

VISITING RULES

This Visiting rules is a translation of the original Russian-language document. In case of any discrepancy or inconsistency, the Russian version of this Policy, available at <https://parklanespa.ru/rules-of-visiting/> shall prevail.

1. General Provisions

1.1. These Visiting Rules (hereinafter — the "Rules") of the Parklane SPA complex (hereinafter — the "SPA Complex") apply to all, without exception, consumers of the SPA Complex's services (hereinafter — the "Guest"), as well as to persons present on the territory of the SPA Complex, and are aimed at ensuring a safe and comfortable stay of Guests at the SPA Complex. For this purpose, the Rules establish the rights and obligations of Guests of the SPA Complex, determine the mechanism for exercising these rights, and also establish a number of prohibitions and restrictions preventing actions by citizens that may cause harm or inconvenience to other Guests or the Administration of the SPA Complex, as well as damage to the SPA Complex as a whole.

1.2. The territory of the SPA Complex means the area with access controlled by turnstiles at the entrance and exit.

1.3. These Rules contain:

- rules for the effective and safe use of services on the territory of the SPA Complex (hereinafter — SPA Complex services or services);
- rules for visiting the swimming pool (Aqua Complex);
- rules for using the baths and saunas on the territory of the SPA Complex;
- rules for visiting the Fitness Centre;
- necessary and reliable information about potentially dangerous and harmful properties of services that may adversely affect the health of a Guest in the future;
- other complete and reliable information about the service provider, about the services, and all material terms of the provision of services.

1.4. The lawful owner of the SPA Complex and the organization providing services on the territory of the SPA Complex is Parklane LLC (OGRN 1167847069367, INN 7813242048, registered address: 197110, Saint Petersburg, 9 Ryukhina Street, Letter A) (hereinafter — the Administration of the SPA Complex, the service provider, the service-providing organization).

1.5. These Rules are made available for review on the official website of the SPA Complex at <https://parklanespa.ru/> and at the SPA Complex reception.

1.6. Guests of the SPA Complex are served on the basis of a Service Agreement, the offer of which is posted at the SPA Complex reception for review. The unconditional confirmation of acceptance of the offer — acceptance by the Guest — is the Guest's signature on the "Consent to the Visiting Rules of the SPA Complex" and payment for the SPA Complex services.

In the event of the Guest's refusal to sign the "Consent to the Visiting Rules of the SPA Complex," the Administration has the right to refuse the Guest admission to the SPA Complex.

1.7. The SPA Complex operates in accordance with its schedule, information about which is posted at the entrance to the SPA Complex (from the hotel side) and at the SPA Complex reception, as well as on the website at <https://parklanespa.ru/>. The general schedule of the SPA Complex and the schedule of individual zones of the SPA Complex (Aqua Complex, Thermal Complex, Fitness Centre, etc.) may differ.

1.8. A Guest of the SPA Complex may use the services, subject to these Rules, on the days and during the hours of operation of the SPA Complex according to the operating schedule indicated on the relevant information boards of the SPA Complex.

1.9. The operating schedule of the SPA Complex is established by the Administration of the SPA Complex at its own discretion, and the Administration of the SPA Complex has the right to:

- at its discretion, open and/or close for use by Guests any specific pool and/or baths and saunas, or limit the provision of services (including in a specific pool or bath/sauna) for technological (when providing steam bath services), technical, operational, organizational, sanitary-hygienic, and other reasons (equipment and software malfunctions not caused by the fault of the service provider, temporary disconnection of electricity and water supply by the relevant services, provision of paid steam bath services, conduct of classes (including group classes), and other reasons, occurrence of force majeure circumstances);
- make changes to the schedule (operating hours) of the SPA Complex related to technological, technical, organizational, sanitary-hygienic, and other reasons, which shall be indicated on the relevant information boards of the SPA Complex, the hotel, and/or on the website at <https://parklanespa.ru/>.

1.10. Each Guest of the SPA Complex wishing to use the services of the SPA Complex must pay for the services in cash to the cash desk of the service-providing organization. Where technically possible, payment for services may be made by cashless means

using bank cards; the Guest may check the availability of such an option and the conditions of payment by bank card directly at the cash desk before paying for the services.

1.11. Due to the technological features of the provision of services, for the accounting of users and services, and for passage through the turnstiles to the territory of the SPA Complex, reusable chip wristbands (hereinafter — the "Access Wristband") are used. The Access Wristband is issued upon registration at the entrance and must be returned upon exit from the SPA Complex. All information about the services provided and their payment is recorded on the Access Wristband.

1.12. Admission of minors under 18 years of age to the SPA Complex is permitted only when accompanied by a person who has reached 18 years of age (a parent, other legal representative, or accompanying person who has reached 18 years of age and is in control of the child), after signing the "Consent to the Visiting Rules of the SPA Complex" and paying for the SPA Complex services. The person accompanying the child bears full responsibility for the consequences of the child's use of the SPA Complex services.

1.13. The person accompanying the child independently determines the child's physical ability to use the SPA Complex services and bears full responsibility for the lawful access of the child to the equipment of the SPA Complex, for the consequences of the child's use of the SPA Complex, and for the child's compliance with all requirements of these Rules during the child's stay on the territory of the SPA Complex.

1.14. The person accompanying the child is obliged to explain these Rules and the rules of conduct in the water to the child, and is obliged to constantly supervise the child, as well as not to allow the child into the swimming pool if the child does not have swimming skills.

1.15. The accompanying person must, under no circumstances, leave the child unattended on the territory of the SPA Complex.

1.16. The cost of the SPA Complex services, depending on the day of service (weekday, weekend), the age of the Guest (children under 12 years of age and adults), is indicated in the price list of services posted at the SPA Complex reception and on the official website at <https://parklanespa.ru/>, in accordance with the current price list of the service-providing organization. Days of high demand mean any generally established

non-working public holidays, weekends (Saturday and Sunday), as well as days to which, by decision of the Administration of the SPA Complex, the operating schedule of high-demand days applies. To avoid misunderstandings, it is recommended to check the cost of services at the SPA Complex reception, review the cost of services before payment, and keep the cash receipt for the payment of services until the end of the use of the service. The Administration reserves the right to set a single tariff for admission to the SPA Complex, regardless of the day of the week.

1.17. Children under 3 years of age are entitled to free admission to the territory of the SPA Complex together with an accompanying person who has reached 18 years of age, after payment for the SPA Complex services.

