

The Offer text provided below constitutes an official public offer to conclude a services contract pursuant to Article 437 (2) of the RF Civil Code. The Contract is regarded as concluded and enters into effect upon your performance of actions specified in the Offer and signifying your unconditional acceptance of all terms hereof without any deletions or limitations.

SERVICES PROVISION PUBLIC OFFER

1. GENERAL PROVISIONS

Private Entrepreneur Egor Aleksandrovich Zhukov hereinafter referred to as “the Contractor” or “the Guesthouse” concludes the present Contract with any person, which is hereinafter referred to as “the Customer” or “the Guest”. The Contract constitutes a services contract concluded by means of a public offer (hereinafter “the Offer”) and regulates the services provision procedure and obligations incurred by the Contractor and the Customer. The text of the Contract is posted on the Internet at www.a-house.ru and displayed on the Customer’s Information Board at 27 Kryukov Canal Embankment.

2. SUBJECT OF THE CONTRACT

2.1. The subject of the Contract are chargeable boarding services, including ancillary customer services, rendered to the Customer subject to terms of the Offer and rules of stay approved by the Contractor (hereinafter “the Rules of Stay”) on the premises (in the rooms) of the facility operated by PE E. A. Zhukov (hereinafter “the Guesthouse”) and in accordance with rates published in the “Reservation” section of www.a-house.ru website.

3. RIGHTS AND OBLIGATIONS OF THE PARTIES

- 3.1. The Customer has the right to:
- 3.1.1. Send written booking requests to fax number: +7 (812) 575-38-79, or via e-mail to: info@a-house.ru, or by means of online booking websites. Pre-approval of booking details may also be accomplished verbally over the telephone at +7 (812) 334-35-40. With that, the Customer acknowledges that by using the Contractor’s service, he/she fully and unconditionally accepts the terms of the Offer regardless of the ordering method used.
 - 3.1.2. Cancel or change the order.
 - 3.1.3. Independently check the order details in the booking confirmation or in the request prior to its forwarding. The Customer is fully liable for validity and proper use of data utilized by him/her at ordering.
 - 3.1.4. Make full or partial payment for the services prior to their provision.
- 3.2. The Contractor has the right to:
- 3.2.1. Demand the Customer’s compliance with all service ordering procedures in strict accordance with the rules provided on www.a-house.ru and stated in the Offer.
 - 3.2.2. Demand the Customer’s full agreement with terms of the Offer. Deny provision of the services to the Customer in absence of his/her agreement with the Offer terms.
 - 3.2.3. Unilaterally make changes in information concerning the services (name, description, rules, duration, prices, etc.) by posting of the relevant changes on the Contractor’s official website www.a-house.ru. Such changes shall not apply to the services already paid for.
 - 3.2.4. Charge or require payment of penalty and/or damage compensation by the Customer (cost of the first night or the entire length of stay, additional cleaning charge in case the fact of smoking in undesignated areas was established, damage of the Contractor’s property). With that, the Customer shall recognize the Contractor’s actions as completely lawful and shall have no claims in regard thereto.
 - 3.2.5. Demand payment guarantee by the Customer in the form of security (monetary funds)

- deposit equal to the cost of the first night or the entire order cost, depending on the booking terms for the specific period.
- 3.2.6. For guaranteed bookings, charge the Customer a room downtime penalty, on account of deposited funds, equal to the established daily room rate in case of the Customer's late booking cancellation, late arrival or no-show.
 - 3.2.7. For guaranteed bookings, cancel the relevant booking in case of the Customer's late arrival when the delay exceeds 24 hours, and for non-guaranteed bookings, cancel the relevant booking in case of the Customer's no-show until 6:00 PM Moscow Time on the expected check-in date indicated in the order.
 - 3.2.8. In exceptional cases, in the event of the Contractor's inability to provide accommodation in a room of previously confirmed category, replace it with a room of similar or higher category at no extra charge.
- 3.3. The Customer shall:
- 3.3.1. Agree with terms of the Offer.
 - 3.3.2. Not to proceed with ordering without reviewing the Rules of Stay beforehand. In case the Customer proceeded with ordering, the Contractor shall have the reason to believe that the Customer has fully reviewed and accepted the terms of the Offer and the Rules of Stay.
 - 3.3.3. Indicate accurate and current information at check-in and ordering (full name, dates of stay, contact details (telephone number and e-mail address)).
 - 3.3.4. When placing an order, indicate all data necessary for ordering and check its correctness. In case of the Customer's refusal to provide the necessary data, the Contractor shall have the right to reject the order.
 - 3.3.5. Prior to check-in, pursuant to the order conditions, furnish the accommodation cost payment guarantee to the Contractor by provision of the security deposit in the form of cash, cashless payment to the Contractor's account or provision of the Customer's credit/debit card details by filling out the authorization form for blocking, subject to the Customer's consent, of the deposit amount and/or for possibility of subsequent debiting of the Customer's card with payment and/or penalty in case of the Customer's no-show or any other confirmed Rules of Stay breach by the Customer. For guaranteed bookings, the deposit equal to either 100 % of the entire stay cost or 100 % of the first night of stay cost amount may be made, in the latter case deposit equal to the unpaid stay cost shall be made at check-in.
 - 3.3.6. In case of order cancellation (termination), immediately inform the Contractor thereof at +7 (812) 334-35-40 (for pre-approval), further by e-mail at info@a-house.ru, or by means of a special link for cancellation of bookings (if the relevant booking was made online). Cancellation shall be regarded as accepted only upon its confirmation by the Contractor.
- 3.4. The Contractor shall:
- 3.4.1. Furnish to the Customer information and instructions necessary for ordering.
 - 3.4.2. Furnish to the Customer information on the Guesthouse, services being provided and methods of payment therefor.

