Dear guests!

Welcome to the hotel and apartments "EUROPA"!
The management and staff of the hotel and apartments "Europe" are always at your service!

Best regards,

General Manager
Sergei GOROKHOV

This is to remind you the check-in and check-out time of the hotel:
• Check in time from 15.00 local time
• Check out time prior to 12.00 local time
In case of delay of check out, the fee for accommodation is charged in the following way:
- not more than 6 hours after the check-out time - hourly rate.
- from 6 to 12 hours after the check-out time - payment for half a day.
- from 12 to 24 hours after the check-out time - payment for a full day.

**Breakfast is not included into the price.**
**The cost of breakfast is 350 rubles.**

Breakfast is served in the restaurant "Tabasco" daily from 07:00 to 11:00.
In the weekend the restaurant "Tabasko" serves breakfast from 07:00 to 12:00

Short telephone directory and opening hours of the hotel services:

| | | |
|---|---|---|
| **reception** | **24 hours** | **tel: 100** |
| **Wi-fi** | **free** | **hoteleuropa** |

How to use your phone:
On order to contact the subscriber at the hotel, dial the three-digit number corresponding to the room number of the subscriber.

Please, note that according to the Decree of the Government of the Russian Federation of 16.02.2019 N 158 "on approval of the Regulations on the classification of hotels" **in a standard room of a three-star hotel may not be slippers and bathrobes**

Rule of payment: **prepayment.**

**Memo on fire safety rules**

Dear guests! Please follow the rules of fire safety.
1. Do not use electric heaters (coffee pots, irons, boilers) in the room.
2. When leaving the room, do not forget to turn off the TV, air conditioning, and lighting lamps.
3. We remind you that it is dangerous to cover the included floor lamps and table lamps with objects of combustible material.
4. Smoking is not allowed in the room.
5. Smoking in the elevator is not allowed.
6. It is inadmissible to bring and store fire-hazardous substances and materials in the room.

In case of fire in your room:
1. Immediately report the incident to the hotel reception by calling "100". If you cannot eliminate the fire in your own strength, leave the room and close the door.
2. Be sure to report the fire to the maid on duty at the floor or to another representative of the hotel.
3. Leave the hazardous area and act as directed by the administration or the fire department. When evacuating from the hotel building do not panic, do not use elevators, get down the stairs.
In case of fire outside your room:
1. Immediately report the incident to the hotel reception by calling "100".
2. Leave your room after you close the windows and doors, leave the building.
3. If the corridors and staircases are very smoke-fogged and you cannot leave the room, stay in your room, opening the windows wide. The closed and well-sealed door can protect you from dangerous temperatures for a long time. To avoid smoke poisoning, close the slots and vents with water-soaked towels and bedding.
4. Try to inform the reception about your whereabouts by phone.
5. On the arrival of firefighters at the scene, go to the window and give a sign about helping you.

**Regulations on the order of residence of guests in the hotel and apartments "EUROPE":**

1. Hotel "Europe" is for temporary residence of citizens for a period agreed with the hotel administration. If you want to extend the period of stay, you must inform the hotel administrator about it no later than 2 hours before the check-out time (12 hours local time). Extension of the stay in the same room is possible only if there is no confirmed reservation for the benefit of third parties.
2. Check out time is 12 hours local time. Check-in time is from 2pm local time. For stays of not more than 24 hours, the fee is charged per day, regardless of the estimated hour.
3. Hotel "Europe" is open 24 hours.
5. When booking, accommodating or in a free check in, the guest chooses the category of the room, and the right to choose a specific room belonging to this category remains with the hotel administration.
6. In case of late refusal of booking, late arrival or absence of a guest or the booking party, the fee is charged for non-show, but not more than per day. If you are late for more than a day, the guaranteed reservation is canceled.
7. Payment for accommodation and services at the hotel are at frees (contractual) prices, according to the tariffs approved by the hotel management.
8. All children are welcome. A child under 6 years stays free of charge when using existing bedding. Accommodation of children over the age of 6 is permitted with one of the parents / guardians, payment is charged according to the approved tariffs.
9. There is no charge for reservation.
10. At the request of the guests and with the consent of the hotel administration, outside visitors can be in the room from 08.00 to 23.00 hours; for this, the visitor must provide the reception at the front desk with an identity document.
11. In case of the visitor's delay in the guest's room after 23.00 hours or entrance to the hotel by the registered guest of an unauthorized visitor at night (from 23.00 to 08.00 hours), these persons must be registered in a guest room. For such a living the payment is charged according to the approved tariffs.
12. In cases not provided by these rules, the administration and the guest are to follow by the current legislation of the Russian Federation. The rules of accommodation in the Hotel Europe are worked out on the basis of the RF Law "On Protection of Consumer Rights" and "On Approval of the Rules for the Provision of Hotel Services in the Russian Federation" approved by Government Decree No. 1085 of October 9, 2015.
13. According to the Decree of the Government of the Russian Federation of 16.02.2019 N 158 "on approval of the Regulations on the classification of hotels" in a standard room of **a three-star hotel may not be slippers and bathrobes.**
14. According to the Decree of the Government of the Russian Federation of 16.02.19 g. N 158 "on approval of the Regulations on the classification of hotels" paragraph 25, the Hotel has the right to establish the order and method of payment for the room. **Rule of payment: prepayment**

Services of hotel EUROPA

| Services | Floor | Description of service | Price | Working hours |
|---|---|---|---|---|
| Providing safe (for the 1st category) | Reception | Providing safe box for storing your valuables | Free | 7/24 |
| Safe in apartments and studios (23 rooms) | 2 3 4 5 | Safe in each room | Free | 7/24 |
| Laundry | «Italchistka» LLC on 0 floor Trade Center «Europa» | Laundry, ironing and dry-cleaning | As to the price list with discount 10% providing you have a guest card | From 10:00 a.m. till 09:00 p.m. weekdays and Sunday From 10:00 a.m. till 10:00 p.m. Friday and Saturday |
| Internet: wireless WI - FI | All hotel | Excess to internet | Free | 7/24 |
| Taxi | Reception | Transport | Free | 7/24 |
| Ironing (as to the request) | Reception | Ironing | Free | 7/24 |
| Children beds (as to the request) | Reception | Sleeping for children separately from parents | Free | 7/24 |
| Alarm clock | Reception | If You want to be woken up by phone, please call 100 | Free | 7/24 |
| Correspondence to the rooms | Reception | Newspapers, magazines | Free | 7/24 |
| Ambulance | Reception | Calling the ambulance | Free | 7/24 |
| Baggage room | Reception | Your baggage storage | Free | 7/24 |
| Currency exchange | Banks | Currency exchange offices are next door | | From 09:00 a.m. till 06.00 p.m. daily excluding days-off and holidays |