1.18. When paying for services at the rates established for children aged 3 to under 12 years, the Administration of the SPA Complex has the right to require the Guest to present documents confirming the child's age, as well as the physical presence of the child at the time of payment for the services.

1.19. In case of doubt about the child's age and the absence of the above-mentioned documents or the absence of the child, as well as in case of the Guest's refusal to present documents at the cash desk, the Administration of the SPA Complex has the right to refuse the Guest the right to free admission to the territory of the SPA Complex for children under 3 years of age, as well as to refuse to sell a ticket at the rate for children aged 3 to under 12 years.

1.20. A paid SPA Complex service, the information about which is recorded on the Access Wristband, entitles the holder to 1 (one) admission for 1 (one) session, on the current day, to the territory of the SPA Complex for 1 (one) person, and includes the right to use:

- a set of bath accessories: 1 (one) towel and 1 (one) pair of disposable slippers (rental of additional bath accessories (bathrobe, towel, bedsheet) is paid separately at the SPA Complex reception according to the current price list of SPA Complex services);
- swimming pools;
- fitness halls;
- baths;
- auxiliary rooms (showers, changing rooms, toilets intended for Guests); use of changing rooms is based on gender: the men's changing room — for men and boys, the women's — for women and girls;
- the property of the SPA Complex (deck chairs, armchairs, sofas, and other property intended for Guests) during the paid session.

In the event of the Guest's voluntary exit from the territory of the SPA Complex, re-entry (passage through the turnstile) to the territory of the SPA Complex is not permitted, and the service is considered fully provided from the moment the Guest leaves the territory of the SPA Complex. Re-entry of the Guest through the access turnstile to the territory of the SPA Complex after the Guest's exit from the territory of the SPA Complex is possible only after a new payment for the SPA Complex services at the cash desk.

1.21. In the event that a Guest stays on the territory of the SPA Complex for a duration exceeding one session, a surcharge is required for each additional hour (60 minutes), starting from the first minute after the end of the basic tariff, in accordance with the approved price list of services.

1.22. In the event of loss or damage to the Access Wristband, the Guest of the SPA Complex is obliged to pay the cost of the lost or damaged Access Wristband in accordance with the current price list.

1.23. A paid SPA Complex service is valid for one session or more, subject to a surcharge (within the operating hours of the SPA Complex), and is not transferable to another day. After the Guest enters the territory of the SPA Complex through the access turnstile, the cost of the paid services is not refunded to the Guest.

1.24. Due to the limited number of deck chairs on the territory of the SPA Complex, during periods of high occupancy, Guests are not guaranteed the provision of a deck chair for temporary use. Newly vacated deck chairs are occupied by Guests on a first-come, first-served basis. On days of high occupancy, Guests with children under 3 years of age are accommodated on one deck chair.

1.25. In the event of non-use of the SPA Complex services on the current day due to the Guest's initiative or fault, the fee for the unused services is not refunded.

1.26. By signing the "Consent to the Visiting Rules of the SPA Complex" and paying for the SPA Complex services, the Guest confirms that they are fully familiar with and agree to these Rules, that the Guest (the Guest's child) has no medical contraindications for swimming (bathing) in the pool, staying in the baths, and has the necessary basic swimming skills. The Guest must independently assess the capabilities (functional state) of their body (or their child's body) and its suitability for physical exertion. The Guest is warned that prolonged stay in baths and saunas causes an increase in body temperature, which can be dangerous to health. Each Guest bears

personal responsibility for their state of health and for the health of the children accompanying them during their stay on the territory of the SPA Complex, and assumes all risks of injury.

1.27. The Guest, before paying for and starting to use the SPA Complex services, independently determines the acceptable condition of the water in the pool, the air temperature in the SPA Complex, the number of Guests on the territory of the SPA Complex, etc., having received the necessary information from the Administration of the SPA Complex.

Where possible (if a free Administrator is available), the Guest may be allowed to enter the territory of the SPA Complex without paying for an Access Wristband to familiarize themselves with the SPA Complex, accompanied by an Administrator of the SPA Complex, for a period of up to 5 minutes.

1.28. Guests who cannot swim, as well as children under 18 years of age, are advised, in order to avoid accidents, to be in the pool during free swimming only with flotation aids (armbands, life vest).

1.29. Guests are admitted to the territory of the SPA Complex after payment for the SPA Complex services. Guests enter the territory of the SPA Complex in a general queue through the automatic access turnstile using Access Wristbands. In case of high occupancy of the SPA Complex, the Administration of the SPA Complex has the right to limit or suspend the admission of Guests to the territory of the SPA Complex.

1.30. The use of the Access Wristband is registered automatically by the turnstile reader when the Guest passes through the access turnstile to the territory of the SPA Complex. To pass through the access turnstile, the Guest must hold the Access Wristband for 1–2 seconds against the wristband reading device (antenna) located on the turnstile stand, wait until a green arrow or green indicator lights up on the turnstile display, indicating that the turnstile is open for passage, and pass through the turnstile bar.

1.31. The turnstile is designed for the passage of only one person at a time.

1.32. The Administration of the SPA Complex, being the lawful owner of the territory of the SPA Complex and the owner of the technical structures, equipment, and other property installed thereon, reserves the right to refuse the use of the SPA Complex services and presence on the territory of the SPA Complex to any Guest who violates

the requirements of these Rules, without refunding the cost of the paid services, which are collected to compensate for the property losses of the service provider.

1.33. When present on the territory of the SPA Complex, for the purpose of effective and safe use of the services, each Guest must strictly comply with the requirements of these Rules, the instructions of the service personnel, as well as the requirements of the relevant information, warning, and directional signs (boards, plates, notices, etc.), having familiarized themselves with them before the start of the provision of services.

1.34. The Administration of the SPA Complex is not responsible for the loss/damage/destruction of the Guest's property left unattended.

1.35. The Administration of the SPA Complex is not responsible for the Guest's property left in an unlocked locker.

1.36. Before visiting the baths/saunas and swimming pools located on the territory of the SPA Complex, Guests are advised to:

- remove makeup, contact lenses, and metal jewelry (chains, rings, bracelets, watches, earrings, etc.);
- take a shower.

