РОДНИК АЛТАЯ®
САНАТОРИЙ В БЕЛОКУРИХЕ

APPROVED

Director-General
_____ A.N. Besedina

Amendment № 4
Effective from 01 September 2025

**RULES**

**of stay at OOO Rodnik Altaya Health Resort**

## 1. GENERAL PROVISIONS

### 1.1. General Definitions

**Health resort –** a limited liability company Rodnik Altaya Health Resort (OOO Rodnik Altaya Health Resort), TIN 2203010657, OGRN 1032201090745. Certificate of State registration of a Legal Entity, series 22 No. 003416389 dated 31.08.2012. Public registrar – Interdistrict Inspectorate of the Federal Tax Service No. 3 in the Altai Territory.

The official website of the Health Resort: https://rodnik-altaya.com/

Location address: 659900, 2 Bratiev Zhdanovikh street, Belokurikha, Altai Territory, Russia.

License: the registry number of the license is Л041-01151-22/00288089 dated 25.12.2020, period of validity: without limit in time, licensing authority: the Ministry of Health of the Altai Territory (95a Krasnoarmeyskiy ave., Barnaul, Altai Territory, 656031, phone 8 3852 627766).

**Client (guest, consumer)** – an individual who intend to use or uses health resort and (or) wellness services only for his/her personal and other needs not related to business activities.

**Customer** – an individual (legal entity) that plans to order or purchase, or who orders or purchases health resort and (or) wellness services under the contract for provision of health resort services (hereinafter referred to as Contract) for the benefit of a consumer.

**Rules of stay** – the rules that set the regulation for staying at the Health Resort, using the infrastructure of the Health Resort, regulating relations associated with provision of health resort/wellness and additional services; each Customer undertakes to comply with these rules.

**Wellness services** – a range of services including provision of wellness treatment (general health procedures: effects of climate, mineral waters, swimming pool, exercise therapy, Terrainkur, etc.), accommodation and meals.

**Health resort services** – a range of services including provision of health resort treatment (specialized medical procedures), accommodation and meals. Health resort services are provided subject to availability of a health card unless contraindicated.

**Voucher** – an accountable form for registering services. Health resort services are formalized with a health resort voucher. Wellness services are formalized with a wellness voucher.

**Booking** – an additional service involving reservation of a room/place in a room for a potential customer who intend to stay at the Health Resort in the future, as well as determination of the potential of the Health Resort and reservation of its capacity to provide health resort/wellness services.

**Guaranteed booking** – a booking type, subject to partial payment (equal to the amount specified in the account) or full payment, when the Health Resort waits for the Client until the check-in time of the day following the day of the planned arrival.

**Preliminary booking** (unpaid booking) – a booking type implying that the Health Resort reserves the right to cancel the booking without prior notice if the Customer/Client failed to pay within the period specified in the payment invoice.

**High season** - periods on the dates: 28.12 - 10.01 and 01.06 - 25.08.

**Check-in/out time** (check-in time/check-out time) – the moment of the beginning (end) of the day associated by the Contractor with the time of check-in/check-out of the Client before the check-out time; the Client is obliged to check in/out after this time.

**Tourist tax** is a tax levied on the cost of temporary accommodation services as part of health resort treatment services. The taxpayer is the Health Resort.

**No-show** – non-arrival of the Client at the Health resort before the check-in time of the day following the day of the planned arrival.

**Refusal of accommodation** – the Client's refusal of accommodation on the day of arrival.

**Cancellation of booking** – cancellation of the booking by the Customer/Client.

**Special offers** – discounts, promotions, as well as other events aimed at generating temporal demand for the services of the Health Resort.

**Violation of the rules of stay at the Health Resort** – the Client's action(s)/lack of action(s) that prevents the Health Resort and its employees from properly performing their duties related to provision of the services and vacations of other Clients; action that gives offence to the staff or another Client; action(s) that causes damage or destruction of the Health Resort's and/or the Health Resort Clients' property, as well as violation of the statutory regulations of the Russian Federation and these Rules of Stay.

1.2. The health resort located at 659900, 2 Bratiev Zhdanovikh street, and 2 Bratiev Zhdanovikh street 4, Belokurikha, Altai Region, Russia, phone +7 (38577) 33 00 3.

1.3. The Health Resort is intended for the Clients' temporary stay within the period of provision of health resort and/or wellness services. The Health Resort is open round-the-clock and year-round.

1.4. The Health Resort provides Clients with health resort treatment and wellness services including a range of therapeutic and wellness procedures and other services under the programs developed by the Health Resort, standards, and requirements of the applicable law of the Russian Federation. The services are provided under license:

to perform medical activities No. Л041-01151-22/00288089 dated 25.12.2020.

The package of health resort treatment and wellness procedures is prescribed by the attending physician for each Client on an individual basis in compliance with his/her primary and secondary diagnoses.

1.5. The Health Resort established the admission regime when entering/leaving the territory. Entrance to the Health Resort territory is allowed subject to an electronic pass card issued for each Client personally.

1.6. For security reasons, the territory of the Health Resort is subject to video surveillance/

1.7. Persons invited by the Clients staying at the Health Resort are allowed to the territory of the Health Resort. Invited persons can stay on the Health Resort territory until 22:00. The Health Resort reserves the right to restrict access to the Health Resort territory to persons not staying at the Health Resort. The Clients can enter the Health Resort, as well as its territory free of charge.

1.8. The Health Resort does not charge the Client for providing radio or television programs (broadcasting).

1.9. The Health Resort reserves the right to perform routine repair and construction work in the buildings/rooms, as well as on the territory within a specified time from 09:00 to 20:00, with a daytime break from 14:00 to 16:00. Noisy and other operations at night are prohibited, but for cases of emergencies, natural disasters, accidents.

## 2. BOOKING, CHECK-IN, AND CHECK-OUT REGULATIONS

2.1. The booking procedure and conditions, as well as applicable prices are set by the Health Resort and available on the Health Resort official website at https://rodnik-altaya.com/.

2.2. The Health Resort services are booked by the sales department at the Client's request, as well as by means of online booking on the website of the Health Resort. The booking procedure implies billing the Client for the services booked. The Client is obliged to prepay the invoice as and when specified in the account. If the payment is not received within the specified time, the booking will be canceled without a prior notice to the Client/Customer.