+7 (4012) 31-04-95 or internal phone: 100
www.hoteleuropa.ru
info@hoteleuropa.ru

**APPROVED**
**"Europa-Hotel", LLC**
**GM Sergei Gorokhov**

**22 December 2017**

**Europa Hotel Accommodation Rules**

1. Europa Hotel is designed for temporary stay of physical persons for a period agreed with the Hotel Administration. If you wish to extend the period of stay, please inform the Hotel Administrator at ~~least~~ 2 hours before the check-out time – i.e. 12 o'clock local time. Extension of stay in the same room is only possible if there is no confirmed reservation for it for the third parties.

2. Check-out time – 12:00 local time. Check-in time – from 3:00 p.m. local time. In case of arrival before the check-out time (i.e. between 0 and 12 o'clock) payment for accommodation is not charged. If the consumer stays at the hotel from 0 hours 00 minutes to the set check-out time, payment for accommodation shall be charged in the amount not exceeding the rate for half a 24-hour day.
   In case of delayed check-out of the consumer, accommodation shall be charged for as follows:
   up to 6 hours after check-out time: hourly rate.
   6 to 12 hours after check-out time: rate for half a 24-hour day.
   12 to 24 hours after check-out time: rate for a full 24-hour day (in case there is no hourly rate).
   In case of stay for not more than one day (24 hours) the payment shall be charged for a whole day regardless of the check-out time.

3. **On the day of check-out please inform the Hotel Administrator (front desk) in advance when you are ready to have the room checked for its completeness and any lost belongings.**

4. To check into the Hotel and conclude an agreement a physical person has to present an identification document that was issued following the established procedure, including:
   a) passport of a citizen of the Russian Federation identifying a citizen of the Russian Federation within the territory of the Russian Federation.
   b) passport of a citizen of the USSR identifying a citizen of the Russian Federation before its replacement within the prescribed period for the passport of a citizen of the Russian Federation.
   c) birth certificate: for persons under the age of 14.
   d) passport identifying a citizen of the Russian Federation outside the Russian Federation: for persons permanently residing outside the Russian Federation.
   e) passport of a foreign citizen or other document permitted by a federal law or accepted in accordance with international treaty of the Russian Federation as an identification document of a foreign citizen.
   f) document issued by a foreign country and accepted in accordance with international treaty of the Russian Federation as an identification document of a person without citizenship.
   g) temporary residence permit of a person without citizenship.
   h) permanent residence permit of a person without citizenship.

5. During booking, accommodation or free stay a guest selects the room category, while the right to select a specific room from this category is reserved for the Hotel Administration.

6. In case of late cancellation of booking, delayed check-in or no-show of a consumer (guest), he/she or the client shall be charged for actual idle time of the room (bed in a room) but such payment shall be not for more than for a 24-hour day. In case of check-in delay by more than twenty-four hours the guaranteed reservation shall be canceled.

7. Accommodation and services in the Hotel are charged for a free (agreed) price according to the pricelist approved by the Hotel management.

8. The Hotel permits accommodation of children of any age. When one child under the age of 6 sleeps in available beds, his/her accommodation is free of charge. Accommodation of children over 7 years old is allowed with one of the parents/legal guardians; payment is charged according to the pricelist approved in the Hotel.

9. No fee is charged for room booking.

10. On request of the guests and with consent of the hotel administration, visitors may be present in a hotel room between 08.00 and 23.00 o'clock; in that case a visitor has to present an identification document to the receptionist at the front desk.

11. If a visitor stays in a guest's room past 23.00 o'clock or if a registered guest takes a visitor into the Hotel at night time (between 23.00 and 08.00 o'clock), such persons must be registered for accommodation in the guest's room. Such additional accommodation shall be charged for according to the pricelist approved in the Hotel.

12. The guest and persons staying together with him/her must:
    - turn off water taps, close windows when leaving the room.
    - follow the accommodation rules established in the Hotel.
    - keep the room clean, observe silence and social order in a room and in the Hotel.
    - strictly observe the fire safety regulations.
    - compensate damages in case of damage to, loss or destruction of the Hotel property. The actual damages will be estimated on the basis of the "Price List of the LLC "Europa-hotel Property " to be reimbursed in case of total or partial destruction, loss, or theft».
    - bear responsibility for actions of a visitor(s) invited by him/her to the room.
    - pay in a timely manner and in full for all the additional services provided by the Hotel.

13. In the Hotel it is forbidden to:
    - leave unauthorized persons in the room or give them the key card for the room.
    - store flammable, explosive materials, weapons, chemical and radioactive substances, mercury.
    - keep animals in a room.
    - smoke in a room or in the Hotel halls and corridors.
    - be in a state of alcoholic and narcotic intoxication.
    - use heating appliances if such are not provided for in a Hotel room.
    - disturb the peace and rest of other guests staying in nearby rooms.

14. **All rooms are declared strictly non-smoking; a guest checking into Hotel agrees to pay extra RUR 5000 for smoking in a room to compensate the cost of room and air cleaning from smell of smoke. This rule also applies to persons staying together with the guest.**

15. Administration of Hotel shall not be held responsible for loss of moneys, other currency valuables, securities and other valuables belonging to guests that are stored in a room if a guest violates the Hotel accommodation rules. Should any things left behind by guests be found, the administration of Hotel will take appropriate measures to return them to their owners. The things left behind by guests are stored in the Hotel for 6 months.

16. Administration of Hotel reserves the right to visit any room without the guest's consent in case of smoke conditions, fire, flooding, as well as in case of the guest's violation of these accommodation rules, social order, domestic appliances use rules.