1.37. Photography, filming, and video recording on the territory of the SPA Complex are prohibited.

1.38. Guests of the SPA Complex must leave the territory of the SPA Complex no later than the established closing time of the SPA Complex. Guests of the SPA Complex must leave the pool basins and bath/sauna rooms no later than 20 minutes before the closing time of the SPA Complex.

1.38.1. Exit from the territory of the SPA Complex is carried out through a dedicated exit turnstile using the Access Wristband.

1.38.2. In the event of unauthorized exit by the Guest through the access turnstile (exit turnstile) or exit through the special fence of the SPA Complex territory, the Administration has the right to refuse further admission to the SPA Complex without the purchase of a new Access Wristband upon return.

1.39. The conduct of Guests of the SPA Complex must not disturb third parties, pose a threat to their life and health, or in any way restrict their freedom. For the above-mentioned actions, Guests bear the responsibility provided for by the current legislation of the Russian Federation.

1.40. For intentional unlawful actions, violation of these Rules, as well as for intentional damage to the property of the SPA Complex and/or third parties, causing harm to the life and health of third parties, Guests bear responsibility in accordance with the current legislation of the Russian Federation and these Rules.

1.41. For security purposes, the Administration of the SPA Complex has the right to conduct video and photo recording on the territory of the SPA Complex.

1.42. The territory of the SPA Complex includes, among other things, but not limited to:

Fitness Centre:

- Fitness hall for small group sessions with appropriate equipment. Available for additional services (according to the price list) — personal/group sessions with an instructor by prior appointment.
- Gym — equipped with professional sports equipment. Available to all Guests of the SPA Complex on a first-come, first-served basis (single visit, subscription, including personal/group sessions with an instructor) subject to compliance with the Visiting Rules of the sports complex (indoor sports shoes, sportswear, etc.).
- Individual training hall. Available for additional services (according to the price list) — personal/group sessions with an instructor by prior appointment.

Aqua Complex:

- Pool No. 1 (for adults) with 4 swimming lanes, 24 m, depth 1.2–1.75 m, water temperature 28°C — 30°C. The pool is equipped with a relaxation zone with hydro- and aero-massage for the legs, lower back, back, and neck-shoulder area (attractions). The attraction equipment is programmed to operate for two minutes. On the 5th additional lane, there are waterfalls and a built-in counter-current. Designed for free swimming and water games, as well as for personal/group water sessions with an instructor;
- Pool No. 2 (for children aged 1–7) with a mushroom fountain, depth 0.6 m, water temperature 30°C — 32°C. Designed for bathing and water games;
- Jacuzzi (age category 7+). Water temperature in the hydromassage bowl is 35°C — 39°C;
- Finnish sauna with dry hot air (temperature 70°C — 110°C, humidity 10–20%). Designed for simultaneous occupancy of no more than 15 Guests;
- Hammam — Turkish steam bath (temperature 40°C — 60°C, humidity 100%). The low temperature is maintained, making it very attractive for people who cannot tolerate high temperatures. Designed for simultaneous occupancy of no more than 10 Guests.

Thermal Complex is represented by various types of baths, steam rooms, and saunas:

- Fir Bath, the health effect of which is based on infrared radiation and saturation of the air with essential oils of natural fir. Temperature range 40–45°C, humidity 40–50%. Designed for simultaneous occupancy of no more than 6 Guests;
- Alpine Sauna, which differs from the Finnish sauna by a lower temperature and aromatization with natural herbs. Temperature 75–85°C, humidity 10–20%. Designed for simultaneous occupancy of no more than 6 Guests;

- Russian Steam Bath. High air temperature (80–90°C), humidity (40–60%). Designed for simultaneous occupancy of no more than 6 Guests. A separate bench is provided for steaming when ordering the services of a bath attendant. The steam room may be closed for Guest access during steaming by prior appointment, as indicated by the relevant information posted at the SPA Complex reception. More detailed information about the closing/opening times of the Russian steam bath can be obtained from the SPA Complex Administrator. The steam room is available to Guests on a first-come, first-served basis during times not reserved for steaming services by prior appointment.
- Hammam — Turkish steam bath. This bath is designed in accordance with the concept of individual relaxation — heated seats for one or two Guests are separated by mosaic partitions. Temperature range 40–60°C, humidity 100%. Designed for simultaneous occupancy of no more than 6 Guests;
- Moroccan SPA room with a warm heated table for SPA treatments. Used only for SPA services (according to the price list) by prior appointment. Not available to Guests as part of the SPA Complex visit.

Also:

- Plunge pool — filled with cold water and available for use when ordering a comprehensive bath ritual;
- Dousing bucket — available to all Guests after visiting the baths/saunas on a first-come, first-served basis;
- Sensory showers — unique equipment that gives the opportunity to find yourself under a tropical rainstorm or Atlantic fog while hearing sounds of nature (sea surf, birdsong, thunder), and seeing flashes of lightning. Available to all Guests on a first-come, first-served basis;
- Ice maker produces soft ice that does not damage the skin. Available to all Guests on a first-come, first-served basis;
- Relaxation area with sofas, deck chairs, and hanging chairs, available to all Guests subject to availability of free spaces;
- Tables/small tables with armchairs, available to Guests using the services of the SPA bar;
- Treatment rooms — premises intended for the provision of SPA services (according to the price list), equipped with specialized professional equipment for the provision of the relevant services in compliance with all standards and norms;
- Auxiliary rooms (showers, changing rooms, toilets intended for Guests).

2. Rights of Guests

2.1. The Guest has the right to:

- visit the SPA Complex in accordance with these Rules;
- visit the SPA Complex only after registration at the reception, signing the "Consent to the Visiting Rules of the SPA Complex," and payment for a single visit or a multi-use subscription;

- use the subscription for admission to the SPA Complex only within the period of time specified therein;
- report to the Administration of the SPA Complex any deficiencies in the SPA Complex, poor-quality service, and express their suggestions for improving its operation;
- use the individual lockers located in the changing room for the storage of personal belongings in the prescribed manner;
- make payments for the services provided in the manner established by these Rules;
- contact the Administration of the SPA Complex (service personnel) for clarification of these Rules and on all matters related to the provision of services in accordance with these Rules.