2.3. When booking, the Client chooses the room category, treatment program and meal plan, and the Health Resort reserves the right to accommodate the Client in a particular room of the corresponding category. Accommodation of the Client in the chosen room is possible only if there is such an opportunity. Clients in the Health Resort are accommodated under the terms specified by agreements concluded with them in compliance with the programs https://rodnik-altaya.com/upload/medialibrary/c80/xfr09n4fecpz70i7s9810kmupd52eiv6/Dogovor-okazaniya-uslug-s-fizicheskimi-litsami.pdf. An agreement between the Customer/Client and the Health Resort is considered concluded from the moment of the invoice prepayment.

2.4. The booking service cost is equal to the cost of one day of the services booked. The payment made for the booking service upon the check-in of the Client is reckoned towards the payment for health resort/wellness services only if the Client spend the entire period at the Health Resort according to the booking conditions. In case of early departure of the Client (before the departure date), the payment for booking services is not included in the payment for health resort/wellness services and is charged separately: the cost of services (vouchers) is recalculated and the remaining cost is refunded except the booking service cost (the cost of one day of health resort/wellness services).

2.5. A health resort or wellness service is formalized with a voucher. The accommodation, treatment, meals, entertainment, and leisure activities cost can't be separated from the bed-day and general service cost.

2.6. The voucher is issued for each Client. It is prohibited to transfer, divide between two or more persons, exchange, or resale the vouchers; therefore, the voucher is valid only for the specified Client and only within the time period specified in the voucher.

2.7. The Health Resort does not provide conditions for low-mobility groups of disabled Clients and the ones with self-service problems; these groups of Clients are accommodated with attendants only.

2.8. The Client's check-in is possible only subject to full payment of the health resort/wellness services of the Health Resort by the Customer/Client when checking-in and availability of the original contract for health resort/wellness services signed by the Parties and other documents required for check-in.

2.9. Payment for health resort/wellness services and/or additional services can be made in cash and by card. Subject to technical possibility, the Health Resort accepts the bank cards that operate in the Russian Federation.

2.10. Information about additional services and their cost is available on the information stands of the Health Resort, at their provision place and on the Health Resort official website https://rodnik-altaya.com/ .

2.11. The check-in/out time is set independently by the Health Resort in compliance with the applicable law. Check-in time starts from 12:00 of the arrival day, local time. The check-out time is 10:00 of the departure day, local time, following the last paid day.

2.12. The early check-in or late check-out service can be provided by the Health Resort subject to availability of rooms on the arrival or departure day for an additional fee according to the effective Price List.

2.13. In case of early check-in before 20:00 of the day preceding the arrival day specified in the account, the Client is charged for a full day; after 20:00 the Client is charged an hourly fee according to the Price List effective at the check-in time.

2.14. In case of late departure up to 6 hours from the check-out time, the Client is charged an hourly fee; for over 6 hours from the check-out time – the Client is charged for half of the day; for over 12 hours from the check-out time – the Client is charged for a full day.

2.15. The extension of the stay requires agreement with the Health Resort, subject to availability.

2.16. When checking-in at the Health Resort, the Client provides the following documents:

**For adult citizens of the Russian Federation:**

• passport of a citizen of the Russian Federation

• personal insurance policy number/SNILS

• voucher or a referral from an insurance company, or a power of attorney, or a voucher from a travel agency

• health resort card, if health resort treatment is planned (valid for 60 days)

• other certificates/documents required at the time of check-in, including, but not limited to the documents issued in accordance with applicable regulatory acts to determine the procedures for preventing introduction and spread of COVID-19.

**For adult foreigner citizens**:

• foreign passport

• visa (for countries with a visa regime)

• migration card

• registration from the previous residence (if available)

• residence permit (if available), valid with a passport of a foreign citizen

• temporary residence permit on the territory of the Russian Federation (if available), valid with a passport of a foreign citizen

• other certificates/documents required at the time of check-in, including, but not limited to the documents issued in accordance with applicable regulatory acts to determine the procedures for preventing introduction and spread of COVID-19.

**For children:**

• birth certificate (for children under 14 years) or passport (for children aged 14 and older)

• certificate of registration as resident

• personal insurance policy number/SNILS

• notarized document confirming the right of the accompanying person to represent the minor child's interests

• voucher or a referral from an insurance company, or a power of attorney, or a voucher from a travel agency

• health resort card, if health resort treatment is planned (valid for 60 days)

• immunization or vaccination certificate

• certificate of the results of the analysis for enterobiasis and of the lack of contact with contagious patients

• other certificates/documents required at the time of check-in, including, but not limited to the documents issued in accordance with applicable regulatory acts to determine the procedures for preventing introduction and spread of COVID-19.

2.17. In case of not providing any of the documents, the Health Resort has the right to refuse the Client to check in. After registration, the Client is provided with a key card, which allows access to the room, to the catering halls, to the medical department to receive health resort and wellness services of the Health Resort.

## 3. CLIENT OBLIGATIONS

The Health Resort Client is obliged:

3.1. To respect human dignity, privacy and property rights of the Health Resort Clients and Employees.

3.2. Fulfill all the legal requirements/instructions from the Health Resort Employees who perform their official duties.

3.3. Comply with the rules of stay.

3.4. Comply with the rules of fire safety, safety regulations and public order at all the Health Resort's facilities.

3.5. Comply with the health resort and treatment regime.

3.6. Pay bills for the services provided in full and on time.

3.7. Take care of the Health Resort's and third parties' property.

3.8. Use the property located in the room for the intended purpose only, do not take it outside the room.

3.9. Keep order and sanitary condition of the room.

3.10. Store bulky items in a special luggage room.

3.11. When leaving the room, close the balcony doors, windows, water taps, turn off all electrical appliances. In case of any problems with electrical equipment, water supply, sewerage, plumbing and other room equipment, do not fix it yourself, but inform the service staff or the administrator.

3.12. Enter the health resort through the "entrance pass filter," with non-contact thermometry. Equipment for non-contact self-thermometry is installed at the catering hall entrance.

3.13. In case additional restrictions/recommendations are introduced for the Health Resort by regulatory acts, including measures to prevent the introduction and spread of COVID-19, the Client is obliged to strictly comply with the restrictions/recommendations introduced.

In the Health Resort, it is **prohibited**:

3.14. To violate the norms and rules of conduct, use obscene language towards employees and Clients of the Health Resort. If the Client violates the rules and norms of conduct, the Health Resort employee has the right to give a warning and/or call an internal control officer.

3.15. To smoke tobacco, nicotine-containing substances, electronic cigarettes, hookahs at all facilities, premises, territory of the Health Resort, including outdoors and on balconies.

