



«Approved»  
General Director  
Saidkhodjaev S.S.

December 2023

## AMIRSOY MOUNTAIN RESORT RULES

### 1. GENERAL PROVISIONS

1.1. These rules of stay and the provision of services of the Amirsoy mountain resort (hereinafter referred to as the "Rules") regulate the procedure for using the paid services provided by the Joint Venture Amirsoy LLC (hereinafter referred to as the "Company") in the Amirsoy Resort area).

1.2. The Amirsoy Resort (hereinafter referred to as the "Resort") means a Company-owned set of tourism industry facilities, including pistes and cable cars with service infrastructure, located at the address: Tashkent region, Bustonlik district, Chimgan KFY territory.

1.3. These Rules are approved by the Company General Director and upon the approval posted on the Company official website and on information stands at the Resort ticket office.

1.4. The Company is a legal entity acting on the basis of the Articles of Association, registered in accordance with the laws of the Republic of Uzbekistan.

1.5. The Resort and administration working arrangements, as well as schedules (working hours) for the provision of certain types of Resort services are communicated to the Clients by posting on the Company official website and on information stands at the Resort ticket office.

1.6. The Company in its activities is governed by the laws of the Republic of Uzbekistan, the Company Articles of Association, these Rules and other corporate local acts.

1.7. The Rules are a Company public offer, that is, a proposal to conclude an agreement for using the Company services on the conditions provided for by the Rules and their annexes.

The validity period of this offer is unlimited.

Unless otherwise provided by the Rules, the purchasing/payment for the relevant services means a Client full consent (acceptance of the Company offer) with these Rules.

Payment of the service cost may be made in cash at the Resort ticket office, as well as by bank transfer.

Relations between the Company and the Client under these Rules are governed by the laws of the Republic of Uzbekistan.

1.8. Unless otherwise expressly specified by the Rules, the right to use the Resort services may be exercised by legal entities and capable individuals (above and hereinafter referred to as the "Clients", "Guests", "Visitors", "Lessees"), except for the following categories:

- persons under the influence of alcoholic, narcotic or psychotropic intoxication;
- persons whose behavior poses or may pose a danger to the life and health of others or causes a damage to the Resort property/contradicts to public standards of behavior.

1.9. Tariffs for the Resort services (hereinafter referred to as the "Rates") are approved by the Company General Director or another person authorized by him and brought to the attention of the Clients by posting them on the Company official website and information stands at the ticket office.

1.10. The Client agrees to his personal data processing by the Company. The Client consent – given for conclusion an agreement based on this offer with the Company, for its further execution, and for provision the Client with information about the services rendered by the Company – applies to the following information: last name, first name, middle name, phone number, e-mail, passport or other document data, identity card, place of residence, photograph (hereinafter referred to as the "Personal Information").

The consent specified in the first paragraph is granted for any action regarding the Client's Personal Data that is necessary or desirable to achieve the above objectives, including collection, systematization, accumulation, storage, clarification (updating, change), use, depersonalization, blocking, and destruction.

The Company shall ensure the safety and confidentiality of the Client's Personal Data, not disseminate the Personal Data and use it exclusively for the above purposes.

The Client may receive information about his Personal data, as well as clarify, block and/or destroy it.



The Client may exercise this right by sending a corresponding written request indicating the name, surname and mailing address to the address of the Company or registered office or by e-mail: info@amirsoy.com.

1.11. The Company, as a legal owner of the Resort Area and the technical facilities, equipment and other property installed in it, reserves the right to refuse to provide the Resort services and to stay in the Resort area to any Client who violates the requirements of these Rules and annexes to them, without any additional explanations and refunding the cost of services already paid.

1.12. All disputes or disagreements are resolved through negotiations between the parties, including by sending written claims. The Client's written claim together with cashier's check and magnetic card may be filed directly on the day, when the services are provided; the Resort Administration shall consider it within 30 days from the date of its receipt and give a written response to the claimer.

1.13. In case of impossibility to amicably resolve disagreements on controversial issues, including by sending written claims, they are referred to a court of general jurisdiction for consideration in accordance with the laws of the Republic of Uzbekistan.

1.14. The Rules are binding on all individuals – the Resort Clients, including a legal entity or private entrepreneur in the case of its purchasing services.