2.2. For all disputes, matters, claims, and disagreements arising in the course of using the SPA Complex services, the Guest has the right to immediately apply to the Administration of the SPA Complex for their resolution. All disputes or disagreements are resolved through negotiations between the parties, including by submitting written claims. A written claim by the Guest may be submitted directly on the day of the provision of the service and shall be considered by the receiving party (the Administration of the SPA Complex) with a written response within 30 days from the date of its receipt, unless other periods for consideration and satisfaction of the consumer's claim are established by the current legislation of the Russian Federation. In the event that the Guest does not submit a written claim on the day of the provision of the services, the SPA Complex services are considered to have been provided with proper quality and in the proper quantity and fully accepted by the Guest of the SPA Complex without any objections.

2.3. In the event that it is impossible to resolve disagreements on disputed matters through negotiations, including by submitting written claims, they shall be considered by a court of general jurisdiction in accordance with the legislation of the Russian Federation.

3. Obligations of Guests

Guests are obliged to comply with the following requirements:

3.1. Independently and thoroughly familiarize themselves, before payment and the start of using the services, with the price list of service charges, with these Rules, as well as

with other necessary informational materials posted at the SPA Complex reception or on the stands of the Parklane Hotel and/or on the website at <https://parklanespa.ru/>.

3.2. Comply with the rules of public order, behave respectfully towards other Guests and SPA Complex personnel, and not commit actions that may pose a threat to the life and health of others.

3.3. Comply with the Visiting Rules of the SPA Complex, observe all safety rules to prevent injuries, exercise caution during the stay on the territory of the SPA Complex, comply with fire safety rules, sanitary-hygienic requirements, and follow the instructions of the SPA Complex personnel.

3.4. Report to the Administration of the SPA Complex all dangerous situations and objects that may threaten the safety of persons present in the SPA Complex.

3.5. Return the used set of textiles (towels, bathrobes, bed sheets) upon exit from the SPA Complex.

3.6. Observe the total duration of stay in the SPA Complex (the duration of the visit or procedure according to the period indicated in the price list).

3.7. Comply with the following sanitary-hygienic requirements when visiting the pool, baths/saunas, and the Fitness Centre:

- remove outer clothing and footwear in the cloakroom/changing room and enter the SPA Complex (the territory of the pools and baths/saunas) in slippers, and the territory of the Fitness Centre only in clean indoor shoes suitable for use in the fitness hall;
- entry to the territory of the SPA Complex with baby strollers and other personal mobility devices, except wheelchairs, is prohibited;
- Guests must have with them: personal hygiene items, a swimsuit, a swimming cap, a towel, and pool shoes — rubber flip-flops. If any hygiene item is missing, it can be purchased at the SPA Complex reception;
- for body washing, the use of solid or liquid soap is recommended;
- hygiene items must be kept only in non-breakable containers (plastic, polyethylene, etc.); the use of hygiene products in glass containers is prohibited;
- take a thorough shower for 5–7 minutes (without a swimsuit, with a washcloth and soap);
- after using the shower, be sure to turn off the hot and cold water taps;
- after the session, Guests must rinse under the shower for 3–5 minutes, wring excess water from their swimwear, and only then proceed to the changing room.

3.8. Attendance at classes (individual or group)/services at the SPA Complex is permitted strictly by appointment. The Administration of the SPA Complex has the right

to refuse the provision of the service (attendance at a class) to Guests who are more than 15 minutes late. For a service (class) by prior appointment, it is necessary to arrive 15 minutes before the start and leave the SPA Complex, having paid for the service, within 30 minutes after the end of the service (class). If the delay is more than 30 minutes after the end of the provided service (class), as well as if the arrival is more than 30 minutes before the start of the service (class), the SPA Complex Administrator has the right to add a visit (Aqua/Sport/Thermal) to the SPA Complex to the Guest's invoice for payment in accordance with the current price list of SPA Complex services.

3.9. Guests of the SPA Complex must treat the property of the SPA Complex with care, preventing its damage or loss.

3.10. The Guest of the SPA Complex is obliged to comply with all requirements of the Administration of the SPA Complex related to ensuring safety and compliance with the rules of conduct in the SPA Complex.

3.11. In the event of irritating effects of the pool water on the mucous membranes and skin, immediately leave the pool.

3.12. In the event of injury while in the pool or bath/sauna, pain in the joints or limb muscles, cramps, severe redness of the eyes and skin, bleeding, as well as in case of feeling unwell, immediately signal the service personnel or other Guests of the need for first aid.

3.13. Behave in accordance with the rules of public order, maintain cleanliness and order on the territory of the SPA Complex, and keep track of the safety of Access Wristbands and issued accessories.

3.14. Keep track of the safety of their personal property.

3.15. Monitor the behavior of the minor children they are accompanying.

3.16. Keep documents confirming payment for services (cash receipt) and Access Wristbands until the end of the provision of services.

4. Prohibited Actions for Guests of the SPA Complex

4.1. Visiting the SPA Complex, using the pools and baths/saunas in the presence of medical contraindications based on health condition, in the presence of skin or

infectious diseases (including intestinal diseases), bleeding, in a state of poor health, as well as by persons taking medications that have a depressant effect on the central and peripheral nervous system and reaction.

4.2. Entering the territory of the SPA Complex in outer clothing or street shoes.

4.3. Being in the SPA Complex in a state of alcoholic, narcotic, or toxic intoxication.

4.4. Bringing firearms and cold weapons, edged and cutting objects, glass objects, explosives, flammable substances, poisonous and toxic substances, as well as pepper sprays into the SPA Complex. Also bringing and using explosives and flammable substances on the territory of the SPA Complex (including pyrotechnics, fireworks, etc.), lighting fires, fire pits, barbecues, etc. on the territory of the SPA Complex.

4.5. Smoking, consuming alcoholic beverages, and eating on the territory of the SPA Complex, except in specially designated areas (catering outlets and places for drinking water and beverages).

4.6. Throwing foreign objects into the pool, plunge pool, as well as littering on the territory of the SPA Complex.

4.7. Making noise, using profanity, behaving provocatively.

4.8. Using detergents, perfumery, and other liquids in glass containers in the shower.

4.9. Rubbing cosmetic products (creams, ointments, etc.) into the skin before visiting the pool.

4.10. Independently performing any cosmetic procedures in the premises of the SPA Complex (manicure, pedicure, peeling, scrubbing, steaming, etc.).

4.11. Walking barefoot in the SPA Complex.

4.12. Swimming in the pool and being in the baths/saunas and in the public area of the SPA Complex territory without a swimsuit; for children: being on the territory of the SPA Complex and swimming without swimsuits or swimming trunks.

