gamble in the Hotel's common areas;
- 11.19 Move, remove, or damage equipment, furniture, or walls in the Room or anywhere in the Hotel;
- 11.20 Consume food and beverages brought from outside in the restaurant, bar, and viewing point of the Hotel;
- 11.21 Take food away from the breakfast buffet in the restaurant. The Contractor shall not be liable for the quality of food left by Guests in the Rooms or in the Room's fridge.
- 11.22 Deliberately litter in the Hotel's premises;
- 11.23 Be in a state of narcotic, toxic, or severe alcohol intoxication;
- 11.24 Leave the electrical appliances, chargers, phones, laptops, etc. plugged in when leaving the Room;
- 11.25 Stay in common areas of the Hotel in bathrobes/nightwear, underwear, or undressed.
- 11.26 It is forbidden to use Hotel public areas for sleeping or lying.

XII. PROCEDURE FOR RECORDING, STORING, AND DISPOSING OF (DESTROYING) LOST ITEMS.

12.1 Items found by the Contractor's personnel after the Check-out Time in the Room that is to be vacated, of which the Consumer did not notify of the extension of stay, are considered as lost and shall be moved by the Contractor to the 'Lost and Found'. Note that any lost food items will be disposed. Such items shall be placed for storage by the Contractor's personnel in the presence of at least two (2) representatives of the Contractor, which shall be recorded in the Act of Storage.

The Contractor may, subject to a separate order from the Consumer, and provided that the Consumer pays for the delivery cost in advance, deliver the forgotten items to the address specified by the Consumer.

Lost items shall be stored for 6 months. After 6 months of storage any unclaimed items shall be disposed of with the corresponding record/act.

XIII. LIABILITY OF THE CONTRACTOR AND THE CONSUMER

13.1 The Contractor shall be liable to the Customer (Consumer) for any failure to perform or improper performance of its obligations under the contract, as provided for by the legislation of the Russian Federation. Any damage caused to the life or health of the Consumer as a result of the provision of the Hotel services that do not meet the requirements and/or terms of the contract shall be compensated by the Contractor in accordance with the legislation of the Russian Federation.

13.2 The Consumer shall be liable and compensate for the effective damage in case of any breach of obligations under the contract, and for the loss or damage to the Hotel's property through the fault of the Consumer, in accordance with the legislation of the Russian Federation and these Regulations.

13.3 In case of occurrence of any complaints from the Guests the Contractor shall take all possible measures to resolve the dispute as provided for by the legislation of the Russian Federation.

DETAILS OF THE CONTRACTOR PROVIDING HOTEL SERVICES TO CONSUMERS IN NOVOTEL MOSCOW CENTER

Full company name:

Limited Liability Company "Awsteria";

Registered address: 23 Novoslobodskaya Street, Tverskoy Municipal District, 127030 Moscow, Russia

Operational address: 23 Novoslobodskaya Street, Tverskoy Municipal District, 127030 Moscow, Russia