1.15. The resort map, which shows the pistes with rank of complexity, other specially designated routes, cableways with their names, infrastructure facilities, first aid posts, service and information points, is approved by the Company General Director, posted on the Company official website, and on the Resort information boards. A Client, paying for the Resort services must get acquainted with this map.

1.16. The Resort logo and names used in posters, signs, passes, Resort products, other Company property are protected by copyright and are not subject to use, except on the grounds and in the manner prescribed by the laws of the Republic of Uzbekistan.

1.17. By purchasing the Resort services (paying for services and/or using them directly), the Client confirms that he has fully read these Rules, agrees with them and undertakes to comply with them, and is also ready to bear the responsibility established by these Rules. The Client bears responsibility for the consequences arising as a result of ignorance of or non-compliance with these Rules.

By purchasing the Resort services (paying for services and/or using them directly), the Client agrees that he will also fulfill the requirements of signs and signboards installed at the Resort.

1.18. If the Client violates the rules for using any resort services, the rules of conduct on the territory of the resort, the rules of conduct on the pistes, the rules of using skipasses, the rules of using cableway services, the rules of using tubing services, the rules of using locker, the rules of equipment rental, the rules of using instructor services, the rules of using rope town services, the rules of using ice rink and rollerdrome services, the rules of using swimming pool services, the rules of using paid parking and other services of the Resort, the Administration of the Resort may cancel the ski passes previously purchased by the Client and enter the Client in the "black list" of persons with restricted access to the Resort.

1.19. The Company shall not be liable for the Client's non-use of the paid services, the safety of the Client's property, valuables, documents and money, including the safety of sports equipment and acquired season tickets, payment documents of the services provided by the Resort, for harm caused to life or health, as well as damage, caused to the Client's property as a result of his violation of these Rules in force in the Resort area, for damage caused to the Client by third parties. The Client assumes all consequences and risks associated with damage to his health during skiing, using other Resort services, and agrees to hold the Company harmless from any related claims, including those for damages for personal life and psychological injury, and related losses.

1.20. The Company shall not be liable for the improper fulfillment of its obligations as a result of force majeure circumstances, including: natural disasters (earthquakes, floods, snow storms, drifts, etc.), public disturbances, military operations, strikes, decisions of competent government authorities, emergencies (electrical power outages, repair and restoration work and other similar urgent work and actions by resource-supplying organizations).



## **2. RULES OF CONDUCT ON THE TERRITORY OF RESORT**

2.1. When moving with ski equipment within the Resort area it is necessary to keep the ski tips up and straight ahead.

2.2. Clients must comply with the rules for using skipasses, cableways, tubing, instructors, and paid parking, the rules of conduct on pistes, as well as the rules for locker and equipment rental.

2.3. Clients should not leave children unattended. In case of loss of contact with children or accompanying persons, it is necessary to meet at the reception desk in the multifunctional center.

2.4. Clients must respect cleanliness and order in the Resort and public areas. Littering is allowed in specially designated places only.

2.5. Upon detection of objects left unattended, it is forbidden to touch, open or move these objects. In case of detection of a suspicious item, Clients should immediately inform the Resort Administration, ski patrol, or cableway operator about it.

2.6. In the Resort area it is prohibited:

- using on the pistes the devices not related to ski and snowboard equipment (sledges, bags, mattresses, etc.), with the exception of equipment specially provided by the Resort Administration;
- using/launching aircrafts (drones and others) without prior consent of the internal affairs bodies and the Resort Administration;
- bringing alcohol drinks and food to restaurants, cafés, bars, a multifunctional center;
- smoking on the pistes, cableway and other areas marked with special signs. The Resort Administration also strongly advises the Clients and others to put out their cigarettes and throw them only into appropriate waste containers and avoid smoking near flammable objects;
- photo- and video shooting for commercial purposes without a prior written consent of the Resort Administration. Journalists and other mass media representatives working in the Resort area should comply with the provisions of the applicable media laws of the Republic of Uzbekistan;
- distributing any goods/works/services, advertising and other promotions without a prior written approval from the Resort Administration.

2.7. In the Resort area, it is prohibited to bring and use the following items:

- cooking appliances (barbecue, grill, coals, knives, stoves, etc.);
- explosive, flammable, poisonous, and other substances that pose a danger to others;
- any pyrotechnic products.

2.8. Vehicles/self-propelled machines are prohibited from entering the pedestrian zone and other places marked with special signs.

