

RULES
of Conduct, Provision of Services and Stay at
Chateau Wellness & Spa

1. General Provisions

1.1. These Rules of Conduct, Provision of Services and Stay at Chateau Wellness & Spa are internal regulations of Limited Liability Company Olginka branch Chateau Spas (hereinafter referred to as “Health Resort”) which define and outline the rules and procedures for using the company’s facilities, terms and conditions of providing health resort, medical and other additional and related services, rights, obligations and responsibility of the Guests.

1.2. The Guests are admitted to the Health Resort and provided with health resort services against health resort vouchers for the full scope of services and vouchers for treatment and meals of various categories purchased by legal entities for individuals or on the basis of an individual contract for health resort services entered into with an individual.

1.3. These Rules are binding upon all persons staying at the premises, in the buildings and rooms of the Health Resort.

1.4. Basic concepts used in these Rules:

- Services - services rendered by the Contractor at the premises of the Health Resort, including, but not limited to, health resort, health-improving, medical and accommodation services, etc. (hereinafter jointly referred to as “Health Resort Services”) under the medical license and programs developed by the Health Resort and stipulated in the Contracts for Services.

- Customer – an individual or a legal entity that has entered into a Contract for Services with the Contractor, including under the vouchers for the full scope of services (vouchers for treatment and meals);

- Contractor – Limited Liability Company Olginka incorporated under the laws of the Russian Federation with Primary State Registration Number (OGRN) 1056167019127 by Inter-district Inspectorate of the Federal Tax Service No. 25 for the Rostov region on May 18, 2005, and Taxpayer Identification Number (INN) 6167080910, holding the license for medical activities (except for the specified activities carried out by medical organizations and other organizations that are part of the private healthcare system within the Skolkovo Innovation Center) No. JIO-61-01-007385 issued on October 03, 2019, by the Ministry of Health of the Rostov Region. The Contractor renders Services under the license at the place of location of the Contractor’s branch: branch Chateau Spas LLC Olginka at the address: 65, 65-a, 65-b, Zarechnaya str., Aksay, Aksay District, 346720, Rostov Region, Russia.

- Guest – a person receiving health resort services under the voucher for the full scope of services (voucher for treatment and meals) and/or the Contract for Services;

- Voucher for the full scope of services - a document establishing the right of the Guest to receive health resort services (treatment, meals and accommodation) from the Contractor and confirming their provision by the Contractor;

- Voucher for treatment and meals – a document establishing the right of the Guest to receive health resort services (treatment and meals) from the Contractor and confirming their provision by the Contractor;

- Brief health record for health resort - a document containing brief data on the nature of disease, the patient's condition, the medical examinations performed and the opinion on the indications for treatment at a health resort drawn up by a doctor of a medical and preventive institution at the place of the Guest's residence.

- Contract for Services – an agreement with a legal entity or an individual defining the terms and conditions of provision of health resort services against the vouchers for the full scope of services (vouchers for treatment and meals), health improvement, medical and other services.

2. Procedure for the Conclusion of the Contract for Services

2.1. The Contractor provides health resort services on the basis of concluded contracts. In order to conclude such contract the Customer shall send a request to the Contractor in one of the following ways:

- on the web-site of Chateau Wellness & Spa (<http://www.spa-shato.ru>);

- by sending a written request by fax using telephone/fax number + 7(863) 303-07-97 or by e-mail to med-spa777@mail.ru;

- in oral form by contacting a manager of Chateau Wellness & Spa located at: 65, Zarechnaya str., Aksay, Rostov Region.

2.2. The Health Resort shall, within two (2) working days of receipt of the Customer's request, confirm in writing that it will be able to provide the requested health resort services by fax or, within the same period of time and in the same manner, inform the Customer that it will not be able to do so.

2.3 If the Health Resort is able to provide the services, it will send to the Customer by post (e-mail) the contract, the voucher for the full scope of services (voucher for treatment and meals) and a relevant invoice for payment.

When the Customer contacts the Health Resort's manager directly, they are provided with the relevant Contract for Services, voucher for the full scope of services (voucher for treatment and meals) and the invoice for payment.

2.4 Prior to signing the contract, the Customer shall read and understand these Rules of Conduct, Provision of Services and Stay at Chateau Wellness & Spa.

2.5. The cost of health resort services stipulated in the contract is subject to the Price List in force at the Health Resort on the day of receipt of the Customer's request or according to the results of the tender.

Depending on its category, the cost of the voucher for the full scope of services includes accommodation, treatment (as prescribed by the doctor) and full board meals, or the above to the extent chosen or requested by the Guest.

Depending on its category, the cost of the voucher for treatment and meals includes only treatment (as prescribed by the doctor) and meals to the extent chosen or requested by the Guest.