Contact phone number: +7 (495) 780-40-00

Email: office@awsteria.ru

INN/KPP 9707040533 /770701001

OGRN 1247700774463

Operating account: 40702810238000523589 in Sberbank Public JCS

Correspondent account: 30101810400000000225

BIK: 044525225

The General Director: A.M. Sadchikov

Room Areas in Novotel Moscow Center



Annex 2
to the Order No. 2-PEC dated March 01, 2026

March 01, 2026

Room (№, №)		Number of Rooms	Room Bedding Capacity	Total Room Capacity	Standard Room / Superior Room	Standard Room for guests with limited mobility / Executive Room / Executive Room with a panoramic city view	Suite	Area, total		Including	
								sqm	Living Space (vestibule included)	WC Space	
*)	1017, 1117, 1417	3	2	6	3	-	-	19.30	16.10	3.20	
	1217	1	2	2	1	-	-	19.70	16.60	3.10	
	610	1	2	2	1	-	-	19.90	17.30	2.60	
	310, 1510	2	2	4	2	-	-	20.60	17.90	2.70	
	410 510, 710 810, 803, 910, 1110, 1410, 1610, 1710	10	2	20	10	-	-	21.40	18.10	3.30	
	1010, 1210	2	2	4	2	-	-	21.90	19.00	2.90	
	309, 501, 609, 901	4	2	8	4	-	-	22.40	19.30	3.10	
	1706	1	2	2	-	1	-	22.80	19.60	3.20	
	312, 303 412, 409, 406, 603, 612, 712 808, 809, 812 909, 911, 912, 1003 1201, 1203, 1209	18	2	36	18	-	-	22.80	19.60	3.20	
	401, 1001, 1106, 1109, 1408, 1501	6	2	12	6	-	-	23.40	19.90	3.50	
1703, 1708, 1709	3	2	6	-	3	-	23.30	20.00	3.30		
301, 306, 308, 503, 509, 512, 703, 704, 709, 903, 1009, 1101, 1103, 1108 1208, 1401, 1403, 1409, 1503, 1508, 1601, 1603, 1606,		25	2	50	25	-	-	23.30	20.00	3.30	

[illegible]

607, 1502, 1507, 1702	4	2	8	4	-	-	31.30	28.30	3.00
402	1	2	2	1	-	-	30.90	28.40	2.50
617, 722, 817	3	2	6	3	-	-	32.20	28.70	3.50
1804	1	2	2	-	1	-	31.90	28.80	3.10
302, 307, 407, 502, 702, 802, 907, 1002, 1007, 1102, 1107, 1202, 1402, 1407, 1602, 1607, 1707	17	2	34	17	-	-	31.90	28.80	3.10
507	1	2	2	1	-	-	32.30	29.30	3.00
417, 517, 518, 1412	4	2	8	4	-	-	32.80	29.30	3.50
1802, 1805	2	2	4	-	2	-	33.10	30.20	2.90
1011	1	2	2	-	1	-	36.00	30.30	5.70
915, 1712	2	2	4	-	2	-	33.90	30.50	3.40
1112, 1612	2	2	4	2	-	-	33.90	30.50	3.40
1803	1	2	2	-	1	-	34.60	31.10	3.50
618, 718, 818, 1012, 1212	5	2	10	5	-	-	34.60	31.10	3.50
1111	1	2	2	-	1	-	37.20	31.90	5.30
418, 918	2	2	4	2	-	-	35.4	70.8	32
516, 616	2	2	4	2	-	-	36.3	145.2	32.9
421, 721, 816	3	2	6	-	3	-	36.30	32.90	3.40
1211	1	2	2	-	1	-	38.60	32.90	5.70
416, 521, 621, 716	4	2	8	-	4	-	37.10	33.60	3.50
1411	1	2	2	4	-	-	39.90	34.10	5.80
1511, 515, 615, 715	4	2	8	4	-	-	38.20	34.70	3.50
815, 1611	2	2	4	-	2	-	38.20	34.70	3.50
415, 916, 1711, 821	4	2	8	-	4	-	39.50	36.00	3.50
514, 614, 814, 914	4	2	8	4	-	-	42.80	39.30	3.50
414, 714	2	2	4	2	-	-	43.10	39.70	3.40
314	1	2	2	1	-	-	43.50	40.20	3.30
921	1	2	2	-	1	-	45.20	42.10	3.10
1019	1	2	2	1	-	-	46.80	43.50	3.30
1219	1	2	2	1	-	-	46.90	43.70	3.20
1419	1	2	2	1	-	-	47.20	44.00	3.20
1119	1	2	2	1	-	-	47.40	44.20	3.20
1512	1	2	2	-	1	-	55.60	50.50	5.10
Tortal	255		510	216	38	1	2197.9	1958.5	239.4

* Rooms with the same area are grouped together