2.9. The Resort Administration is not responsible for things left unattended.

2.10. These Rules apply to all persons, without exception, staying in the Resort. In case of violation of these Rules by the Client or another person, the Resort Administration may restrict his access to the Resort facilities, including the access for subsequent periods, without refunding the services previously paid by the Client.

2.11. Undertaking the outreach activities aimed at attracting clients for the rides that can be dangerous to people's life and health is prohibited in the Resort area.

2.12. Walking of dogs without muzzle in the Resort area is prohibited; the dog's leash must not be longer than 1 m.

### **3. RULES FOR SKI PASSES**

3.1. Entering the Resort piste area is permitted only if the Clients have valid ski passes purchased at the Resort official points of sale or on the website [www.amirsoy.com](http://www.amirsoy.com). Ski passes certify the right of their owners to ride the Resort cableways in accordance with these Rules.

A ski pass is a magnetic card with a program-recorded right to use the Resort cableways, pistes and other services specified in clause 3.2. of these Rules.

#### **3.2. List of services under the ski pass:**

3.2.1. Using the Resort cableways during the period specified by the Resort Rates.

3.2.2. Using the groomed Resort open pistes.

3.2.3. Using the lockers (in this case, the ski pass is used as an electronic key to the locker).

#### **3.3. Conditions for using services under ski passes:**

3.3.1. No signs of alcohol/other intoxication in the Client.

3.3.2. Pre-payment of the skipass before using the services. Submission of a fiscal payment receipt at the request of the Resort staff.

3.3.3. The term of using the ski pass services is determined by its ski pass type specified in the Resort rates.

3.3.4. The time for using ski pass services and the lists of cableways, pistes, lockers for provision ski pass services are approved by the Company General Director, posted on the official Company website and on the Resort information stands.

#### **3.4. Responsibility of the Client:**

3.4.1. A person using Resort services specified in this section without a corresponding ski pass or using another person's ski pass, as well as a person who has transferred his ski pass to another person, or lost his ski pass, or violated the ski pass rules established by this section, may not be allowed to use the corresponding ski pass services; his ski pass may be cancelled without refunding.

3.4.2. The forgery of a ski pass, the use of another person's/fake ski pass constitute a basis for referring the violation to law enforcement authorities in order to bring violators to responsibility under the laws of the Republic of Uzbekistan.

**3.4.3. By purchasing a skipass, the Client agrees that the paid price of skipass service is not returned to the Client if this skipass was used at least once.**

3.4.4. The Resort is not responsible for weather conditions when using the ski pass services. The Client using the ski pass must receive himself information on the weather forecast by any possible means, taking into account that weather conditions in the mountains can change quickly and unpredictably. By purchasing a ski pass and using the Resort services, the Client personally bears all responsibility for the possible consequences of using the services.



## **4. RULES OF USING CABLEWAYS**

### **4.1. General rules for access:**

4.1.1. Clients must read and understand these Rules, as well as familiarize themselves with the current situation (weather and piste conditions through the information stands and the audible announcement system installed in the Resort area) and evaluate their own abilities for using cableways, and the abilities of children or disabled people accompanying them.

4.1.2. In accordance with Section 3 of these Rules, the access to the cableways is allowed to only Clients with valid skipasses. Access to some cableway sections may be temporarily/permanently closed or limited depending on weather conditions.

### **4.2. Access for children:**

4.2.1. Riding the chairlift for children with the height shorter than 130 cm, unaccompanied by capable adults, is prohibited.

4.2.2. When accompanying two children with the height shorter than 130 cm on the chairlift, they should sit on both sides of the accompanying person, with no empty space between the child/children and the accompanying person.

Accompanying adults must:

- assess the children's ability level and arrange their safe loading, transportation and unloading;
- inform children about the rules of conduct on cableways, especially in cases when cable cars stop in intersection.

4.2.3. In case of gondola lift, every child over 3 years old must occupy one seat. In case of chairlift, there must be at least one adult in each row of seats. The access of children under one-year old to the chairlift is not allowed.

### **4.3. Access for Clients with disabilities:**

4.3.1. Before buying a cableway pass, the clients with disabilities or their accompanying person must inform the Resort staff about their disabilities and the possible need for additional assistance.

4.3.2. In case of using special devices (wheelchairs, special sports equipment), they must be evaluated and approved for transportation by the cableways staff.