17. The Hotel may terminate the agreement for provision of the hotel services on a unilateral basis or refuse extension of the period of stay if a guest violates the accommodation rules, delays payment for the hotel services or reimbursement of damages to the Hotel property by the guest.

18. Customer Feedback Book is kept by the front office manager on duty and is submitted on the guest's demand.

19. In case of any complaints from the consumer the administration of Hotel shall take all possible measures to resolve a conflict provided for by the laws currently in force.

20. In all matters not covered by these Rules, administration of Hotel and consumer shall abide by the current laws of the Russian Federation.

These Rules have been developed in accordance with provisions of the RF Act "On Protection of Consumers' Rights" and "Regulations for Provision of Hotel Services in the Russian Federation" approved by decree of Government of the Russian Federation No. 1085 dd. 9 October 2015.

Approved by
GM Hotel-EUROPA

Sergei Gorokhov

«30» March 2020

# Pricelist
# for additional goods

| № | Title | price, rubles |
|---|---|---|
| 1. | Slippers | 100 |
| 2. | Shampoo, 30 мл | 20 |
| 3. | Shower gel, 30 мл | 20 |
| 4. | Lotion, 30 мл | 30 |
| 5. | Hair-conditioner, 30 ml | 30 |
| 6. | Soap, 13 g | 10 |
| 7. | Shaving set | 50 |
| 8. | Dental set | 50 |
| 9. | Shower cap | 10 |
| 10. | Needle set | 10 |
| 11. | Cosmetic set (cotton pad, cotton swabs+nail file) | 15 |
| 12. | Hairbrush | 30 |
| 13. | Polishing brush | 200 |
| 14. | Shoe sponge | 30 |
| 15. | Earplug | 50 |
| 16. | Umbrella | 900 |
| 17. | Charger for Android | 800 |
| 18. | Charger for Iphone | 1000 |
| 19. | Sleep mask | 100 |
| 20. | Condom (1 pack for 3 things) | 300 |
| 21. | Still water 0,8 ml | 100 |
| 22. | Tea set: tea, coffee, sugar | 50 |
| 23. | Sanitizer | 100 |
| 24. | Disposable mask | 150 |
| 25. | Disposable gloves | 50 |

**INSTRUCTION**
**ON THE GUEST'S ACTIONS**
**IN EMERGENCY SITUATIONS**

This Instruction describes the guests' actions in case of emergencies of natural and anthropogenic nature occurring within the territory of the organization or outside it, as well as other situations that might pose threat to the guests' life and health. The Instruction is used to educate the guest of the organization in actions in case of accidents, catastrophes, natural disasters, work-related and off-the-job injuries, as well as emergency situations of natural and anthropogenic nature.

## 1.GENERAL PROVISIONS

1.1. The Instruction has been developed on the basis of the requirements of the RF Fire Safety Rules and Guidelines on Liquidation of Emergencies of the Ministry of Emergency Situations (MES) of Russia.
1.2. Hotel guests must follow the provisions of this Instruction to be able in case of emergency situation evaluate the need of prompt informing of the management, and immediately take actions aimed at liquidation of consequences of an accident. Guests must be aware that they bear personal responsibility for timely taking of measures for prevention of emergency situations.
1.3. After receiving first aid the victim, witness or participant of an accident shall immediately inform the manager (master, foreman, shift manager, department head) of each accident or emergency situation using all available means of communication. Failure to observe this requirement may lead to deterioration of a victim's health due to lack of qualified medical help, and can become the reason for delayed taking of operative measures to take control of the situation, i.e. to minimize its consequences.
1.4. Emergency situation - circumstances within a certain territory that have occurred as a result of accident, dangerous natural occurrence, catastrophe, natural or another disaster that can result or have resulted in human casualties, damage to people's health, natural environment , significant material losses and disruption of human life and activities (para. 2.1.1 GOST R 22.0.02-96).
Result of emergency situations is the damages (losses) caused by them from adverse and other factors accompanying a disaster on people, industrial facilities, social sphere, natural environment.
1.5. Emergency situations differ by the nature of their source as anthropogenic, natural and others. This Instruction considers situations of natural and anthropogenic character, as the most probable in the territory of organizations, as well as situations that can create threat to a guest's life and health.
1.6. Provision of first medical aid to the victims is carried out in accordance with internal instruction of the organization "First-aid treatment in emergency situations."

## 2. GUEST'S ACTIONS IN CASE OF OCCURRENCE OF EMERGENCY SITUATIONS OF ANTHROPOGENIC CHARACTER

***2.1. Actions in case of a fire, explosion***
Fire - uncontrollable burning causing material damages, harm to citizens' life and health, interest of the society and the state.
Main reasons of fires: faults in electrical installations and networks, violations of the requirements of technological regulations on works with fire, failure to observe the fire safety measures (smoking, setting of open fires, use of malfunctioning equipment, etc.), careless handling of fire.
Main dangerous factors of fire: thermal emission, high temperature, poisoning effect of combustion products (carbon oxide, etc.), limited visibility due to smoke contamination.
Explosion - means burning accompanied by release of a large amount of energy within a limited space over a short period of time. Explosion results in generation and spreading of a shock wave with excessive pressure (over 5 kPa) producing mechanical impact on the surrounding objects.
Main damage factors of an explosion: air shock wave and fragment clouds produced by flying fractions of destroyed objects, process equipment, explosive devices.
2.1.1. In case of a threat of an explosion one should lie face down protecting your head with your hands, as far away as possible from windows, glass doors, corridors, stairs.
2.1.2. If an explosion has occurred, take measures to prevent a fire and panic, give first-aid treatment to injured people.
2.1.3. In case of detection of a fire source or signs of burning (smoke, burning smell, increasing temperature, etc.) each guest must:
■ immediately notify about it by phone to number "01" or "112" (for mobile phones). In this case he/she should name the place, location of fire, and his/her last name.
■ take measures for evacuation of people, extinguishing of fire and protection of material valuables.
2.1.4. Persons who are authorized to own, use or dispose of the property, managers and officials of the organization, as well as the persons appointed responsible for fire safety following the established procedure upon arrival to the fire location must:
■ duplicate the message about occurrence of fire by phone to number "01" or "112" (for mobile phones), promptly notify the management and duty services of the organization.
■ in case of threat to the people's life immediately arrange their rescue using available means and resources.
■ check activation of automatic fire protection systems (notification of people about fire, fire extinguishing, smoke protection).
■ if needed, turn off electricity (except for the fire protection systems), stop transportation devices, equipment, mechanisms, cat off feed, gas, steam and water utilities, turn off ventilation in the space with emergency and adjacent spaces, take other measures helping to prevent fire development and smoke contamination of inside spaces;