4.12.1. Running on the territory of the SPA Complex and around the pool basin.

4.13. Taking photos and videos.

4.14. Entering and being in service, utility, and auxiliary rooms intended for the maintenance of the SPA Complex and its personnel.

4.15. Touching, turning on, turning off, and adjusting any engineering and technical equipment.

4.16. Throwing litter, regardless of its size, in places not designated for its disposal; soiling the premises, equipment, and other property of the SPA Complex.

4.17. Using cosmetics and bath brooms in the baths/saunas.

4.18. Applying various creams and ointments, perfumery products, essential oils, honey, or cosmetic products before using the pools and baths/saunas; using oil-based cosmetic products in the changing rooms.

4.19. Leaving children under 18 years of age unattended by accompanying persons who have reached 18 years of age.

4.20. Reserving free deck chairs for third parties.

4.21. Bringing food and beverages into the territory of the SPA Complex.

4.22. Eating on the territory of the SPA Complex, eating and drinking in the pool basins, baths, and saunas, except in specially designated areas.

4.23. Bringing and consuming alcoholic and alcohol-containing products on the territory of the SPA Complex.

4.24. Creating obstacles for other Guests, committing any actions that interfere with other Guests or pose a threat to them.

4.25. Damaging Access Wristbands, as well as any property located on the territory of the SPA Complex.

4.26. Causing damage to the inventory, premises, structures, and equipment of the SPA Complex.

4.27. Using Access Wristbands paid at the rate for children under 12 years of age for the admission of other persons (adults and children over 12 years of age).

4.28. Ignoring the instructions of the SPA Complex service personnel, showing disrespect or rudeness towards the service personnel and other Guests of the SPA Complex.

4.29. Making unauthorized passage through the access turnstile (exit turnstile) to the territory of the SPA Complex or penetrating through the special fence of the SPA Complex territory.

4.30. Using the territory of the SPA Complex without the permission of the Administration of the SPA Complex for commercial, advertising, or other activities, regardless of whether this is related to generating income.

4.31. Leaving personal property, including clothing, footwear, equipment covers, backpacks, bags, valuables, in places not designated for this purpose, on lockers, in passageways, etc. For the storage of property, it is recommended to use lockers. The Administration of the SPA Complex is not responsible for the safety of property left by the Guest unattended on the territory of the SPA Complex.

4.32. Bringing animals into the territory of the SPA Complex.

4.33. Taking the issued property (towels, bathrobes, bed sheets, inventory, etc.) and any other property of the SPA Complex outside the SPA Complex.

4.34. Using the life ring for purposes other than its intended use (for games and free swimming).

4.35. Using brought-in equipment (drones, electric equipment for water, ground, and aerial use).

4.36. Touching the stoves and metal parts of the furnace equipment.

4.37. Covering the stove with foreign objects (towels, swimsuits, etc.), as well as leaving them in close proximity to heating equipment.

4.38. Relieving oneself in the pool basin/shower/baths, etc., except in specially designated places (toilets).

When establishing prohibitions and recommendations, the Administration of the SPA Complex is guided solely by the need to ensure the safety of Guests in the SPA Complex.

The Administration of the SPA Complex does not recommend:

- Swimming in the pool on an empty stomach or less than 1.5–2.0 hours after eating (especially children!).
 - Using shower gels for body washing (due to specific chemical properties).
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5. Requirements and Conditions of Medical Control

5.1. In cases of prevention of the spread of infectious diseases, the state body authorized to carry out federal state sanitary-epidemiological supervision may introduce measures requiring Guests to provide documentation for admission of Guests to the territory of the complex.

5.2. In the presence of a skin disease, bleeding, or cuts, the Guest is not admitted to the pool. The Guest is obliged to independently assess their state of health before and during the use of any services of the SPA Complex and to take into account any conditions of their health that are contraindications for the use of the SPA Complex services. Responsibility for any negative consequences, including harm to health, caused by the Guest's improper assessment of their state of health and/or by the Guest using the SPA Complex services despite existing health contraindications, is borne solely by the Guest. Responsibility for the health and life of children on the territory of the SPA Complex is borne by the parents, legal representatives, or other adult accompanying persons.

ATTENTION! FOR THE PURPOSE OF ENSURING SAFETY, THE ADMINISTRATION OF THE SPA COMPLEX HAS THE RIGHT TO REFUSE TO PROVIDE SERVICES TO A GUEST:

- Who shows pronounced signs of infectious, skin, or other diseases preventing the visit to the SPA Complex. In the event that a Guest with the indicated signs is identified, the Guest's admission to the SPA Complex is permitted after full recovery, subject to a medical certificate.
- Who shows pronounced signs of alcoholic, narcotic, or toxic intoxication.
- Who violates public order, creates a threat to life, health, and interferes with the rest of other Guests, or fails to comply with the requirements of these Visiting Rules of the SPA Complex.

In the event of a violation of the requirements of these Rules and failure to respond to the justified demands of the Administration of the SPA Complex, the Guest may be removed from the territory of the SPA Complex by police officers, a security guard, or a representative of the Administration of the SPA Complex, without compensation for the cost of the services paid by the Guest.

6. Rules for Visiting the Fitness Centre of the SPA Complex

In addition to the general visiting rules of the SPA Complex, the Guest is obliged to comply with the Visiting Rules of the Parklane SPA Fitness Centre (hereinafter — the "Fitness Centre Rules").

6.1. These Fitness Centre Rules are mandatory for compliance by all Guests when visiting the Fitness Centre.

6.2. The Fitness Centre includes: a fitness hall, a gym, and an individual training hall.

6.3. The cost of the Fitness Centre services is determined according to the tariffs approved by Parklane LLC in the price list of services. Information about such tariffs is posted at the SPA Complex reception.

6.4. Full information about the facilities and content of the Fitness Centre services is posted at the SPA Complex reception.

6.5. The Fitness Centre services are provided to Guests in accordance with these Rules, unless otherwise separately determined by the Parties and/or the legislation of the Russian Federation.

6.6. Visiting the Fitness Centre by minors is permitted only when accompanied by parents or other persons who have reached 18 years of age and are legal representatives of the minors (hereinafter — the "Accompanying Person"). Responsibility for the safety and preservation of the health and life of minors when visiting the Fitness Centre is borne solely by the Accompanying Persons.