### **4.4. Luggage transportation:**

In the gondola lift cabin, skiing and snowboarding equipment is transported in special compartments located outside the car doors, while ski poles are transported inside. Transportation of other luggage may be permitted by the cableways staff if it does not pose a safety hazard to people and equipment.

4.5. Transportation of animals on the Resort cable cars is not allowed. The exceptions are Guide Dogs and Assistance Dogs, small cats and lap dogs weighing no more than 5 kg.

### **4.6. Boarding the cable car:**

Boarding the cable car is permitted in specially designated places of the stations and only in the presence of the duty station attendant. Clients, who need assistance with boarding or disembarking the cable car, must inform the duty station attendant in advance.

Clients must:

- board in an orderly manner, without obstructing other passengers;
- observe the number of seats: 8 (eight) in the gondola and 4 (four) for the chairlift;
- comply with baggage rules;
- not go beyond the designated limits of the boarding platform;
- not impede the closing/opening of the gondola doors.

When boarding the chairlift, it is necessary to stand in the line according to the marking, parallel to the line of the approaching chairs. After sitting in the chair, pull down the safety bar. In case of incomplete loading the chair, sit in the center of it in order to avoid its crabbing.

### **4.7. Transportation on gondola lift:**

4.7.1. Clients are transported by gondola in accordance with these Rules and in accordance with its work schedule only if the cable car is in good working order.

4.7.2. During transportation, the Clients should not:

- try to open the doors;
- throw objects through the window or litter the gondola;
- swing the gondola and get up from the seats.

4.7.3. During transportation Clients must:

- remain completely seated;
- in case of gondola stop, not try to get out of it, but wait for instructions from the rescue service or cableway staff;



- upon arrival in the exiting area, wait for the cabin doors to fully open;
- when leaving the gondola, not get in the way of other passengers;
- if it is not possible to exit at the designated platform border, stay down and wait for cableway service staff instructions;
- if unknown objects are detected, inform Amirsoy Resort on-call operator by calling +99871 200 22 90 and additionally the cableway staff or security personnel immediately after disembarking the cable car.

#### 4.7.4. When exiting:

- wait for the gondola doors to open;
- leave the gondola without getting in the way of other passengers;
- if it is not possible to exit from the cabin or chair at the designated platform border, stay down and wait for instructions from the cableway operators.

#### 4.7.5. It is strictly forbidden:

- boarding the cableways closed to Clients;
- boarding outside the designated boarding areas;
- smoking, drinking alcoholic beverages, being in a state of narcotic, toxic, alcoholic intoxication;
- damaging the cableway equipment and metal structures;
- drawing or writing on the floor, supports, walls, and cabins;
- transporting explosive, flammable and poisonous substances, weapons, other items that threaten the safety of the Clients and Resort employees.

#### **4.8. Special characteristics of using chairlifts:**

- a skier is allowed boarding a chairlift only with his/her skis fastened (with ski poles in one hand), a snowboarder - with a snowboard fastened to one leg;
- while being on a chairlift, do not swing the chair and raise the safety bar;
- after exiting, immediately remove the equipment attached to the chairlift or call the station attendant on duty for help.
- do not board a cableway closed to Clients;
- do not board outside designated loading area;
- do not smoke, consume alcoholic beverages, or be intoxicated;
- do not damage the cableway equipment and metal structures;
- do not draw or write on the floor, supports, walls, chairs;
- do not transport explosive, flammable and poisonous substances, weapons, other objects that threaten the safety of the Clients and the Resort staff.

#### **4.9. Special characteristics of using conveyor lifts:**

- boarding a conveyor-type lift is allowed only from its beginning, while for using tubing - with a preliminary pass through a turnstile;
- boarding a conveyor-type lift by a skier is allowed only with his skis fastened, while a snowboarder - with a snowboard unfastened from his feet;
- when boarding, the passenger must be in a stable position facing the lift;
- when being on the conveyor-type lift, do not move along the lift belt, turn your back to the lift, sit on the belt, get off the belt until the riding is over, cling to objects/surfaces along the belt (except when it is necessary to eliminate the risk of life and health);
- in case of accidental getting off the conveyor-type lift before the end of the ride, the passenger must immediately end the ascent on foot or go down, while maintaining visual control of persons/objects rolling down the piste;
- when unloading the conveyor-type lift at the final point take into account the force of inertia and immediately clear the loading platform for the unhindered completion of the ride by the passengers following you.