3.16. To store and carry weapons, explosive and flammable, dangerous fireworks/candles and toxic substances. The Clients who occupationally have the right to carry and store weapons are required to provide supporting documents at the Health Resort administration's request. Weapons is a cover-up devices and items specified in the applicable Weapons Act.

3.17. To use electric heating devices in the room (boilers, heaters, irons, and others), if they are not included in the room equipment, as well as to use devices with faulty wiring.

3.18. To disturb and break the peace of the citizens:

• from 22:00 to 08:00 weekdays (Monday to Friday inclusive);

• from 22:00 to 09:00 on Saturday, Sunday and on official holidays.

3.19. To drink alcoholic beverages in public places and catering halls, as well as to visit medical and wellness procedures, catering halls and other general facilities intoxication by alcohol, narcotics, or any toxic substance.

3.20. To relocate from one room to another without approval.

3.21. To accommodate persons invited by the Clients after 22:00.

3.22. To accommodate with pets, birds, insects, fish and so on.

3.23. To dig up and cut flowers, plants, and their offshoots.

## 4. CHILDREN ACCOMMODATION RULES

4.1. Accommodation of children under 4 years with extra beds is free of charge, subject to availability of an additional place in this room category; catering services are provided free of charge.

4.2. Children from 4 to 14 years old are accommodated in the Health Resort according to the applicable price list for children.

4.3. Children aged 14 and older are accommodated in the Health Resort according to the applicable price list for adults.

4.4. Additional places in the rooms are available for booking/accommodation only after booking/accommodation and payment for all basic places.

4.5. Persons under 18 are admitted to the Health Resort only when accompanied by parents (legal representatives) or by a person with a notarized document (consent/other document) on behalf of the parent/legal representative confirming the right of this accompanying person to represent/act on behalf of the minor.

4.6. Parents/legal representatives of children are obliged to accompany them to treatment, meals, and other services. Unaccompanied children are not allowed on the territory of the Health Resort.

4.7. Parents/legal representatives are responsible for children left unattended on the territory of the Health Resort.

4.8. Parents/legal representatives and accompanying persons are responsible for children's safety, life and health, as well as for their compliance with the Rules of Stay.

4.9. For a temporary stay of children under 14, at the Health Resort there is a Children's Playroom.

• for safety reasons, it is not recommended to bring food and juices.

• a one-time visit of a child under 5 years should not exceed 2 hours.

• the maze can be used by children from three years old and not taller than 116 cm.

• for safety reasons, it is not recommended to bring toys into the maze.

• children under 6 years (inclusive) can't leave the Playroom on their own without the written consent of the parent.

• children under 6 years must be accompanied by their parents at evening events held from 20:00 to 21:00.

• it is recommended removing all jewelry from the child before visiting the Playroom/not bringing other valuables. The Health Resort is not responsible for the safekeeping of jewelry/valuables left or forgotten in the Children's Playroom.

4.10. Children under 2 years are admitted to the Children's Playroom only accompanied by their parents/legal representatives.

4.11. When visiting the Children's Playroom for the first time, parents/legal representatives fill in a questionnaire.

4.12. The Health Resort uses remote video surveillance to monitor the safety in the Children's Playroom.

4.13. Children are not allowed in the Children's Playroom if:

they have any signs of acute respiratory viral infections, malaise: fever, runny nose, sneezing, cough, skin rash, digestive disorders and other

they are not staying at the Health Resort

children fight, provoke and conflict with other children, damage inventory, furniture, toys, as well as those who do not react to the comments of the Playroom administrators.

## 5. FIRE SAFETY RULES

5.1. The Rules set the fire safety requirements, specify the Client behavior to ensure fire safety.

5.2. When leaving the room, the Clients must turn off the TV, air conditioning, lamps, air conditioning and electric heaters.

5.3. It is allowed to use the iron on the ironing board only.

5.4. In the rooms, it is prohibited to:

cover the switched-on floor lamps, wall lamps, table lamps with objects made of flammable material (newspapers, towels, napkins, handkerchiefs, etc.);

store explosive substances and materials in the room.

5.5. Evacuation plans are located in the rooms and corridors of the Health Resort. All Clients are obliged to study the evacuation plans and location of firefighting primary means.

5.6. In the event of a fire, the Clients are obliged to immediately inform the guest service administrator by calling 3001 and the fire department by 101 or 112 from a mobile phone. In the event of a fire and upon hearing the alarm system, the Clients are obliged to immediately leave the room, take warm clothes, documents, close the room door tightly but not lock it, and evacuate from the floor in compliance with the evacuation plan. In case of fire, it is prohibited to use an elevator.

5.7. When leaving the heavily smoked danger zone, it is necessary to cover your mouth and nose with wet improvised means (towel, handkerchief, etc.).

5.8. If it is impossible to go out into the corridor due to heavy smoke and fire, you must immediately return to your room, close the door tightly, and plug the door hollows and airholes with wet objects (blankets). After that, you must go to the window and attract attention by all possible means/ways. You must keep the window closed.

## 6. EARTHQUAKE PROCEDURES

6.1. The sequence of actions in case of an earthquake:

• when feeling the buildings vibrating, seeing the lamps swinging, objects falling, hearing the increasing rumble and ringing of breaking glass, do not panic (from the moment you feel the first shakes you have 15-20 seconds until the building vibrations become dangerous)

• quickly leave the building, taking documents, money, and essentials

• when leaving the room, go down the stairs, don't use an elevator

• once outside, stay there, but don't stand close to buildings, leave for an open space

• stay calm and try to calm down others

• if you remain indoors, then find a safe place: at the inner wall, in the corner, in the aperture. Hide under the table if possible

• stay away from windows and heavy furniture

• if you have children with you, cover them with your body

• stay away from overhanging benches, balconies, apertures, beware of torn wires.

## 7. ANTITERRORIST SAFETY RULES

7.1. To minimize the chances of terrorist attacks, the Health Resort Clients and Employees should take a number of required precautions:

• pay attention to suspicious people whose behavior we find dubious, to unattended, inappropriate items/objects;

• do not pick up unattended items, no matter how attractive they look. They may hide explosive devices (in tin cans, mobile phones, etc.);

• do not use mobile phones and other communication means near suspicious unattended items;

• it is prohibited to touch, move, open or take any other actions with unattended items;

7.2. If you find any unattended items, you must immediately inform an employee of the Health Resort internal control about the items detected. Don't panic.

7.3. In case of evacuation, you must strictly follow instructions, immediately leave the Health Resort building and retreat a safe distance away.