6.7. Dress code for visiting the Fitness Centre:

6.7.1. Being in the Fitness Centre premises in outer clothing and street shoes is strictly prohibited.

6.7.2. For classes at the Fitness Centre, sportswear is required.

6.7.3. Being in the halls with a bare torso or in a swimsuit is prohibited.

6.7.4. Footwear designed for the purpose (indoor shoes) is also required for classes at the Fitness Centre. For your safety, training without sports shoes is prohibited. Being in the halls in footwear that may cause damage to the property of the Fitness Centre is not permitted.

6.8. The Guest is obliged to be attentive to their state of health and to immediately notify the Fitness Centre personnel of any cases of feeling unwell that occurred during the Guest's stay at the Fitness Centre, as well as of any restrictions on physical education

and sports. The Guest bears personal responsibility for their state of health. Before starting classes, Guests are advised to independently consult a general practitioner and/or other doctor about their state of health and to find out possible limitations and/or recommendations for sports activities.

6.9. Visiting the Fitness Centre is prohibited for persons exhibiting inappropriate behavior, as well as persons in a state of alcoholic or narcotic intoxication.

6.10. The Fitness Centre is not responsible for the state of health and possible injuries of Guests in the following cases:

- In the event of the Guest's violation of these Rules.
- In cases where the Guest did not use the introductory briefing.
- For injuries received by the Guest outside the territory of the Fitness Centre.
- For injuries received as a result of unlawful actions by third parties.
- For injuries received through the fault of the Guest on the territory of the Fitness Centre.

6.11. Rules for visiting the gym:

6.11.1. The Guest is obliged to undergo an introductory briefing before starting training in the gym. During the introductory briefing, the instructor will familiarize Guests with the basics of training in the gym, safety rules, gym equipment, the basic rules for using the machines, and the instructor will explain the technique of performing exercises and their sequence.

6.11.2. Before starting to use the machines, the Guest is obliged to familiarize themselves with and strictly follow the instructions for each machine. The Fitness Centre is not responsible if the cause of harm to health was the Guest's use of the machines in violation of the instructions.

6.11.3. It is recommended to use the equipment and to choose the intensity and duration of training in accordance with the Guest's level of fitness.

6.11.4. For personal hygiene purposes, please use towels when exercising on the machines.

6.11.5. After completing an exercise, it is necessary to independently return the sports equipment (barbells, dumbbells, weight plates, and other unsecured equipment and accessories) to the specially designated places.

6.11.6. For your safety, exercises with maximum weights in the gym are recommended to be performed with the assistance of an instructor or a partner.

6.11.7. To avoid injuries when performing exercises with a detachable barbell, it is necessary to evenly remove and put on weight plates from both ends of the barbell bar to prevent it from tipping over, and to securely fasten the weight plates with locks. Exercises should also be performed under the supervision of an instructor.

6.11.8. When working on cable machines, the weight, seat, and roller locks must be inserted fully, checking the reliability of the fixation.

6.12. Rules for visiting the fitness hall:

6.12.1. Classes in the fitness hall are conducted by prior appointment.

6.12.2. Visiting the fitness hall by minors is permitted only in the presence of Accompanying Persons.

6.12.3. Sportswear and special sports shoes as provided for by these Visiting Rules are required for classes.

6.12.4. Being in the hall with a bare torso or in a swimsuit is prohibited.

6.12.5. Consumption of brought-in food and beverages in glass containers in the sports hall is prohibited.

6.12.6. After completing the training, sports equipment must be returned to the specially designated places.

6.13. Rules for attending group classes:

6.13.1. Group classes are conducted according to a schedule that may be changed by the Administration of the Fitness Centre. The Administration reserves the right to replace the instructor announced in the schedule.

6.13.2. Group programs are held according to the schedule, as well as by prior appointment. The Administration reserves the right to limit the number of attendees in a group.

6.13.3. To avoid injury-prone situations, it is necessary to arrive for group classes without being late. Arriving more than 10 (ten) minutes after the start of the class is not recommended. The instructor has the right not to admit a Fitness Centre Guest to the class in case of lateness.

6.13.4. It is not recommended to arrive for classes on an empty stomach or immediately after eating.

6.13.5. Sportswear and special sports shoes as provided for by these Visiting Rules are required for classes.

6.13.6. After completing the training, sports equipment must be returned to the specially designated places.

6.13.7. Please do not use strong perfumes when attending group classes.

7. Rules for Visiting the Aqua Complex (Pools) of the SPA Centre

In addition to the general visiting rules of the SPA Complex, the Guest is obliged to comply with the Rules for Visiting the Pools of the Parklane SPA Complex (hereinafter — the "Aqua Complex Rules").

7.1. These Aqua Complex Rules are mandatory for compliance by all Guests of the SPA Complex when visiting any pools located on the territory of the SPA Complex.

7.2. Guests are permitted to use the pools exclusively during the operating hours of the SPA Complex.

7.3. Being in the Aqua Complex and directly in the pool is permitted only in swimsuits: swimming trunks, swimming shorts, swimsuits (for women), swimwear for children of any age, and indoor shoes for the pool. It is also recommended to wear swimming caps and swimming goggles (optional). Children under 3 years of age may visit the pool only in special swim diapers (if unavailable, the Guest may purchase them at the SPA Complex reception for an additional fee).

7.4. Indoor shoes must be removed before descending into the pool basin.

7.5. To descend into the pool basin and to climb out of the pool basin, use the ladder, descending and ascending while holding onto the pool ladder handrails.

7.6. If using creams, oils, or other cosmetics, it is necessary to take a shower before descending into the pool basin.

7.7. For safety purposes, the following are prohibited in the pool:

7.7.1. Running, jumping, pushing, jumping from the edge, creating excessive noise, giving false signals for help.

7.7.2. Diving and going underwater on a held breath without special training and without instructor supervision.

7.7.3. Creating obstacles in the water for other Guests and SPA Complex employees.

7.7.4. Entering the water while chewing gum.

7.7.5. Committing other actions that may interfere with or create a threat to the life and health of the Guest, other Guests, as well as SPA Complex employees.

7.7.6. Being on the territory of the Aqua Complex without swimwear and/or special footwear as provided for by these Rules.

7.7.7. Visiting the pool with open wounds and/or other damage to the skin.

7.7.8. Visiting the pool by persons with obvious signs of health disorders, persons exhibiting inappropriate behavior, as well as persons in a state of alcoholic or narcotic intoxication.