#### **4.10. By using any type of cableways, the Client confirms that he is fully acquainted and agrees with these Rules.**



## 5. RULES OF USING TUBING

### 5.1. General provisions:

5.1.1. By acquisition of a ski-pass providing access to specially designated pistes for inflatable sleigh rides (hereinafter referred to as the "Tubing"), the Client fully consents with these rules and other sections of the Resort Service Rules set forth in this section.

5.1.2. When using the tubing services, it is recommended:

- to use protective equipment (pads on the back, wrists, knees, and elbows, as well as gloves, goggles or a mask, etc.);

- to prevent your clothing from being caught by the equipment.

5.1.3. In order to ensure safety, the Resort Clients may not use snow skating rinks, bags, mattresses or other means to roll downhill (except for equipment specially provided by the Resort).

5.1.4. Individuals with a height from one (1) to two (2) meters are allowed to use the tubing services. At the same time, children less than 130 centimeters tall are not allowed to the adult tubing services without an accompanying capable adult. Children less than 4 years old are not allowed to use the adult and children tubing services without a capable adult.

5.1.5. In addition to persons who do not meet the requirements specified in clause 5.1.4, people with cardiovascular diseases, pregnant women, persons in a state of alcohol, drugs, or other intoxication, in high-heeled shoes and ski boots, clothing/shoes or items, umbrellas, and backpacks with sharp, stitching, cutting, and glass elements are not allowed to use these services.

5.1.6. The permissible period for the tubing services is determined by the Resort Schedule.

5.1.7. By purchasing tubing services, the Client agrees that the paid price of using tubing services by skipass is not returned to the Client if this skipass was used at least once.

### 5.2. Procedure for using tubing:

5.2.1. To use the tubing services, the Client must:

- pay for services at the Resort ticket office and receive a pass with the program-recorded number of tubing rides;

- go through the ticket barriers installed in front of the entrance to the piste specially designated for tubing (applying the ski pass to the marked point on the ticket barrier; the ticket barrier is designed for passage of only one person);

- after receiving a permission of the Resort special personnel, ride the tubing provided by the Resort on a specially designated piste. It is forbidden to start the ride without a command from the Resort special personnel;

- after the termination of the ride, return the tubing in the same condition as the original one to the Resort staff.

- in case of intentional damage to the tubing or non-compliance with these Rules, the Client must, within the day of tubing service using, pay the Resort the cost of its repair or the price of a similar new tubing at the Rates approved by the Resort. It is forbidden to carry out the tubing provided by the Resort outside of the lines specially designated for tubing.

- In the event of tubing damage or loss by the Client, a Resort employee draws up a report of damage (loss) on the approved form: a) in the presence of the Client with his signature in the report or; b) in the absence of the Client with the entry in the report that the Client did not appear to sign the report. The report reflects the damaged or lost tubing residual book value to be refunded by the Client. The Client pays such amount to the Resort ticket office.

### 5.3. Special requirements for tubing:

5.3.1. A Client riding the tubing must behave in such a way as not to endanger and harm others.

5.3.2. The ride is allowed only in a sitting position, with a strong hold of the tubing, face towards the end of the ride; any other Client's position in the tubing is prohibited.

5.3.3. During the ride, it is forbidden to swing, overturn the tubing, cling to objects/surfaces located along the piste, brake with hands/foreign objects, and also with feet on the piste (except when it is necessary to eliminate the threat to life and health). The sliding of several tubings simultaneously in a train/chain is prohibited.

5.3.4. When riding, the tuber must move in control. His speed and manner of riding should ensure the safety of others and the tuber himself, be adapted to his personal ability, the prevailing conditions of the piste, snow, and weather. A descending tuber should always be able to slow down, stop or give way to others.

5.3.5. A tuber moving from above must choose the trajectory of his movement so as not to endanger the people riding the tubing below him. The preference is given to the descending tuber, located lower on the

piste. The tuber moving from above must maintain a distance sufficient for any maneuvers of the tuber moving below. In a collision, the responsibility lies with the descending tuber, moving from above.

5.3.6. A descending tuber may overtake another tuber, provided that he leaves enough space for the overtaken tuber to make any voluntary or involuntary movement. When overtaking, the overtaking person is responsible for avoiding obstructing the overtaken tuber. This also applies to the driving around people standing still.