2.6. The Customer shall pay for the health resort services on a 100% prepayment basis at the Contractor's desk (subject to restrictions provided for by the legislation of the Russian Federation) or by transferring funds to the Contractor's current account specified in the contract, or according to another procedure provided for in a separate contract.

The date of payment for the services is considered the date on which the relevant funds are transferred to the Contractor's current account or paid at the Contractor's desk.

2.7 The Customer shall pay for the services of Health Resort no later than three (3) working days before the date of arrival. In case of failure to comply with the provisions of this clause hereof, the Health Resort shall consider the Customer's actions as a cancellation of the request for the provision of health resort services.

2.8 The Guest's right to receive the health resort services commences at the agreed date specified in the Contract for Services and the voucher for the full scope of services (voucher for treatment and meals) and only subject to 100% prepayment for the services.

2.9 In case of departure of the Guest before the expiry of the full period of the services and the period stipulated in the voucher for the full scope of services (voucher for treatment and meals), the cost of services shall be refunded to the Customer (Guest) in proportion to the time during which the Guest stayed at the Health Resort and only if the reason for such departure is documented temporary disability and (or) the need to undergo treatment in specialized medical institutions.

2.10. The health resort services are provided only to the person specified in the voucher for the full scope of services (voucher for treatment and meals) or Contract for Services.

The Guest's right to receive the health resort services may not be transferred, in full or in part, to any other person(s).

3. Check-in and Check-out Procedure

3.1 The Guests are admitted to the territory, buildings and premises of the Health Resort only upon presentation of the signed Contract for Services valid at the time of their visit to the Health Resort or any other document approved by the Health Resort and giving the right to visit the Health Resort, including the right to come to the reception in order to purchase services.

The Guests are not allowed to stay in the territory, buildings and premises of the Health Resort after the expiry of the period of services.

3.2 The Guests are admitted to the Health Resort upon presentation of the paid vouchers for the full scope of services (vouchers for treatment and meals) and/or the Contracts for Services. Upon arrival, the Guest shall have the following documents in hand (for adults only): passport, voucher for the full scope of services (voucher for treatment and meals), if possible, and the brief health record for health resort (issued at the place of residence).

If the Guest arriving at the Health Resort has no brief health record for health resort issued at the place of residence, they may get a check-up at the Health Resort. If the Guest can provide an outpatient medical record and the results of required medical examinations, the Health Resort's doctor can issue the brief health record for health resort.

3.3 Persons aged 80 and over are only admitted to the Health Resort if they are accompanied by another person.

3.4. Members of the family who are not specified in the vouchers for the full scope of services (vouchers for treatment and meals) may be admitted to the Health Resort only subject to the availability of accommodation for an additional fee specified in the Contractor's Price List valid at the time of the arrival of such persons at the Health Resort.

3.5 If the Guest's arrival is delayed for more than one (1) day and the Guest fails to notify thereof, the period of services may be moved to a later date only by agreement with the management of the Health Resort and only subject to the availability of accommodation, in which case the cost of the services will be recalculated.

3.6. Upon the expiry of the period of services or in case of early departure, the Guest shall check out at the reception desk.

4. Rules of the Health Resort

4.1. The Guests shall:

- 1) comply with the rules of stay at the Health Resort and fire safety regulations, respect the rights of other guests;
- 2) inform the receptionist of the time of departure at least one (1) day before departure;
- 3) maintain order and cleanliness in all premises and in the territory of the Health Resort, treat the property of the Health Resort with care;
- 4) in case of loss of or damage to the property of the Health Resort to compensate its cost;
- 5) in case of taking a course of drug therapy for the treatment of chronic diseases of a protracted nature, the Guest shall have proper medications for the entire period of their stay at the Health Resort;
- 6) not make noise and not do anything that violates the accommodation conditions of other persons;
- 7) when leaving the room, turn off the lights, TV and water taps, close the windows and lock the front door;
- 8) vacate the room upon the expiry of the agreed period of stay, hand over the room to the maid and hand over the keys to the front door of the room to the receptionist;
- 9) before departure pay in full for the chargeable services of the Health Resort that are not included in the cost of the voucher and in case of material damage to the Health Resort to compensate for it.

4.2 The Guests are not allowed to:

- 1) leave the Health Resort at their own discretion. In case of unforeseen situations requiring departure, it is necessary to agree on the date and time with the attending doctor and write a statement in the prescribed form to the Director.
- 2) smoke, including electronic cigarettes, on the entire territory of the Health Resort. In case of violation, a fine of 15,000 rubles will be imposed;
- 3) drink alcoholic beverages on the entire territory of the Health Resort;
- 4) turn up the volume of the audio equipment to a level that can be heard outside the room;
- 5) leave the invited persons in the room in their absence, as well as give them the keys to the room;
- 6) The Health Resort staff reserves the right to enter the room without the Guest's consent in case of smoke, fire, flooding, as well as in case of violation by the Guest of these regulations of accommodation, public order and the rules of use of household appliances.
- 7) bring plants, tree branches, stones and other garbage from the street into the room;
- 8) bring or take animals, birds, insects or other garbage into the room;
- 9) on its own repair any malfunctions in the electricity, electrical equipment, water supply, sewerage, plumbing and other items belonging to the Health Resort;

10) walk around the Health Resort wearing outer clothing;

It is recommended to keep the mobile phones in silent mode.