7.7.9. Persons who cannot swim are prohibited from bathing without life vests.

7.7.10. Bringing onto the territory of the pools:

- animals, birds, reptiles, and insects;
- all types of weapons, explosives, flammable, poisonous, radioactive, and toxic substances, personal protective equipment (pepper sprays, stun guns, etc.);
- audio equipment and other sources of loud noise;
- edged and cutting objects, glass objects, and other fragile objects that may shatter (except eyeglasses);
- alcohol and narcotic substances;
- medicines and medications;
- beverages in glass containers and food.

To avoid injuries and threats to the life and health of people, the lifeguard (Aqua Complex instructor) may remove from the pool area Guests who do not comply with the Pool Visiting Rules, without refunding the money paid for the visit to the SPA Complex.

7.7.11. Sitting on or hanging from the lane dividers.

7.8. Visiting the SPA Complex pools is not recommended for the following persons:

- pregnant women in late stages of pregnancy;
- persons with infants;

- persons with pacemakers and heart conditions;
- persons with increased skin sensitivity to chlorinated water;
- persons with contraindications to visiting pools based on health condition;
- persons with other conditions that may worsen during prolonged stay in water.

7.9. The Administration of the SPA Complex is not responsible for the loss/damage/destruction of the Guest's property left unattended.

7.10. Guests of the Aqua Complex are obliged to observe the rules of general and personal hygiene, including maintaining body cleanliness and taking a shower before visiting the pool in the hotel room, or in the showers in the changing rooms, or on the territory of the SPA Complex located in the Aqua Complex and the Thermal Complex.

7.11. The water temperature, chlorine content, and pH level in the pool are maintained within the limits established by sanitary-epidemiological norms and cannot be changed at the Guest's request.

7.12. Special rules for the use of the pools by minors (children):

7.12.1. The use of all pools of the Aqua Complex by minors is permitted only in the presence of Accompanying Persons, who are obliged to continuously monitor the behavior of minors on the territory of the pools of the Aqua Complex and the SPA Complex as a whole.

7.12.2. Responsibility for the safety and preservation of the health and life of minors on the territory of the Aqua Complex and the SPA Complex as a whole is borne solely by the Accompanying Persons.

7.12.3. Visiting the Aqua Complex by minors under 18 years of age and shorter than 150 cm (if any of the specified criteria is present) is recommended only in life vests. Responsibility for any harm to the health of minors caused by the failure of Accompanying Persons to fulfill their obligation to put a life vest on the minors is borne solely by the Accompanying Persons.

7.13. In the event that the Guest receives play/sports equipment or other property from the Administration of the SPA Complex, the Guest shall, if necessary, sign a Handover Act for the equipment at the request of the SPA Complex Administrator. The play/sports equipment (provided property) received by the Guest is the property of the Administration of the SPA Complex. Before leaving

the territory of the SPA Complex, the Guest is obliged to return to the SPA Complex Administrator the property (play/sports equipment) provided by the Administration of the SPA Complex for use.

8. Rules for Visiting the Baths and Saunas of the SPA Complex

In addition to the general visiting rules of the SPA Complex, the Guest is obliged to comply with the rules for visiting the baths and saunas on the territory of the SPA Complex.

8.1. For visiting the baths/saunas, appropriate clothing is required: a swimsuit — a swimsuit (for women), swimming trunks (for men).

8.2. Being in the bath/sauna with a bare torso — without the top part of the swimsuit (for women) is prohibited.

8.3. Visiting the baths/saunas wearing headgear (a sauna/bath hat) that protects the head from the effects of elevated temperature is recommended.

8.3.1. Personal hygiene rules must be observed. Taking a shower before visiting the baths/saunas is mandatory.

8.4. When visiting the baths/saunas, it is prohibited to use creams, strong perfumes, face masks, scrubs, or hair dye.

8.5. For personal hygiene purposes, it is necessary to use a towel (an additional towel or bed sheet can be rented at the SPA Complex reception for an additional fee) and to place it on the bench in the bath/sauna.

8.6. While in the bath/sauna, avoid contact with the surface of the stove — this can cause severe burns.

8.7. Eating and drinking in the changing rooms, baths, and saunas is prohibited.

8.8. Visiting the baths/saunas in a state of alcoholic or narcotic intoxication, as well as with residual effects of alcoholic intoxication, is prohibited.

8.9. Acts of an intimate nature in the premises of the baths/saunas and the SPA Complex as a whole are prohibited.

8.10. Splashing water and aromatics into the stone compartment of the baths/saunas is prohibited.

8.11. Bringing plastic and glass containers into the baths/saunas is prohibited.

8.12. Covering the stove with foreign objects (towels, swimsuits, etc.) is prohibited, as well as leaving them in close proximity to heating equipment — this can lead to a fire.

8.13. Independently switching/adjusting the temperature in the baths/saunas is prohibited.

8.13.1. According to the Technical Regulations, the temperature cannot be changed (decreased/increased) at the wish of the Guest of the SPA Complex.

8.14. Leaving children unattended in the baths/saunas is prohibited! Visiting the baths/saunas by children under 18 years of age is permitted only when accompanied by Accompanying Persons.

8.15. Attention! Prolonged stay in a hot bath/sauna causes an increase in body temperature, which can be dangerous to your health. It is recommended to stay in the baths/saunas for no more than 15 minutes at a time; it is also necessary to monitor the recommended duration of the child's visit to the baths/saunas — no more than 3 minutes.

9. Other Conditions

9.1. The fact of payment for a subscription or a single visit and signing the "Consent to the Visiting Rules of the SPA Complex" means that the Guest of the SPA Complex is familiar with these Rules.

9.2. The Administration of the SPA Complex in the context of these Rules includes: the Head of the SPA Complex, the Assistant (Deputy) Head of the SPA Complex, administrators, and other personnel of the SPA Complex.

9.3. The Administration of the SPA Complex is not responsible for the safety of valuables, money, jewelry, and documents left in the cloakroom and in individual lockers in the changing room — Civil Code of the Russian Federation, Article No. 925.

9.3.1. The "Locker Rental" service is an additional service and is paid by the Consumer separately, in accordance with the rates established in the price list of the SPA Complex.

9.3.2. The "Locker Rental" service may be provided to the Consumer by the Administration of the SPA Complex, depending on the occupancy of the SPA Complex.