■ stop all works in the building (if it is allowed by the technological production process), except for the works related to fire liquidation activities.
■ remove the quests who are not participating in extinguishing of fire outside of the dangerous area. Evacuation shall be carried out in accordance with the evacuation plans and instructions for evacuation of people from the buildings (structures).
■ take over general management of fire extinguishing (with consideration of specific features of the facility) until arrival of a fire-fighting unit.
■ provide for observance of the safety requirements by the guests participating in extinguishing of fire; simultaneously with extinguishing of fire arrange for evacuation and protection of material valuables.
2.1.5. During evacuation pass through burning premises and smoke contaminated areas quickly, holding your breath, protecting your nose and mouth with moist thick cloths. In rooms with severe smoke contamination move crawling or bent down: air remains clean longer in the space right above the floor.
2.1.6. If a person's clothes catch on fire help to remove it or put the fire off: throw any blanket over and press firmly. If air access if restricted, burning will stop fast. Do not allow people in burning clothes run around.
2.1.7. After arrival of a fire-fighting unit the manager of organization (facility) or its substitute shall:
■ inform the firefighting manager about constructive and technological specifics of the facility, adjacent buildings and structures, as well as about the quantity and fire-hazardous properties of substances, materials, items that are stored or used in this production facility.
■ provide the information required for liquidation of fire.
■ arrange engagement of resources and means for taking of actions related to liquidation of fire and prevention of its propagation.
■ after liquidation of fire makes a decision on further operation of the production facility and gives this information to the evacuated persons.
2.1.8. Requirements for the use of primary fire extinguishing equipment:
■ Foam fire extinguishers (OVP-10, OVP-50, OVP-100) and UVP-250 are designed for extinguishing of different substances and materials (wood, paper, paints and combustive and lubricant materials), with the exception of energized electrical installations. Fire extinguishing substance - foamer solution.
■ Carbon dioxide fire extinguishers (OU-2, OU-3, OU-5, OU-6, OU-7, OU-8, OU-10, OU-20, OU-40, OU-80) are designed for extinguishing of various combustible substances, with the exception of those that burn without oxygen access, and are also used for extinguishing of electrical installation under voltage up to 1000 V. Fire extinguishing substance – carbon dioxide.
To activate carbon dioxide fire extinguishers OU-2, OU-3, OU-5, OU-6, OU-7, OU-8, OU-10 point the discharge horn towards a burning object, break the seal, pull out the pin, press on the lever (or turn valve wheel all the way to the left), aim the stream at the flame. Keep the fire extinguisher vertically, turning it upside down is not required.
To avoid frost bite do not touch the metal part of discharge horn with bare parts of your body. When extinguishing electric installation under power keep the discharge horn at least 1 m away.
■ Dry powder extinguishers (OP-1, OP-2, OP-3, OP-5, OP-10) are designed for extinguishing of petroleum products, fires in automotive vehicles. They are equipped with locking devices that allow free opening and closing with a simple movement of hand.
To active a dry powder extinguisher breaks the seal, pull out the pin, press on the start lever and point the powder stream at the fire source through the nozzle.
■ Indoor fire hydrants (FH) are designed to deliver water for extinguishing of solid combustible materials and flammable liquids. Indoor FH is activate by two guests: one leads the fire hose and holds the fire nozzle for delivery of water to the fire source, the second one checks connection of fire hose to FH and opens the water valve .
■ Asbestos cloth felt (fire blanket) is used for extinguishing of small fire sources of any substances and materials that cannot burn without air access. Fire source is covered with asbestos or felt cloth to cut off the air access.
■ Sand is used for mechanical flame knock-down and isolation of burning or smoldering material from air supply. Is fed into the fire source using a shovel or a scoop.

***2.2. Actions in case of chemical accident***

Chemical accident - disruption of chemical processes at a production facility, damage of pipelines, tanks, storage facilities, vehicles, resulting in discharge of emergency hazardous chemicals (hereinafter - EHC) into atmosphere in quantities the pose danger for people's life and health and for functioning of the biosphere.
Danger of a chemical accident for people and animals comes from disruption of normal life activities of an organism and possible deferred genetic consequences, and under certain circumstances results in lethal outcome when EHC get inside the human body through respiratory organs, skin, mucous membranes, injuries, and together with food.
2.2.1. When a chemical accident signal is received, turn on a radio to receive reliable information about the accidents and recommended actions.
2.2.2. Close windows turn off electrical appliances.
2.3.2. To protect the respiratory organs, use gauze and cotton dressing or self-made cloths soaked in water, 2-5% solution of baking soda (for protection from chlorine), 2% solution of citric or acetic acid (for protection from ammonia).
2.2.4. If it is not possible to leave the contamination area, tightly close all the doors, windows, ventilation openings and smoke ducts; cracks in them should be glued with paper of scotch tape.
2.2.5. Do not hide on the first floors of buildings, in basements and semibasements.
2.2.6. Near railways and automotive roads related to EHC transportation the dangerous zone is set inside 200 m radius from the accident site. Entrance to the dangerous zone is forbidden.
2.2.7. In case of suspected affection by EHC exclude any physical loads, take drinks (milk, tea), and immediately contact a physician.

2.2.8. Entrance to the buildings is allowed only after their inspection for presence of EHC.
2.2.9. Abstain from drinking faucet water until official declaration of its safety.
2.2.10. When in contaminated area move fast, but do not run raising dust, do not touch surrounding objects, to do stop on spilled liquids or pile of powder of unknown substances.
2.2.11. If you detect drops of unknown substances on your skin, clothes, shoes, and personal safety equipment, remove them with a tampon made of paper, cloth or with a handkerchief.
2.2.12. After leaving the contaminated area take off top clothes and leave it outside, take a shower (go through sanitary treatment), thoroughly wash your eyes, and rinse your mouth. Contaminated clothes should be washed (if not possible - dispose of). Thoroughly clean all rooms.