## 8. PARKING LOT RULES

8.1. The Health Resort established the admission regime when entering/leaving the territory. It is allowed to enter/leave the Health Resort territory by car only for unloading and loading items at the time of arrival and departure.

8.2. If the Client arrived at the Health Resort with a car (other vehicle), the vehicle can be placed on the territory intended for parking vehicles.

The reason: the Client needs a parking space when checking-in and provides the administrator with the following date: the vehicle number.

After the Client has registered at the Health Resort and unloaded the luggage, the Client must come to the parking lot to place the car (other vehicle) at the parking lot and undergo visual inspection of the car.

In case any visible body defects are detected, the controller informs the Client and records them in the log, making photo and video recordings if necessary.

8.3. Parking lot (parking space) – a special area on the Health Resort intended for parking vehicles.

8.4. The Client chooses the parking space, considering recommendations of the Health Resort staff, parks the vehicle by themselves, choosing a safe distance to the cars already parked there.

8.5. The Client must move through the parking lot at a speed not exceeding 5 km/h.

8.6. When leaving the parking lot, the Client must follow the route indicated by the signs, through the barrier that the parking attendant opens.

8.7. There is video surveillance and controlling staff on duty at the parking lot.

8.8. The Clients intoxicated by alcohol are not allowed to take the vehicle.

8.9. The Client is obliged:

Comply with all the regulations, requirements, and instructions in force at the parking lot

Keep the car locked (boot, bonnet, doors, windows, and cabins must be locked and with the disconnected battery)

Load and set down passengers outside the parking lot only

Refuel outside the parking lot only

In case of a hurricane or other natural disasters, visit the parking lot to check condition of the vehicle.

8.10. At the parking lot, it is **prohibited**:

Place motor vehicles outside the specially marked spaces

Set an open fire or cause damage to the parking equipment

Smoke at the territory of the parking lot

Perform business activities, stick or hand out flyers and advertisements without prior agreement with the Health Resort management.

8.11. In case of any damage, it is assessed by a representative of an accredited assessment company; the party that suffered the damage is responsible for appointing and inviting the assessment officer.

8.12. The Health Resort, as well as the Health Resort employees, are not responsible for the contents of the Client's car luggage compartment and cabin, the engine units and condition, or the vehicle integrity if there are no signs of breakage, as well as in case of natural disasters.

8.13. The Client is responsible for financial and physical damage to the parking lot property and/or equipment in the amount of the damage caused, as well as for damage to other clients' vehicles at the parking lot in the amount of damage caused.

## 9. RULES OF USE OF THE MEDICAL SERVICES

9.1. Medical and general health procedures are prescribed according to the List and number of medical procedures included in the cost of the health resort/wellness program.

9.2. A particular medical service range is prescribed by the attending physician after examining the Client and studying the submitted medical documents (health resort card, medical history, test results, records, certificates, etc.). If there are contraindications, certain procedures may not be prescribed. In this case, the cost of medical procedures included in the comprehensive treatment programs is non-refundable. Due medical reasons and subject to availability, the physician has the right to replace the treatment program with another program appropriate to the Client's health condition, with the cost revalued.

9.3. Information on the treatment methods, the associated risks, the medical intervention types, their consequences, and the expected results of medical care is available on the information stands and the official website of the Health Resort.

9.4. The Health Resort provides medical services from 07:30 to 20:00 7 days a week.

The duty station is open around the clock. The duty station serves Clients on the same day without prior appointment on a first-come, first-served basis; in case of emergency, doctors can be called to the room.

9.5. To make an initial appointment with a curator physician, the Client need to contact the medical department administrator after providing all the necessary medical documents, on the day of arrival or the next day subject to availability, or the doctor at an online consultation before arrival (if available).

9.6. At the establish-care visit and at the Client's request, the curator physician provides the Client with an individual List of prescriptions, containing the names of procedures/checkups, their start time, numbers of buildings and offices where these medical services will be provided.

9.7. Under to the wellness program, a curator physician is appointed at the Client's request, general wellness procedures are appointed by the medical department administrator according to the list and number of procedures included in the wellness program price. Additional medical services are prescribed by the doctor at the consultation.

9.8. For the rules of preparation for diagnostic tests please see the information stands and the official website of the Health Resort.

9.9. The medical care standards and clinical recommendations (if any) that form the basis for providing medical services are available on the following websites:

- the official Internet portal of legal information: www.pravo.gov.ru.
- the official website of the Ministry of Health of the Russian Federation that contains the list of classifications of clinical recommendations: https://cr.minzdrav.gov.ru/.

9.10. The medical department administrators provide information support to Clients on all the issues related to medical services, including appointment, postponement, cancellation, and payment of medical services.

9.11. In case any questions arise about the quality of medical services, the Client has the right to contact the senior

administrator.

9.12. In order to organize prompt and effective interaction with Clients regarding prescribed medical services, prescription of additional services, notifications of cancellation, postponement of services and other issues, the Health Resort has organized an individual guest service chat.

9.13. The notification of the Client of the appointment, cancellation/postponement of services is considered appropriate in case the message sent via the guest service chat has the "delivered" status. The Health Resort is not responsible for the untimely reading of this message by the Client.

9.14. Subject to technical impossibility to provide procedures, the Health Resort reserves the right to cancel or replace this procedure with another available procedure of approximately equal cost.

9.15. Medical services at the Health Resort are provided on the appointment basis. The Client can make an appointment using any convenient way at their discretion: in the guest service chat, by contacting the medical department administrators personally, or at online consultations. Appointment for additional medical services can also be made in the online showcase at: https://shop.hotbot.ai/rodnikaltaya

Postponement of medical services to another time on the Client's initiative is possible subject to availability only. Reactivation of the appointments missed/cancelled on the Client's initiative is possible subject to availability only.

Appointment for the medical services on promos is possible subject to availability only.

9.16. The Client is to pay for the procedures prepared personally for each Client (antler wrap, leaf algae, etc.) immediately upon appointment by the doctor or the medical department administrator. In case such procedures are cancelled in less than 24 hours without a good reason, their cost will not be refunded.

9.17. Additional medical services are provided only upon payment. Payment for medical services can be made by cashless transfer or by cash. The cashless refund is possible against the payment receipt or, unless the Client don't have any, the bank details and a completed refund application.

9.18. The referrals for tests and collection of biomaterial are issued by the medical department administrators on a first-come, first-served basis daily from 07:30 to 09:00 except Sundays. The delivered containers with biomaterials must be covered with lids; only special disposable sterile containers and test tubes are allowed. The service is provided only subject to the Client's voluntary informed consent. At the Client's request and consent, the test results can be sent to their email address.