- 3.4.3. Not later than within 3 hours from receipt of the order, confirm the possibility of services provision to the Customer with indication of their cost.
- 3.4.4. In case booking on conditions indicated by the Customer is impossible, inform the Customer thereof and offer booking on alternative conditions.
- 3.4.5. Provide services to the Customer pursuant to terms of the Offer, Rules of Stay and the current legislation upon proper ordering.
- 3.4.6. Furnish supporting documents to the Customer upon actual payment for the services.

4. RULES OF ORDER CANCELLATION, CHANGE OF ORDER AND REFUND OF MONEY TO THE CUSTOMER

- 4.1. The Customer has the right to cancel the order at any time subject to requirements pertaining to the order cancellation timeframe. If the Customer canceled the order in accordance with the cancellation rules, the funds shall be returned to him/her in full. No refund is applicable to non-refundable rates. Advance payment equal to 100 % of the room rate amount is not subject to refund and is set off as follows:
 - in case of booking cancellation, no-show or shorter period of stay: as a service pertaining to provision of guaranteed booking;
 - in case of check-in at the Guesthouse: as payment for accommodation.
- 4.2. To change information contained in the confirmed booking request it is necessary to contact the Contractor over the telephone at +7 (812) 334-35-40 (for pre-approval) and/or over e-mail at info@a-house.ru, indicate number of the booking, dates of stay, name of the Customer, and provide details of the order to be changed. Changes in the confirmed booking request shall be regarded as confirmed upon forwarding of the relevant notice by the Customer who made the booking, subject to mandatory confirmation of receipt by the Contractor in regard to such notice. With that, the Contractor may decline the request for changes in case the relevant changes are impossible.

5. LIABILITY OF THE PARTIES. RESOLUTION OF DISPUTES

- 5.1. The Customer represents the interests of all individuals indicated in the order and is personally liable to the Contractor for correctness of details pertaining thereto as provided in the request, as well as for performance of all obligations by all such individuals, including obligations connected with payment of the order and payment of compensation related to cancellation of the services (including no-show).
- 5.2. The Contractor shall not be liable in case of non-performance or improper performance of services on its part or by any third parties in case such non-performance or improper performance occurred due to late provision, invalidity or insufficiency of supporting information and documents furnished by the Customer or due to other breaches of the Offer terms on the part of the Customer. The list of documents required for accommodation of the Customer is provided in the Rules of Stay.
- 5.3. The Contractor shall not be liable for cancellation of booking under the terms of the Offer or Rules of Stay in case of the Customer's no-show or late arrival as well as for any consequences connected with the Customer's eventual inability to check in due to the abovementioned reason.
- 5.4. The Contractor shall be liable for compliance of the services being provided with the current legislation and industry standards. The Contractor cannot be liable in cases when the provided service fails to meet the Customer's expectations or conform to his/her subjective evaluation.

- 5.5. The Parties shall make every effort in order to achieve consent on disputable matters by means of negotiations. In case of failure to achieve consent by negotiations, any and all disputes arising out of the Offer provisions shall be resolved at the Russian Federation courts in accordance with the current RF legislation.
- 5.6. In all other matters not covered by the Offer the Parties shall be guided by the current Russian Federation legislation.

6. AMENDMENT AND TERMINATION OF THE CONTRACT

- 6.1. The Contract shall come into effect as from commencement of ordering by the Customer and remains valid until the Parties perform their obligations hereunder.
- 6.2. The Customer has the right to cancel provision of services by the Contractor at any time. Such cancellation by the Customer shall lead to termination of all Contractor's obligations to the Customer as from the date thereof.
- 6.3. The Customer has the right to terminate the Contract pursuant to the order cancellation rules and in case of breach of the present Offer terms and Rules of Stay by the Contractor.

7. CONFIDENTIALITY OF DATA

Confidentiality of the Customer's data provided by him/her for the services ordering purpose is guaranteed.

8. DETAILS OF THE CONTRACTOR

PE Egor Aleksandrovich Zhukov

Taxpayer's Identification Number (INN): 781306573890

Primary State Registration Number of the Private Entrepreneur (OGRNIP): 316784700141835

All-Russian Classifier of Enterprises and Organizations (OKPO): 0100545386

Bank account: 40802810822070000106

Bank: PJSC BANK URALSIB BRANCH

IN SAINT PETERSBURG

BIC: 044030706

Correspondent account: 30101810800000000706

27 Kryukov Canal Embankment,

Apartment 6,

190068 Saint Petersburg

Telephone: +7 (812) 334 35 40

Certificate: 78 No. 009488659 of 13.04.2016

Private Entrepreneur _____ Egor Aleksandrovich Zhukov