***2.3. Actions in case of collapse of buildings and structures***

Total or partial sudden collapse of a building - emergency situation of natural or anthropogenic character, as well as caused by errors made on the design stage, due to deviation from the design during construction works, due to violation of installation rules, commissioning of a building (its separate parts) with serious defects or violation of the building operation rules.
Collapse of a building is frequently caused by an explosion because of a terrorist attack, incorrect use of gas consuming equipment, gas pipelines, careless handling of fire, storage of easily combustible and explosive substances in buildings.
Collapse of a building leads to fires, destruction of utility and power networks, formation of rubble, injuries and deaths of people.
2.3.1. When hearing an explosion or feeling that the building is losing its stability - leave it immediately.
2.3.2. When leaving the premises use stairs and not elevator; elevator can stop at any moment.
2.3.3. Do not panic, do not create congestion in the doors during evacuation. Stop those who are going to jump off balconies (higher than first floor) and through glazed windows.
2.4.3. If it is not possible to leave the building, find a safe place: openings in inside bearing walls, corners formed by inside bearing walls, under frame balconies (they protect from falling objects and fragments). Open a door leading from the room to make exit possible.
2.3.5. Do not panic and keep calm. Keep away from windows, electrical appliances.
2.3.6. If a fire occurs, try to put it out immediately.
2.3.7. Use the phone only to call law enforcement authorities, fire department, doctors, rescue service.
2.3.8. Do not use matches: there is a risk of explosion due to a gas leak.
2.3.9. Once you get outside, do not stay near the building. Move to an open space.

***2.4. Actions in case of being stick under debris***

2.4.1. Breath deep, do not panic, keep it together. Concentrate on the most important things. Believe: rescue will definitely come.
2.4.2. If possible, give first-aid treatment to yourself.
2.4.3. Adjust to the circumstances and look around, search for a way out. Try to determine where are you and check if there are any other people nearby: listen, make some noise.
2.4.4. You should remember: a person can withstand thirst and hunger for a long time if you will not waste your energy pointlessly.
2.4.5. Looks in your pockets or nearby for objects that you can use to give light or sound signals: flashlight or metal objects with which you can bang on a pipe or a wall (to attract attention of the rescue people).
2.4.6. If the only way out is through a narrow crawlway - try to squeeze through it. To do that relax your muscles and move while pressing your elbows to your body.

## 3. GUEST'S ACTIONS IN CASE OF OCCURRENCE OF EMERGENCY SITUATIONS OF NATURAL CHARACTER

***3.1. Actions in case of snow drifts and snowstorms***

Snow drift - disaster with strong snowfall lasting for over 12 hours with wind speeds over 15 m/s.
Snowstorm - snow transfer by the wind in near-ground air layer. These include low drifting snow, ground blizzard and overall snow drift. During low drifting snow and ground blizzard redistribution of previously fallen snow occurs; in case of overall snow drift it is supplemented by precipitation.
Snowstorms and snowdrifts are common in many districts of Russia. Snow drifts roads, individual buildings, and settlements. Height of snow drift can reach 2 m, visibility on the roads decreases to 20-50 m. Possible destruction of light buildings and roofs, breaking of overhead power and communication lines.
3.1.1. Having received a snowstorm warning move from light buildings to strong ones, tightly close windows doors, attic hatches and ventilation openings.
3.1.2. Prepare for possible power outages.
3.1.3. Prepare the tools for cleaning of snow, warm clothes, and shoes.
3.1.4. Leave the building during strong snowstorms only in exclusive situations.
3.1.5. When traveling by car drive down only big roads and highways. When leaving a car stay near enough to see it. When stopping on a road sound an alarm by blowing the horn intermittently, lift the hood or hand a bright piece of cloth of the antenna. Wait for help inside the car; leave the engine running, crack-open a window for ventilation and to prevent poisoning with carbon oxide.

***3.2. Actions during glaze ice (black frost)***

Glaze ice is a layer of thick ice formed on the surface of ground, sidewalks, roads, and objects (trees, wires, etc.) when overcooled rain or mist (fog) freezes on. Occurs when air temperature is below 0°C. Ice crust thickness can reach several centimeters.

Black frost - a thin layer of ice on the ground surface formed after a thaw period or a rain as a result of rapid cooling.
3.2.1. If weather forecast warns about black frost or glaze ice, take measures to reduce the probability of injuries:
■ prepare non-slipping shoes, attach metal heel pieces, or foam rubber on the bottom of your shoes, and on dry sole stick adhesive bandage, insulation tape or water-resistant sandpaper.
■ move carefully, do not hurry, step on the entire sole. Legs should be slightly relaxed, hands free.
■ walk on sidewalks sprinkled with sand.
3.2.2. If you slip, crouch down to reduce the height of falling. At the time of fall try to tuck yourself up and roll over to soften the impact.
3.2.3. Icing of wires is often followed by their rupture. In this case pay special attention to power transmission lines, power lines of electrical vehicles. If you see broken wire inform the management.
3.2.4. In case of an injury contact a medical department or emergency medical service.

***3.3. Actions during strong heat, drought***

Strong heat is characterized by exceeding of average positive temperature by 10 and more degrees for several days.
Drought - lengthy and significant shortage of precipitation, mostly with higher temperatures and lower air humidity.
The danger lies in overheating of human organism, i.e. threat of body temperature increasing above 37.1° C, or heat disorder - when temperature approaches 38,8° C.
Critical condition occurs in case of lengthy and (or) strong overheating capable of leading to heat stroke and disruption of hear activity.
Symptoms of overheating are flushed skin, dryness of mucous membranes, strong thirst. Possible loss of consciousness, stopping of heart and breath.
3.3.1. To reduce the threat of a heat stroke, keep additional containers with water in stock.
3.3.2. Move without hurry, try to stay in the shade as much as possible.
3.3.3. Prepare electrical appliances (fans, air conditioners).
3.3.4. Wear light air-penetrating clothes (preferable made of cotton), headwear. Remember: burned skin stops sweating and cooling.
3.3.5. Do not consume beer and other alcoholic beverages: this leads to overall deterioration of the organism.
3.3.6. Consult a doctor: whether additional consumption of salt is needed during heat.
3.3.7. In case of heat damages move into shade, out into the wind or take a shower, slowly drink large amounts of water. Try to cool down your body to avoid heat stroke.
3.3.8. Should anybody around lose consciousness, carry out resuscitation activities (indirect external cardiac massage and artificial respiration).
3.3.9. Remember: probability of fires increases during drought.