9.19. Children aged 4 and older are admitted to treatment. Children under 14 years and children who require assistance in obtaining services must be accompanied by their parents/legal representatives; otherwise the medical service will not be provided.

9.20. Conditions and waiting periods for medical services: they are provided according to the schedule of medical workers responsible for health/wellness services, as well as the schedule of the Health Resort. The duration of treatment (health and/or wellness) is determined depending on the individual scope of medical services provided within the selected program.

9.21. The Client has the right to:

- qualified examination and treatment in the Health Resort in conditions that meet sanitary and hygienic requirements
- get advice from the specialist doctors of the Health Resort in accordance with the treatment standard and clinical recommendations, if there any for the underlying disease
- get emergency medical care for conditions related to the disease and/or medical intervention, using available methods and medications
- obtain comprehensible information about the rights and obligations, his/her medical status, including information about the examination results, diagnosis and prognosis, treatment methods and associated risks, possible medical intervention options, their consequences and results of the performed treatment within the time allowed by law
- obtain information about the full name, position, and qualifications of his attending physician and other specialists involved in medical care provision
- select individuals who can receive information about the Client's medical status in favor of the Client
- protection of the information containing the Client's medical secret, as well as the Client's personal data
- refuse medical intervention

- get access to medical documents related to his/her medical status, to get advice from other specialists based on these documents within the time allowed by law
- obtain medical documents, their copies and extracts from such medical documents within the time allowed by law
- receive additional medical services that aren't included in the program, in compliance with the physician's prescriptions and for an additional fee according to the price list effective.
- to adjust the schedule, subject to the prior notification of the medical department administrators and availability of the services.

9.22. When using medical services, it is **prohibited** to the Client:

- leave mobile phones and other items to nurses for storage during the procedure
- take photos and videos of work processes, including the work of administrators and other medical department staff
- take towels, napkins, and bed mat from the medical building
- change the body position, touch the devices with hands and other body parts.

9.23. When using medical services, the Client is obliged to:

- provide the attending physician with complete and reliable information (medical documents) about the his/her medical condition (as well as of their children/the person they are accompanying), required for diagnosing and prescribing procedures (chronic diseases, allergies, intolerance to medicines and materials, surgeries, disability, follow-up care, etc.) that they have. If the Client fails to provide complete and reliable information about their health condition, the Health Resort is not responsible for the unintended effects.
- immediately notify the attending physician/doctors or paramedics of the Health Resort about any changes in well-being and the health conditions (as well as of their children/the person they are accompanying), provide other information that may affect the service quality
- sign an informed voluntary consent for medical intervention
- study the recommended treatment plan, follow the treatment regimen and visit the Health Resort departments and medical offices in accordance with their working schedule
- follow all the prescriptions of the attending physician in time and in full
- show respect when dealing with medical specialists
- visit the doctor/medical procedures on time (no less than 5-10 minutes prior to the appointment) according to the appointment sheet, wait until invited and notify the medical department administrators in advance about no-show for a good reason
- follow the recommendations of medical specialists during the procedure, report any discomfort, weakness, or fever before the procedure.
- have some rest before and after the procedure, depending on the health condition
- in case of any sense of discomfort, feeling unwell during or after the procedure, the Client should immediately contact a nurse and a doctor
- turn off the mobile phone during medical procedures, diagnostic manipulations, advisory visits of specialists.
- if the Client is late, the procedure is not performed or performed only by agreement with the specialist for the remaining time.

9.24. In case of repeated violation of the attending physician's prescriptions, as well as revealing circumstances that are a contraindication to health resort treatment/rehabilitation, a medical commission is appointed, including the curator and the deputy chief physician for the quality of medical services. Based on the results of the medical commission, it is decided to switch to a program appropriate to the Client's health conditions or to notify the Client of contraindications to health resort treatment and recommendations for early departure. If the Client has exacerbations of chronic diseases, the Client is referred to consultation or hospitalization by decision of the doctor or the medical commission. If the Client refuses the required hospitalization, the medical commission decides to refuse to provide services due to the need for treating the underlying disease at the place of residence.

9.25. Procedure in case of detecting symptoms of acute respiratory viral infections and/or fever in the Client:

- the client with any signs of acute respiratory viral infections (fever, headache, muscle weakness, cough, sneezing, etc.) must immediately inform the paramedic and stay in the room (return to the room).
- the client must strictly observe the self-isolation regime in the room. At the same time, all medical procedures and other types of services provided by the Health Resort outside the room are suspended. During the self-isolation period, the Client's meals are delivered to the room by the Health Resort staff. Additional services provided by the Health Resort during the self-isolation period are paid by the Client according to the current price list. The Health Resort provides the Client with a refund for the paid but unused health/wellness services, deducting the cost of additional services provided during the self-isolation period.
- if any symptoms of acute respiratory viral infection are detected in the Client, the Health Resort has the right to unilaterally terminate the contract by notifying the Client, and the Client is obliged to leave the territory of the Health Resort within 3 (three) hours from the date of notification.

9.26. At the Client's request, the Health Resort issues medical documents (copies of medical documents, extracts from medical documents reflecting the Client's health condition, including information on the checkup results, diagnosis, treatment methods, medicines and medical devices used for providing medical services). At the Client's request, the Health Resort also provides cost sheets for health resort/wellness services.

9.27. In order to receive documents for getting a social tax deduction for medical expenses, the Client needs to contact the medical department administrators no later than 3 (three) days before the Client's departure. The documents are issued by the medical department administrator on the day prior to the day of the Client's departure, from 17:00 to 20:00. If the application is submitted less than 3 (three) days prior to the departure, the documents will be sent by mail or to the email address specified by the Client.

## 10. CATERING RULES

10.1. At the Health Resort, meals are available by types:

- the Open Buffet plan for Clients staying in standard rooms.
- the Restaurant plan for Clients staying in superior rooms.

10.2. The Health Resort reserves the right to replace dishes in the menu without prior notice to the Client.

10.3. The Open Buffet dishes are freely available during the specified opening hours and are intended for the total number of Clients staying in standard rooms.

10.4. The Clients have the right to upgrade the meal plan to the Restaurant for an additional fee subject to availability of free seats.

10.5. It is prohibited to visit the catering halls in outerwear, pajamas, swimsuits, hotel robes.

10.6. It is prohibited to take dishes, cutlery, food, and ready meals out of the catering halls.

10.7. If the Client has any symptoms of acute respiratory viral infections or malaise, the Client's meals are delivered to the room for an additional fee.