4.3 The Guests understand and consent to:

- 1) the adherence to the nutrition plan as part of a specific treatment program;
- 2) the timeliness and consistency of the procedures and activities defined in the schedule of the treatment program;
- 3) the inadmissibility of consuming alcoholic beverages, narcotic drugs and/or psychotropic substances during the treatment program;
- 4) the provision of reliable information about their state of health, current diseases, diet prior to arrival at the Health Resort and during the treatment program.

On the day of arrival at the Health Resort, the Guest shall present: passport (other identity document in epy prescribed form according to the Regulation of the Government of the Russian Federation No. 1085 dated October 9, 2015), health resort voucher (or payment documents), duly completed brief health record for health resort with the results of medical examinations at the place of residence and a doctor's opinion on the absence of contraindications to treatment in the form approved by the Order of the Ministry of Health of the Russian Federation No. 321H dated June 7, 2018 "On Approval of the Lists of Medical Indications and Contraindications for Health Resort Treatment", mandatory health insurance policy.

4.4 Medical procedures are provided on the basis of the contract for paid medical services. The list and number of medical procedures are prescribed by the doctor depending on the individual characteristics of the Guest.

The Guest shall strictly adhere to the doctor's prescriptions, the time and order of examinations and procedures as well as the regime prescribed by the doctor and shall follow all instructions of the medical staff.

In order to achieve the maximum effectiveness of diagnosis and treatment, the Guest shall:

- arrive to the treatment rooms without delay;
- notify the doctor of their arrival and present the treatment sheet;
- immediately notify the doctor or the Health Resort staff of any discomfort or feeling unwell during or after the procedure;
- silence their mobile phones during the procedures.

5. Responsibility of the Guests for the Breach of these Rules

5.1 The Guest shall be held responsible for any violation of the law and order and these Rules of stay at the Health Resort.

5.2. The Guests who repeatedly (two or more times) violate these Rules may be evicted before the expiry of their period of stay without refunding the cost of unused services, and this fact shall be registered by making a corresponding report and is notified to the Customer-legal entity that provided the voucher for the full scope of services.

5.3 Any losses and damages caused to the Health Resort shall be compensated by the Guest prior to their departure from the Health Resort.

5.4. In case of a single administrative offense against public order and safety stipulated by the Code of Administrative Offences of the Russian Federation, the Guest will be evicted from the Health Resort without refunding the cost of unused services.

6. Responsibility of the Health Resort

6.1 The Health Resort takes measures to ensure the safety of the Guest and their property in the rooms to the extent of the general security and property protection measures. The Health Resort shall not be liable for any material or moral damage caused to the Guest for the reasons beyond the control of the Health Resort.

6.2 The Health Resort shall not be financially liable for the Guest's property, unless such property has been deposited with the Health Resort for safekeeping.

6.3 If the Guest is dispatched to the Health Resort by a legal entity (Customer), the legal entity is directly responsible for the accuracy of the information related to the health resort services as well as the timely issue of the accompanying documents (documents confirming the fact of payment for the voucher for the full scope of services (voucher for treatment and meals), powers of attorney, etc.).

6.4. If, during their stay at the Health Resort, the Guest reveals any defects or deficiencies in the services provided by the Health Resort, they shall promptly notify the management of the Health Resort thereof. If it is impossible to eliminate the defects, the Guest shall record this fact in the presence of the Health Resort's representative.

6.5 Any disputes, disagreements and conflicts arising between the Guests shall be resolved, if possible, by the Guests themselves in an amicable and legal manner. If necessary, the management of the Health Resort is entitled to intervene in conflicts between the Guests, if there is a threat of violation of the law and order and the Rules of the Health Resort.

6.6 The Health Resort is liable in accordance with the Federal Law "On Protection of Consumer Rights".

6.7. The Health Resort takes all reasonable measures to ensure the safety of the Guest and their property in the rooms to the extent of the general security and property protection measures taken by the Company at the premises. The Health Resort shall not be liable any for material and moral damage caused to the Guest for the reasons beyond the control of the Health Resort or due to the Guest's personal judgements.