***3.4. Actions during thunderstorm***

Lightning is a giant electrical spark charge. It is accompanied with blinding flash and thunder.
Discharge temperature reaches 300 000 degrees. A tree after a lightning strike splits and can catch on fire due to internal explosion caused by instantaneous evaporation of all moisture contained in a tree.
Direct hit of a human by lightning usually has a lethal outcome.
Electrical charge travels the path with the smallest resistance. Therefore, first of all a lightning will hit a tall object: mast, tree, etc.
Lightning protection is used to reduce the hazard of lightning damage to industrial facilities, buildings, and structures in the form of grounded metal poles and wires passing high above the facility buildings.
3.4.1. Lightning is dangerous when the flush is followed by a thunder strike. In this case urgent safety measures are needed: close the windows, doors, smoke ducts and ventilation openings.
3.4.2. During a thunderstorm stay away from electric wiring, lightning arrestor, vertical gutter pipes, antenna, do not stand near windows. If possible, turn off electrical appliances.
3.4.3. If you are out on an open site take cover in an area with low vegetation, do not hide under tall trees. Go down froma hill to a meadow.
3.4.4. On an open site, if there is no shelter (building), to not lie down on the ground thus exposing your whole body to electrical current; instead sit on your crouches and wrap your arms around knees.
3.4.5. Immediately stop outside works during a thunderstorm. Put metal objects (tools, devices, mechanisms, etc.) aside, stay 20-30 m away from them.
3.4.6. If you are inside a car during thunderstorm, do not leave it. Close the windows and retract the radio antenna.

***3.5. Actions in case of hurricane, storm, storm warning***

Hurricane - large size atmospheric whirlwind with wind speeds up to 120 *km/h*, and in the bottom layer - up to 200 km/h.
Storm – lengthy, very strong wind with speeds over 20 m/s. Occurs during passage of cyclone and is accompanied with high seas and destructions on the shore.
Tornado - atmospheric whirlwind occurring inside a thunder cloud and spreading downwards, often down to the surface of Earth as a dark cloudy sleeve or trunk tens and hundreds of meters in diameter. Lasts for a short time, moves along with the clouds.
Danger for people in case of especially dangerous natural disasters lies in destruction of road and bridge beds, structures, overhead power and communication lines, aboveground pipelines, as well as striking of people by fractions of structures, broken glass flying with high speed. People can also die and get injuries in case of total destruction of buildings.
In case of dust storms danger comes from accumulation of dust ("black storms») of fields, roads and in towns, as well as from contamination of water.
The main signs of occurrence of hurricanes, storms and tornadoes are increasing wind speed and sharp dropping of atmospheric pressure, heavy showers and storm upsurge; intensive falling out of soil dust.

3.5.1. After receipt of storm warning signal:
- close windows in rooms.
- free windowsills from foreign objects.
- move from light buildings to strong buildings or structures.
- when inside a building move away from the windows and take a safe place near walls of inside rooms, in a corridor.

3.5.2. During dark part of the day, when there is no electricity, use autonomous flashlights, lamps, candles.
3.5.3. In during a hurricane, storm or tornado you are out in the open area or on the streets of a town:
- keep as far away as possible from light structures, buildings, bridges, overpasses, power transmission lines, masts, trees, outside billboards.
- for protection from flying fragments and broken glass use pieces of plywood, cardboard and plastic boxes, boards and other improvised means.
- do not enter damaged buildings: they may collapse under new wind surges. Take shelter on the bottom of road gutter, inside pits, trenches, narrow gulleys, tightly pressing into ground, covering head with your clothes or tree branches.
- do not stay in your car, leave it and take shelter as is described above.

3.5.4. In case of a dust storm cover your face with gauze bandage, handkerchief, piece of clothes, and your eyes - with glasses.

## 4. ACTIONS IN CASE OF OCCURRENCE OF VARIOUS ABNORMAL SITUATIONS

***4.1. Actions in case of a terrorist attack (explosion)***

4.1.1. Immediately leave the place of incident since there are might be additional explosive devices nearby. Get outside from the building or take cover in a shelter if such is available.
4.1.2. Keep as far away as possible from tall buildings, glass shopwindows or motor vehicles.
4.1.3. If there are law enforcement officers nearby, follow their directions.
4.1.4. If law enforcement authorities have not arrived yet, call them immediately. Do not create a crowd and to not join it.
4.1.5. If you have information that can help to detain suspects and determine the location of a vehicle related to a terrorist attack, promptly inform the law enforcement authorities about it.

***4.2. Actions in case of phone threats***

4.2.1. Do not ignore any of such calls.
4.2.2. Give the information received to the law enforcement authorities and management of the organization.
4.2.3. Remember the sex, age of the caller, and distinct features of his speech.
- voice: loud (quiet), high tone (low).
- speech rate: fast (slow).
- pronunciation: precise, deformed, stuttering, lisping, with an accent or a dialect.
- speech manner: jaunty, mocking, foul language.

4.2.4. Try to identify the sound background (noise of cars or rail transport, sound of TV, radio equipment, other voice, etc.).
4.2.5. Determine the nature of call: local of long-distance.
4.2.6. Register the time of the beginning of call and its duration.
4.2.7. During the conversation try to get an answer to the following questions:
- where, whom, and to what number is this person calling.
- what specific demands were raised.
- does he make demands personally, acts as an intermediary or represents a certain group of people.
- how and when this person can be contacted.
- who can you inform about this call.