10.8. The Health Resort is not responsible for any harm to the Client's health in case he/she consumes food and beverages purchased outside the Health Resort.

10.9. The Health Resort does not compensate for the cost of missed meals (breakfasts, lunches, or dinners).

## 11. THE RULES OF VISITING THE SUMMER POOL COMPLEX

11.1. The summer pool complex includes free access to outdoor pools, saunas, cafes and entertainment events on the complex territory during the specified opening hours from May to September.

11.2. On the territory of the summer pool complex, the admission rules are applicable. The entrance is allowed for holders of the electronic pass card, issued individually for each Client for the whole stay at the Health Resort.

11.3. To ensure your, as well as other Clients' comfortable stay and rest and to avoid accidents, including harm to your health and life, you should move around the summer pool complex territory carefully, do not run, do not jump, and do not push each other.

11.4. Children under 12 years are allowed in swimming pools only when accompanied by their parents/ accompanying persons; parents/accompanying persons are responsible for their life and health of children, as well as their behavior.

11.5. When visiting the summer pool complexes, you must have a bathing suit, a hat, a bath pouf, soap. To avoid injury, it is recommended to use special shoes for swimming pools.

11.6. To descend into the pool, you should use the stairs, holding on to the railing.

11.7. On the summer pool complex territory it is prohibited:

- leave children unattended
- be intoxicated by alcohol and/or drugs
- jump from the pool sides, dive
- being barefoot or without a bathing suit/clothes
- visit complexes with damaged skin and pustular diseases
- pour water and any oils on the stones while in the sauna
- take towels outside the complexes
- enter office and technical premises.
- touch, turn on or off, and adjust any engineering equipment
- use the Toboggan water slide for those who cannot swim, children under 12 years when not attended by the parents, as well as persons weighing over 85 kg and higher than 180 cm.

## 12. RULES OF VISITING THE SPA CENTER

12.1. Access to the SPA treatments is provided by appointment. The client can make an appointment using any convenient way at their discretion: in the guest service chat, by personally contacting the SPA or Medical Center administrators.

The Client can also make an appointment for additional SPA services via the online showcase at: https://shop.hotbot.ai/rodnikaltaya.

Postponement of medical services to another time on the Client's initiative is possible subject to availability only. Reactivation of the appointments missed/cancelled on the Client's initiative is possible subject to availability only.

12.2. The SPA center services are provided only upon payment.

12.3. The SPA center operates according to the schedule available at the entrance.

12.4. SPA Center administrators provide information support to Clients on all the issues related to medical services, including appointment, postponement, cancellation, and payment of SPA Center services.

12.5. The SPA Center clients are obliged to:

- take care of the SPA center property, preventing its damage or loss
- comply with all the requirements of the SPA administration related to ensuring safety and compliance with the rules of conduct in the SPA.

12.6. It is **prohibited** to:

- be intoxicated by alcohol and/or drugs on the SPA Center territory.
- be barefoot or without a bathing suit/clothes
- wear outerwear
- smoke, eat, and drink alcohol
- visit the Aquathermal complex of the SPA center with damaged skin and pustular diseases
- take towels outside the Aquathermal complex of the SPA Center
- enter office and technical premises
- touch, turn on or off, and adjust any engineering equipment

12.7. The aquathermal complex of the SPA center includes an indoor swimming pool, hot tubs, a saltwater pool (salt grotto), a cold tub, saunas, hammam, and outdoor tanks.

12.8. Children under 14 years are allowed to visit the Aquathermal Complex from 10:00 a.m. until the scheduled closing time of the SPA center only when accompanied by their parents/ accompanying persons; parents/accompanying persons are responsible for their life and health of children, as well as their behavior

12.9. There is an access mode to the Aquathermal Complex on the territory of the SPA Center. The entrance is possible through a turnstile by applying a magnetic wristband.

Turnstile usage rules:

- before passing through the turnstile, be sure to take the right amount of towels depending on the duration of the visit to the Aquathermal Complex.
- before passing through the turnstile, be sure to wait until the previous Client passes and the turnstile is fixed and the red mark at the turnstile doors lights up.
- to pass through the turnstile, put your wristband to the reader and pass through the turnstile doors without delay after the shutters open and the green mark lights up.

  **Please note**: only one person with one personal pass can pass through the turnstile.
- to walk with children under 4 years: simultaneously or parallel, or by taking the child in your arms.

  **Please note:** it is forbidden to pass one after another!
- to walk with children over 4 years: the Client must enter the Aquathermal Complex first, followed by the child who uses the general rules for passing through the turnstile. When exiting, the child must leave first, followed by the adult.
- if it is necessary to pass through the turnstile with a baby stroller, the Client should contact the SPA center administrator.

12.10. The duration of the visit to the Aquathermal Complex is 60 minutes and 120 minutes, depending on the chosen service.

If the time limit is exceeded, an additional fee will be charged according to the current price list.

12.11. Safety rules:

- to avoid accidents, including harm to health and life, the Client should move around the Aquathermal Complex carefully, do not run, jump, or push.
- to avoid injury, it is recommended to use special shoes for swimming pools.
- to descend into the bowl of the main pool, hydro-massage pools and tubs, the Client should use the stairs and hold onto the handrail.

12.12. When visiting the Aquathermal Complex, it is necessary to have a bathing suit.

12.13. Rules for visiting saunas and hammam:

- children under 14 years are allowed to visit the hammam and sauna only when accompanied by an adult.
- to visit the hammam (Turkish bath) and Finnish saunas, the Client must have suitable clothes: a bathing suit.
- follow the rules of personal hygiene. Taking a shower is mandatory before and after visiting the hammam/saunas.
- when visiting the hammam/saunas, it is forbidden to use creams, strong perfumes, masks, scrubs, or hair dye.
- when staying in the hammam/saunas, avoid contact with the surface of the electric stove, as this can cause severe burns.

IT IS FORBIDDEN TO:

- leave children unattended.
- pour any liquids onto electric stoves.
- pour any liquids onto the temperature sensor in the hammam.
- cover electric stoves with foreign objects (towels, swimsuits, etc.).
- change the temperature.
- visit when intoxicated by alcohol or drugs, as well as with a residual alcohol intoxication.
- bring plastic dishes.

According to the Technical Regulations, the temperature cannot be changed (decreased/increased) at the Client's

request.