9.3.3. Locker rental is provided for a period not exceeding that specified in the price list of the SPA Complex. Upon expiration of the locker rental period, the Consumer is obliged to vacate the locker of their personal belongings. After the expiration of this period, the Administration of the SPA Complex has the right to open the locker and take appropriate measures regarding the forgotten/left items in accordance with the terms of these Rules.

9.3.4. Upon expiration of the locker rental period, the Administration of the SPA Complex reserves the right to refuse the Consumer an extension of the rental.

9.4. When the Consumer's forgotten items are found in the locker (also after the expiration of the rental period) or in another place on the territory of the SPA Complex, the Administration of the SPA Complex transfers the items from the locker for storage to the room fund service or another hotel service agreed with the hotel Administration. A free-form act of discovery of the forgotten item(s) is drawn up, specifying: the name/description of the item, the locker number (place of discovery), the full name of the Consumer (if it can be determined), and the date and time of discovery. If the owner is identified, SPA Centre employees agree with the owner on the terms and conditions for collecting the item. The hotel's storage period for the found item is at least 3 (three) months but not more than 1 (one) year and 1 (one) day. Forgotten food products (including in factory packaging) are not subject to storage (Articles 13 and 52 of Federal Law No. 52-FZ "On the Sanitary and Epidemiological Welfare of the Population").

9.5. In the event of emergency situations caused by circumstances for which the SPA Complex is not responsible, as well as situations caused by the actions of utility services conducting seasonal, preventive, and emergency works, if these situations prevent the provision of quality services, the Administration of the SPA Complex has the right to unilaterally suspend the provision of services until the cessation of the specified circumstances (situations), but for a period not exceeding 30 calendar days. If, after 30 calendar days, the circumstances (situations) preventing the use of the SPA Complex have not changed, the Administration of the SPA Complex and the Guest resolve the

issue of terminating the Agreement and conducting mutual settlements. When conducting mutual settlements, the cost of the services already provided and the period of the circumstances that led to the emergency situation and for which the SPA Complex is not responsible are taken into account.

9.6. The Administration of the SPA Complex guarantees that the quality of the SPA Complex services complies with the quality standards established for this type of service, including safety, fire safety, and sanitary-epidemiological requirements.

9.7. In the event that the Guest's actions cause property damage to Parklane LLC, the Administration of the SPA Complex has the right to demand compensation for the damage. Upon the fact of the damage, an act is drawn up and signed by the Administration of the SPA Complex and the Guest who caused the damage. The act specifies the amount of the damage agreed by the parties. In the event of the Guest's refusal to sign the act, a corresponding entry is made in the act in the presence of at least two witnesses who are not employees of the SPA Complex.

If the damage is caused by minors under 14 years of age, compensation for the damage is made by their legal representatives in the manner established by the current legislation.

9.8. These Rules have the force of a written service agreement with the Guest. The Guest's signing of the "Consent to the Visiting Rules of the SPA Complex" and payment for the SPA Complex services constitutes full and unconditional consent (acceptance) with these Rules.

9.9. These Rules are mandatory for execution, including when ordering services by legal entities (individual entrepreneurs) for individuals, when ordering services for a group of persons, for organized groups, for students of sports schools, sections, instructors, for other users of services, including for holders of subscriptions, when providing services against deposited funds, against gift certificates, etc., as well as when paying for services to intermediary organizations that provide services under agency and other agreements.

9.10. The Administration of the SPA Complex has the right to unilaterally amend these Rules. The said amendments to the Rules come into force from the moment they are posted on the information boards on the territory of the SPA Complex and the Parklane

Hotel and/or on the website at . The Guest is obliged to independently familiarize themselves with the said amendments to the Rules before paying for the service.

9.11. The services provided in accordance with these Rules are not subject to mandatory certification and licensing, as specified in the price list of the SPA Complex. The Administration has the right to engage third parties for the provision of services.

9.12. All notices, as well as information in open access on the territory of the Parklane Hotel, are an integral part of these Rules.

9.13. In the event of the Guest's violation of the provisions established by these Rules, the Guest is not admitted to the territory of the SPA Complex until the violation is eliminated (the Access Wristband is confiscated or blocked), and may also be removed from the territory of the SPA Complex on the initiative of the Administration of the SPA Complex without refund of the cost of the paid services (Section 7 of these Rules).

9.14. The Administration of the SPA Complex, together with the Security Organization and the security service of the Parklane Hotel, has the right to inspect the Guest's belongings on a voluntary basis, for the purposes of security and control of the bringing in of items prohibited from being brought in and used on the territory of the SPA Complex, in accordance with Section 4.4 of these Rules, before paying for the entrance ticket to the territory of the SPA Complex.

9.15. The Administration of the SPA Complex is not responsible for the Guest's non-use, on their own initiative or due to the fault of third parties, of the paid SPA Complex services, for the safety of valuables, documents, Access Wristbands, money, and other property of Guests left on the territory of the SPA Complex, for the consequences associated with the Guest's violation of these Rules and other mandatory rules in force on the territory of the Parklane Hotel, for damage caused to the Guest by the actions of third parties, as well as for the state of health of Guests and potential accidents on the territory of the SPA Complex (injuries, bruises, etc.) that occur during the use of the SPA Complex services. The Guest assumes all consequences and risks associated with careless harm to their health while swimming in the pool, staying in the baths/saunas, being in the water, and voluntarily undertakes to release the Administration of the SPA Complex from any claims related to this, including claims for compensation for harm to life and health, moral damage, and other losses.

9.16. The Administration of the SPA Complex is not responsible for harm caused to the life, health, or property of the consumer as a result of the consumer's violation of these Rules, as well as the action of force majeure circumstances, including, but not limited to: natural disasters (earthquakes, floods, snow drifts, etc.), riots, civil wars, strikes, decisions of competent state authorities, emergency situations (power outages, repair and restoration works, and other emergency works and actions by energy supply organizations), etc.

9.17. The Administration of the SPA Complex, in accordance with these Rules, does not assume any pre-agreed obligations and guarantees to the Guest related to the condition of the pools, baths/saunas, depending on factors that the Administration of the SPA Complex cannot influence (unfavorable weather conditions, water and air temperature conditions unsuitable for the Guest, a large number of Guests, the swimming skills and style of Guests, etc.).