4.2.8. Try to them from the caller the maximum time interval to get his/her demand to the officials or for the management to make a decision.
4.2.9. In the process of conversation try to inform your direct superior or the management of organization about the call. If this was not possible, inform about the call immediately after the end of the conversation.
4.2.10. Do not spread information about the threat received among the hotel guests.
4.2.11. If there is an automatic number identifier, record the number on paper.

***4.3. Actions in case of threat received in written or electronic form***

4.3.1. Take measures to save the promptly forward the letter (note, disk, etc.) to
law enforcement authorities and organization management.
4.3.2. If possible, place the letter (note, disk, etc.) in a clean polyethylene bag.
4.3.3. Do not leave your fingerprints on the document.
4.3.4. If the document is inside an envelope, open it from the left or right side, by cutting the edge off with scissors.
4.3.5. Save everything: the document itself, envelope, packaging, any inserts. Do not throw anything away.
4.3.6. Do not inform other persons about the contents of letter (note, disk, etc.).
4.3.7. Remember the circumstances when you have received or found the letter (note, disk, etc.).
4.3.8. Do not write anything on anonymous materials, do not underline, circle separate parts of the text, write any endorsements and instructions. Do not fold, crumple, stitch or glue them.
4.3.9. Anonymous materials should be sent to the law enforcement authorities with an accompanying letter where you specify the type, quantity, how and on what media it is written, with what words begins and how the text ends, presence of a signature, etc., as well as circumstances related to its receipt or finding.

***4.4. Actions in case of hostage taking situation***

4.4.1. Immediately inform the law enforcement authorities and the organization management about the situation.
4.4.2. Do not initiate negotiations with the terrorists.
4.4.3. Take measures for unhindered passage (drive) of the law enforcement officers, emergency services, MES of Russia to the facility.
4.4.4. Provide assistance to police and federal security service in receipt of the interesting them information.
4.4.5. Fulfill the requirements of terrorists, if they are not related to causing damages to life and health of people. Do not dispute with the terrorists, do not risk your own life and lives of the people around you.
4.4.6. Do not allow any actions that may provoke terrorists to use weapons and lead to human casualties.

***4.5. Actions if you find explosive devices or suspicious objects***

4.5.1. In case of finding of suspicious objects in the building (room), in the territory of the organization, promptly inform the law enforcement authorities and management about such find.
4.5.2. Do not touch, open or move the find. Register the time of its detection. Remember: external view of an object can conceal its true purpose. Usual domestic objects can be used to conceal explosive devices: bags, parcels, bundles, boxes, toys, etc.
4.5.3. Do not make any actions with the object, in which an explosive device is suspected, on your own: this can lead to an explosion, numerous casualties and destruction.
4.5.4. Do not come close to explosive devices and suspicious objects closer than the distance specified in the table.

*Table*

*Recommended distance for approaching and cordoning in case of detection of an explosive device or an object resembling an explosive device.*

| Explosive device or suspicious objects | Distance |
|---|---|
| Hand grenade RGD - 5 | At least 50 m |
| Hand grenade F - 1 | At least 200 m |
| 200 g TNT block | 45 m |
| 400 g TNT block | 55 m |
| Beer can, 0,33 l | 60 m |
| Suitcase (case) | 230 m |
| Traveling suitcase | 350 m |
| Zhiguli model car | 460 m |
| Volga model car | 580 m |
| Minivan | 1240 m |

4.5.5. Try to lead people as far as possible from the dangerous find.
4.5.6. Obligatory wait for the law enforcement authorities. Do not forget that you are an important eyewitness.
4.5.7. Provide for unhindered access for vehicles of the law enforcement authorities, ER, Civil Defense and Emergency authorities to the place where explosive objects were found.
4.5.8. Stay at your workplace until the investigation group arrives to register the information about circumstances under which the object was found.
4.5.9. If needed, arrange evacuation of the people.

***4.6. Actions in case of accidents in utility systems***

Accidents in life support utilities: electricity, sewer, water supply and heat supply rarely lead to death of people, however they create significant difficulties for living, especially during cold time of the year.
Accidents in electric power systems can lead to long-term interruptions of power supply of consumers and damages to people from electrical current.
Accidents in sewer systems facilitate mass discharge of pollutants and deterioration of sanitary-epidemiological circumstances.
Accidents in water supply systems disrupt provision of the population with water or make water unfit for drinking.
Accidents in heating networks in wintertime make it impossible for the people to live in unheated premises and lead to their evacuation.
4.6.1. Inform the dispatch center (call emergency service), department manager about any accident in the utility systems.
4.6.2. In case of voltage surges in electrical network or power outage immediately deenergize all electrical domestic appliances, pull plugs out of sockets to avoid a fire during sudden return of power while you are absent.
4.6.3. Do not stay closer than 5 - 8 m to broken or hanging down wires and do not touch them.
4.6.4. If a live wire breaks and falls nearby, leave the dangerous area in small steps of hops (holding your feet together) to avoid damage from step voltage.
4.6.5. If water disappears from the water supply system, close all previously open taps.
4.6.6. Use the potable water sold in a store.
4.6.7. In case of district heating, use only factory-made (not self-made) electrical heaters to heat the premises. Otherwise there is a high risk of a fire or breakdown of the power supply system.
4.6.8. Plug gaps in windows to preserve heat inside the room. Put on warm clothes and take prophylactic medicines against cold.

4.6.9. In case of rupture of district heating pipelines turn of electrical appliances (if possible, turn the power in a room from the distribution panel), inform the department manager, collect the required documents that can be spoiled by contact with water, and leave the room until the emergency service people arrive.

***4.7. Actions in case of an accident with gas leak***

4.7.1. If you feel the smell of gas in a room (building), immediately notify the dispatch controller of the organization and the manager.

4.7.2. In such situation do not smoke, do not light matches, do not turn light and electrical appliances on or off: a spark can ignite the gas accumulated in a room and cause an explosion.

4.7.3. Ventilated the room by opening all doors and windows.

4.7.4. Leave the room and do not return until the smell disappears.

4.7.5. If people around have signs of gas poisoning lead them out to fresh air and let them lie down with their head above the level of their legs. Inform the organization's medical department or call an ambulance.