12.14. Rules for visiting swimming pools:

- before water treatments, be sure take a shower and cleanse your skin.
- children under 14 years must be accompanied by an adult.
- do not dive or jump from the bowl sides.
- carefully descend into the bowl: go down and up the stairs, holding onto the handrails.
- after using the saltwater pool (Salt Grotto), be sure to take a shower.

IT IS FORBIDDEN TO:

- jump from the pool sides, dive.
- sleep while bathing.
- throw foreign objects into the pool bowls.
- dive into the pool bowls in shoes.
- stay in a bowl if it is not fully filled with water.

12.15. Rules for visiting outdoor vats:

- children under 14 years must be accompanied by an adult.
- carefully descend into the vat, holding onto the sides.
- in winter, it is recommended to cover your head with a towel or a special bath cap.

IT IS FORBIDDEN TO:

- smoke on the territory of outdoor vats.
- enter the vat area through the fence from the street.
- throw foreign objects into the vats, including snow in winter.
- eat or drink while on the territory or in outdoor vats.
- make noise.

## 13. RULES OF INVENTORY RENTAL

13.1. Clients have an opportunity to rent the Health Resort inventory (bicycle, scooter, baby strollers, umbrellas, blankets) free of charge, using an electronic pass card.

13.2. The inventory can only be used on the territory of the town of Belokurikha. Bicycles/scooters are provided to Clients against a receipt.

13.3. For the period of use, the Client undertakes full responsibility for proper care of the inventory, its safety, careful use, for damage caused to the Health Resort inventory.

13.4. If the inventory is lost during use, the Client compensates for the cost of the inventory according to the price list effective at the Health Resort at the time of loss

13.5. To avoid an accident during use and in case of detecting any inventory defects, the Client must immediately inform the playroom administrator or the guest service administrator of the Health Resort.

13.6. When using bicycles/scooters, the Customer must comply with the Safety Rules and the Traffic Rules when moving around.

13.7. Parents/legal representatives monitor the behavior of their children and their compliance with the rules, and are responsible for the safety of children while using the inventory.

13.8. Safety rules for using bicycles/scooters:

- all bicycles/scooters are of the urban type and are intended for movement in urban areas and in places equipped for them only.

- a speed of movement must not exceed 10 km/h.

IT IS PROHIBITED TO:

- use a bicycle/scooter when intoxicated by alcohol and/or drugs
- to transport other persons, including children, on a bicycle/scooter
- perform sports stunts on a rented bicycle/scooter
- to use a bicycle/scooter by a child unattended by adults.

13.9. After use, the bike/scooter is handed over to the playroom administrator of the Health Resort. The Client is obliged to return the Health Resort inventory within the time specified by the receipt in good technical condition, in full completeness. The returned inventory must look clean. The technical condition of the inventory must correspond to its technical condition at the time of its rental, considering its normal wear and tear.

## 14. RULES OF USE OF ICE SLIDE

14.1. The ice slide (if available) is operated by the Clients (visitors) in winter without any guidance and supervision from the Health Resort staff. The visitors' movement along the slide and outrun should be performed in the position allowed for descent only.

14.2. The poses allowed for descending from the slide:

- lie on the back with your head back
- sit facing forward
- sit in a chain, face forward
- sit with a child in front of an adult, face forward.

14.3. Parents/legal representatives are the ones to control the children's behavior on the slide and their compliance with these Rules and are responsible for the children's safety while going down the ice slide.

14.4. Equipment allowed for descent: ice sleds.

14.5. The poses prohibited for descending the slide: all other poses not specified in clause 13.2 of these Rules.

14.6. **It is prohibited on the slide**:

- move along the outrun
- go down (move) in a pose prohibited for descent
- go down (move) using equipment not allowed for descent
- wear glasses
- be intoxicated by alcohol or drugs
- carry sharp, hard or dangerous objects
- take large objects or animals
- smoke, eat, drink, chew chewing gum
- leave the stop area, moving along the outrun or along it towards the descending visitors
- to stand along the outrun without a reason.

14.7. When going down the slide, the visitor is obliged to keep a distance to the visitors descending before him/her and avoid collisions with them, and immediately move aside after the descent. The descent of the next visitor is allowed after the previous visitor moves aside.

14.8. If a visitor has to walk along the outrun to pick up the lost equipment for descent (for example, ice sleds that slipped away when descending or falling), he/she must make this movement without disturbing other visitors – as much as practical.

14.9. Age and height restrictions: the slide is intended for use as entertainment equipment for children aged 6 and older and adults; weight: no more than 100 kg; height: no restrictions.

14.10. It is prohibited to use the slide for:

- persons with signs of alcohol, drug or other intoxication
- persons with medical contraindications to sports, or suffering from chronic diseases (including, but not limited to cardiovascular, pulmonary, etc.), mental disorders, a fear of heights
- persons with weak vestibular apparatus
- persons taking medications that depress the central nervous system
- persons with backpacks or bags.

14.11. Other restrictions for visitors: electric cardiac pacemakers, heart diseases, the vestibular apparatus disorders, poor eyesight, any medical problems that may deteriorate by using the slide.

14.12. Maximum number of users on the slide: 3 people. Number of descending users: no more than 1 person.

14.13. The visitor should not start moving if there are any types of obstacles on the slide and outrun. By the obstacles the following objects on the slide and outrun are implied: spectators and animals, fallen visitors, unwanted objects thrown by spectators, inventory lost by previous visitors, spectators assisting fallen visitors, the protection system elements knocked down by previous visitors and not restores on time, other obstacles that can affect safety of descent regardless of the visitor's skills and abilities.

14.14. The use of the slide may imply the following tail risks: destruction of structural elements, unexpected behavior of a child, falling on the slide, falling from the slide, collisions of children with structural elements or with each other, the slipping risk.

14.15. After the stop, the visitor is obliged to leave the stop area immediately. In case of falling, the visitor is obliged to free the stop area or the outrun area as soon as possible and move behind the protection system, where the visitor can put oneself in order.

14.16. Adults must have access to the stop area to help children. The visitors go down the slide on their own in compliance with these Rules. The visitors are fully responsible for compliance with these Rules, including, but not limited to, for collision with visitors who are moving before them, and the consequences caused by this collision, for damage caused to the slide and/or third parties, violation of the safety rules and employees' instructions, and other violation of the rules.

## 15. RULES FOR CLAIMS SETTLEMENT. RESPONSIBILITY

15.1. The Customer, the Client are responsible for providing the Health Resort with false or unreliable information and the risk of the consequences of providing such information.