7. Fire Safety Requirements. Rules of Behavior in Case of Emergency.

7.1. In order to prevent fires it is not allowed to:

- make bonfires in unidentified places, smoke and throw unextinguished cigarette butts in the territory, buildings and premises of the Health Resort;
- store flammable liquids, combustible gases, explosives, fire-hazardous substances and materials at the Health Resort and in the room;
- use personal electric irons, electric kettles and other electric heating devices, leave unattended such plugged-in electric appliances as TV, air conditioners, lights, etc.;
- use handmade electric heating devices, install additional sockets and lamps;
- use defective personal electrical appliances, damaged electrical sockets, switches, and other wiring items;
- use firecrackers, light flares and other pyrotechnic devices within the Health Resort.

7.2. In case of detecting fire or signs of burning (smoke, smell of burning, rise in temperature, etc.), one shall:

- immediately call the fire brigade using a single emergency telephone number "112"; telephone or telephone number for receiving reports of fires "01", "101". At the same time, the Guest shall provide their name and surname, the address of the Health Resort – 65, Zarechnaya Street, Aksay, and the place where the fire started;

- inform the duty staff of the Health Resort, namely, the receptionist and a representative of the security service about the location of the fire;
- take measures to evacuate people and extinguish the fire according to the evacuation plan.

7.2.1. In case of fire in the room:

- immediately call the fire brigade (“01”) or any representative of the management;
- if it is not possible to extinguish the seat of fire by one’s own efforts, leave the room and close the door without locking it;
- leave the danger zone and follow the instructions of the management or the fire brigade;

7.2.2. In case of fire outside the room:

- immediately call the fire brigade (“01”) or any representative of the management;
- leave the room after closing windows and doors and exit the building;
- if corridors and stairwells are heavily smoked and it is not possible to leave the room, stay in the room with the windows open. A closed and well-sealed door can provide long-term protection from dangerous temperatures. To avoid smoke poisoning, cover any gaps and ventilation openings with towels or bed linen moistened with water;
- try to inform the management of your location by any means possible;
- when the fire brigade arrives at the scene, go to the window and give a signal for help. You can wait until the fire is over on the balcony by closing the balcony door behind you;
- do not panic and prevent other people from panicking.

7.3 If the fire is caused by the Guests, they shall bear full responsibility for its consequences in accordance with the legislation of the Russian Federation.

7.4 In case of emergency, the Guests staying at the Health Resort shall take the following actions.

After check-in, each Guest shall familiarize themselves with the evacuation route to a safe area. The evacuation plan is located on each floor and along the routes.

As soon as the Guest receives a message about an emergency situation related to the threat of explosion, earthquake or fire, the Guest shall:

- switch off electric lights, TV, radio and other appliances in the room;
- close windows and balcony doors;
- take personal belongings and documents, leave the room and go to the emergency evacuation assembly point to clarify the list of personnel and further actions according to the instructions of the management.

7.5. Security Instructions (Anti-Terrorism):

- if you find foreign objects (bags, packages, parcels, boxes, bags), ask who they belong to;
- do not touch foreign objects under any circumstances;
- if the owner of the objects does not appear, record the time of their discovery and inform any employee of the Health Resort;
- if you find abandoned objects in the vehicle transporting you, do not touch the objects and inform the driver.

8. Miscellaneous

8.1. Pursuant to Federal Law No. 15-Φ3 dated February 23, 2013 "On Protection of Public Health from Exposure to Environmental Tobacco Smoke and Effects of Tobacco Consumption" it is not allowed to smoke tobacco products in the areas and premises intended for medical, rehabilitation and health resort services, namely, in rooms, corridors, stairwells, medical rooms, dining rooms, canteens, restaurants, lobbies. Smoking is permitted only in designated areas. If it is found that a person has been smoking in the areas not intended for this purpose (rooms, corridors, stairwells, etc.), the guilty person shall, at their own expense, eliminate the

consequences of tobacco consumption (smoke, peculiar odors of interior items, etc.) or shall reimburse the Health Resort for the costs associated with the elimination of such consequences.

8.2. The Guest may be checked out earlier without refund for the unused days if they commit even a single administrative offence that violates the public order and public safety as provided by the Code of Administrative Offences of the Russian Federation.

8.3. If the Guest stays at the Health Resort under the voucher provided by their employer, the Health Resort reserves the right to report of the Guest's breach of these Rules to their employer.

8.4. In order to ensure the security of the persons staying at the Health Resort and to improve the quality of the services provided, the Health Resort operates a security video surveillance system and may make video recording, including audio recording, in the entire area of the Health Resort (except for the showers, toilets, rooms and other similar premises). The Guests acknowledge and do not object to the use of the video surveillance system in the premises, buildings and in the territory of the Health Resort.

8.5. In case of any discrepancies between these Rules and the Public Offer and/or Contracts for Services, the terms and conditions specified in the Public Offer and Contracts shall prevail.

8.5 If any provisions of these Rules are inconsistent with the requirements of the applicable laws and regulations, such provisions shall not apply.