***4.8. Actions in case of accidents on rail transport during a business trip***

The main reasons of accidents and catastrophes on rail transport are malfunctions of tracks, rolling stock, signaling, centralization and blocking equipment, as well as mistakes of traffic controllers, inattention and negligence of engine drivers.

The most common accidents are derailing of the rolling stock, collisions, crashes on railroad crossings, fires and explosions directly in railcars.

4.8.1. In case of emergency braking brace, yourself to avoid falling down: hold onto the handrails and push your legs against a wall or sit. The safest way is to get down on the floor.

4.8.2. After the first impact do not relax and keep all your muscles tightened until it becomes finally clear: the movement has completely stopped.

4.8.3. Leave the railcar through a door or windows - emergency exists (depending on the circumstances): there is a high risk of fire. If needed, break a window with a heavy object.

4.8.4. After leaving the railcar get outside of the railroad bed, having taken with you documents, money, clothes, blankets.

4.8.5. Before leaving the compartment and entering the corridor prepare protection for the respiratory organs: hats, scarfs, pieces of cloth soaked in water. Remember: in case of fire the material used as lining of railcar walls - malminit - emits toxic gas which is dangerous for people's life.

4.8.6. Once you are outside, take part in the rescue operations: help passengers from other compartments to break windows, evacuate injured, etc.

4.8.7. If fuel has spilled during the accident, get away from the train to a safe distance: fire or explosion is possible.

4.8.8. If the live wire is broken abd is touching ground, get away from it in hops or small steps to protect yourself from damages by step voltage. Distance that electricity travels on the ground can be from two (dry ground) to 30 (wet ground) meters.

***4.9. Actions in case of automobile transport accident***

About 75% of all automobile transport accidents are happen because drivers violate the RF traffic rules. The most dangerous types of violations: speeding, not following road signs and road marking, driving in the opposite lane and driving under influence. Another common reasons for road traffic accidents are bad condition of roads and malfunction of vehicles: on the first place - brakes, second - steering system, third - wheels and tires. Distinction of car accidents is that 80% injured people die during the first three hours (due to blood loss).

4.9.1. If collision is unavoidable, keep cool: this will let you control the vehicle to the last possible moment. Tense all your muscles to the maximum and do not relax - until a complete stop.

4.9.2. Do everything possible to avoid head-on collision: ditch, fence, brushes or a tree - better than a car moving head-on. Remember: in case of collision with a stationary obstacle hit by the left or right fender is worse than with the entire bumper.

4.9.3. If collision is unavoidable - protect your head. If the vehicle is traveling at low speed, push your back into the seat and, tensing all your muscles prop your hands against the steering wheel. If the speed is over 60 km/h and safety belt is not buckled up, press your chest against the steering column.

4.9.4. If traveling on the front passenger seat, cover your head with your hands and lean to the side.

4.9.5. When traveling on the backseat, try to fall on the floor.

4.9.6. After the accident determine, in which place in the car and in what position you are, whether the car has caught on fire and whether there is a gasoline leak (especially in case of turning over).

4.9.7. If the doors are jammed, leave the car through windows, opening or breaking them.

4.9.8. After you get out of the car get as far away from it as possible: there is a risk of explosion.

4.9.9. In a trolleybus (bus), when there are no free seats, stand in the center of the passenger compartment and hold onto the handrails for better stability. Note the location of emergency and spare exits.

4.9.10. Accident can lead to panic and congestion by the doors. In this case use an emergency exist by pulling on a special cord and pushing out the glass.

4.9.11. In case of fire in the passenger compartment inform the driver, open doors (using emergency opening procedure), emergency exits or break a window. If there is a fire extinguisher in the passenger compartment, take measures to eliminate the source of fire. Protect the respiratory organs from smoke (with a handkerchief, scarf, etc.).

4.9.12. In case of intensive fire get as far away from the vehicle as possible: there is a possibility of fuel tank explosion.

4.9.13. Inform the fire department about the fire using all possible means of communications.

***4.10. Actions in case of breaking of mercury-containing instruments***

4.10.1. If careless handling of instruments (lamps, thermometers, etc.) results in spill of mercury on equipment or the floor of a room, or mercury is found in scrap metal, stop the work immediately and inform the management about the accident.

4.10.2. Parts of broken instruments and floor of the room must be subjected to demercuryzation by the department employee responsible for collection, storage and accounting of mercury-containing lamps.

4.10.3. Demercurization includes three mandatory steps:
■ mechanical cleaning of the room, equipment, instruments, room floor by collection of mercury using a scoop or ball syringe with a thin nozzle.
■ chemical treatment of surfaces polluted with mercury.
■ wet cleaning of the room.
4.10.4. Demercurization agents include:
■ 20% water solution of ferric chloride (solution has to be prepared out in the cold).
■ soap and sodium solution (4% solution of soap in 5% water solution of sodium).
■ 0,2% water solution of potassium permanganate acidified by hydrochloric acid (5 *ml* of acid, specific weight – 1,19 per 1 *l* of potassium permanganate solution).
4.10.5. Mercury collected during demercurization shall be delivered for special temporary storage with subsequent disposal at a specialized company for utilization. Mercury should be stored in thick-walled glass containers with tight tapered plugs that prevent mercury vapors from entering the room.
4.10.6. Demercurized parts of mercury lamps are disposed of with domestic waste. Broken lamps contaminate the outer surfaces of whole lamps, staff's work clothes, therefore their joint storage and collection in the same packages is not allowed.

***4.11. Actions in case of dog attack***

4.11.1. If dogs' attack:
■ try to stop the attacking dog using a loud command "Foo", "Sit", "Stay", etc.
■ throw some object at the dog to win some time.
■ use available aerosols.
■ defend yourself using a stick or a stone.
■ when a dog jumps - protect your throat by pressing your chin to your chest and putting your hand in front of you.
■ hit the dog in the nose, crotch, tongue.
4.11.2. Not allowed:
■ to play with an unknown dog, even if it seems friendly to you.
■ approach a dog while it is eating.
■ try to run away.
■ turn your back towards the dog.
4.11.3. If you got bitten by a dog seek medical help immediately: a dog can be a carrier of acute viral disease (rabies). Undergo a complete course of treatment and prophylactic immunization.