15.2. In case of loss and/or damage to the Health Resort property, besides the responsibility specified by the law of the Russian Federation, the Client is obliged to compensate the financial and physical damage caused to the Health Resort resulting from damage and/or loss of the Health Resort property in the amount established by the effective price list and determined by the Health Resort, considering the cost of damaged and/or lost property, as well as the costs of its restoration and/or repair and/or purchase. If there is no such damaged/lost property in the price list, the damage is compensated in accordance with the market value of the damaged and/or lost property. Besides, the Client is obliged to compensate the Health Resort for all losses caused by such damage and/or loss of the Health Resort property.

15.3. In case the Client violates the smoking ban set by these rules and the public healthcare law protecting the citizens from exposure to tobacco smoke, the Client is obliged to compensate the Health Resort for the actual costs of processing and cleaning the room in accordance with the current price list.

15.4. The Health Resort is not responsible for the safety of funds left or forgotten in the room, other currency valuables, securities, jewelry, and Client's valuables, but for those left in the safe box in superior rooms and safe deposit boxes at the Accommodation and Service. If forgotten items are found, the Health Resort immediately notifies the item owner.

15.5. The Health Resort reserves the right to visit the room without the Client's consent in case of smoke, fire, flood, as well as in case the Client violates these rules, public order, the rules of use of household appliances.

15.6. If the Client is absent from the room for over 1 (one) day without prior notice or after 6 hours from the check-out time, the Health Resort has the right to establish a commission and make an inventory of the Client's belongings found in the room, vacate the room, and place the Client's property in a temporary storage place. The Health Resort takes valuables, such as cash, precious metals, and valuable documents in safe custody.

15.7. The Client has the right to send an appeal (complaint) in writing to the postal address of the Health Resort specified in clause 1.1 of the Rules, or to the Contractor's e-mail address: delopr@rodnik.su, as well as to government authorities and organizations.

15.8. Force majeure circumstances. The Health Resort is not liable to the Client for improper performance or non-performance of its obligations resulting from actions, events, inaction or accidents beyond its control, including, but not limited to: termination of the operations of general utilities, energy services, water utilities, transport and/or communications, other utilities and/or service organizations; pandemics, natural disasters, epidemics, wars, riots, public unrest, terrorist acts and other events; criminal acts of third parties; changes in legislation and/or adoption of acts by the state and/or municipal authorities; as a result of an accident; as a result of natural disasters, including, but not limited to: fire, flood, storm, earthquake, hurricane, thunderstorms, downpours, floods, other natural disasters; due to non-fulfillment of the obligations by suppliers or subcontractors caused by the following, including, but not limited to: technical breakdowns or mechanical damage, interruption or termination of transport service, non-issuance or expiration of the required documents, etc.

## 16. CONSEQUENCES OF THE CLIENT'S VIOLATION OF THESE RULES

16.1. In case the Client violates these rules, the Health Resort reserves the right to repudiation to fulfillment of the contract with the Client as well as with the Customer. In this case, the Client is evicted from the room ahead of time and pays the cost of the booking cost and actual expenses, as well as compensates for the real damage caused by the Client. The Health Resort reserves the right to demand payment of the amount according to its calculation.

16.2. Violations of these Rules imply, including, but not limited to:

- late payment of services;
- refusal to comply with the requirements of the effective regulatory acts, as well as recommendations on the measures for preventing introduction and spread of infectious diseases and/or other sanitary and epidemiological requirements;
- violation of safety rules (fire safety, etc.) established by these Rules and the law of the Russian Federation;
- refusal of the Client with symptoms of acute respiratory viral infections and/or fever, as well as contact persons, from self-isolation or violation of the self-isolation regime;
- physical damage to the Health Resort;
- violation of the smoking ban on the Health Resort territory;
- violation of norms and rules of conduct, obscene language used to employees and Clients of the Health Resort, damage/destruction of the Health Resort property;
- repeated (two or more times) violation of the rules of stay at the Health Resort by the Client.

16.3. In case the Health Resort employees detect violations of the requirements set by these rules, the Health Resort draw up a Violation fixing act, which is a notification of unilateral termination of the contract.

16.4. If the Health Resort doctor detects among Clients persons with suspected infectious diseases, as well as situations requiring extended individual therapeutic and sanitary anti-epidemic measures that pose a threat to the health of the Clients, people staying on the Health Resort territory, and the Health Resort employees, the Client is provided with complete and comprehensive information about the nature, severity and possible complications of his/her alleged disease (or diseases of the minor being accompanied), including data on the examination results, preliminary diagnosis and prognosis, treatment methods, associated risks, possible medical intervention options, their consequences. In case of the Client's voluntary consent to undergo examination (hospitalization), the Health Resort undertakes to refund the cost of the services not rendered. If upon receiving the information, the Client refuses to undergo hospitalization and treatment (medical intervention), the Client must express his/her refusal in written form by singing the Refusal of voluntary hospitalization.

16.5. Within 3 (three) hours from the notification, the Client is obliged to vacate the room and leave the Health Resort.

If upon the expiration of the period specified in clause 15.5 the Client does not leave the Health Resort, the Health Resort reserves the right to start the forced eviction process. In this case, the Health Resort has the right to involve law enforcement agencies in the eviction process, to demand compensation for damages caused by such a refusal (including, but not limited to: damage to the Health Resort business reputation and all other possible losses).

16.6. The Health Resort regard the refusal of voluntary hospitalization and/or refusal of voluntary departure, as well as the

Client's violation of the Rules of Stay and/or the law of the Russian Federation as a unilateral refusal of the Client from the services (Cl. 1, Art. 782 of the Civil Code of the Russian Federation).

16.7. The Health Resort reserves the right not to book and not to accommodate the Clients, who have previously violated the rules (in previous stays) and/or refused voluntary hospitalization and/or refused to sign the Refusal of voluntary hospitalization.

The Health Resort reserves the right not to book and not to accommodate the Client if there is a previously recorded violation of the booking service rules related to the Client.

## 17. ACCEPTANCE (CONSENT) BY THE CLIENT OF THESE RULES

17.1. The Rules of Stay are binding on the Client and the Health Resort during the entire stay or other lawful accommodation of the citizen on the Health Resort territory. In cases not provided for by these rules, the Health Resort and the Client are guided by the applicable law of the Russian Federation.

17.2. Before paying for the services offered by the Health Resort, the Customer/Client is obliged to study all the provisions, requirements, responsibilities included in the Rules of Stay.

17.3. By paying for the health resort/wellness services, the Customer/Client confirms that he/she has read these Rules and agrees to all the provisions of the Rules of Stay.