5.3.7. A descending tuber must avoid stopping on the piste in narrow places or where visibility is restricted. After a fall or a forced stop he must stand up and continue moving as quickly as possible. In the event of a forced stop before continuing the movement, the tuber must look up the slopes to timely see the approach of another tuber. If it is impossible to continue (including due to injury), the tuber must move (and also, if possible, with toboggan) to the piste edge and inform the Resort Rescue Service as soon as possible.

5.3.8. Off piste riding on tubing is prohibited - there is a high risk of falling into a cliff and colliding with a rocky area. Customers riding in such areas are fully responsible for the safety of their life and health, as well as third parties, in respect of whom they may pose a threat.



## **6. RULES OF CONDUCT ON PISTES**

### **6.1. Respect for others**

A skier or snowboarder must behave in such a way that they do not endanger others or inflict harm of any nature. No one is allowed to enter the pistes without skis or snowboard, except for Resort staff or other authorised persons.

### **6.2. Control of speed in skiing and snowboarding**

A skier or snowboarder must ride with complete control of their movement and speed. Every sports person must adapt their speed and manner of skiing or snowboarding to their personal ability and to the prevailing conditions of terrain, slope and weather as well as to the density of traffic.

### **6.3. Choice of route**

A skier or snowboarder riding down the slope must choose their route in such a way as not to endanger the people riding lower down the slope. A skier or snowboarder coming from behind must choose their route in such a way as not to endanger the people ahead. The skier or snowboarder ahead on the slope has priority. The skier moving from behind in the same direction must leave enough space for the skier ahead to make any maneuvers. In the event of collision, the skier or snowboarder moving from behind shall take responsibility.

### **6.4. Overtaking**

A skier or snowboarder may overtake another rider below and to the right or to the left provided that they leave enough space for the overtaken skier or snowboarder to make any voluntary or deliberate movement.

### **6.5. Entering, starting and maneuvering**

A skier or snowboarder entering the piste must evaluate all maneuvering possibilities to perform on the slope, to ensure that they can do so without endangering others. The skier or snowboarder must choose the trails in accordance with their physical ability and proficiency level. Overtaking is allowed provided that there is sufficient space for maneuver around the overtaken skier or snowboarder and the skier does not stand in the way of other participants of the traffic.

### **6.6. Stopping on the piste**

Unless absolutely necessary, a skier or snowboarder must avoid stopping on the piste in narrow passages or where there is poor or no visibility. In the event of falling in such place, a skier or snowboarder must clear the trail as soon as possible.

### **6.7. Ascent and descent on foot**

A skier or snowboarder must use the edge of the trail walking uphill or downhill. A skier or snowboarder, going up or down the trail on foot in-between rides, must use the edge of the trail. A skier or snowboarder entering the slope or starting the ride again after stopping must ensure that they can do so without posing a danger to themselves or others.

### **6.8. Respect for signs and markings**

All trails of the Resort have protective nets and other fences, markings, warning and prohibition signs. A skier or snowboarder must comply with the rules of conduct on the slope and follow the instructions on signs and markings. A skier or snowboarder must obey the warning and prohibition signs as well as the instructions of the Ski Patrol Service.

### **6.9 Assistance**

In the event of accidents, every skier or snowboarder must provide first aid to persons affected by the accident.

### **6.10. Identification**

Every skier, snowboarder or accident witness, whether involved in the accident or not, must exchange their names and addresses with other witnesses/participants and the Rescue Service to clarify the situation.

6.11. The Rules are mandatory to be strictly followed and apply to all visitors present on the Resort piste with no exception.

6.12. The purpose of the Rules is to prevent accidents on the trails, increase the level of skiing safety on the trails as well as the safety of visitors on the territory of the Resort.

6.13. The visitor must know and strictly follow the Rules when skiing/snowboarding down the slopes. It is prohibited to ride down the slopes using sports equipment and devices other than alpine skis and snowboards.

6.14. By purchasing the access card, entering the piste, the visitor confirms that they:

- have familiarized themselves with the Rules and agree with them;
- have no medical contraindications for alpine skiing (snowboarding);



- have basic skills in safe mountain skiing (snowboarding) and will ride at their own risk;
- understand that alpine skiing (snowboarding) is associated with increased risk and can independently evaluate the capabilities of their body and its compliance with the criteria of physical activity, weather conditions, the level of difficulty of chosen route and skiing conditions in general;
- commit to strictly follow 10 FIS rules while riding on mountain ski trails.

6.15. Visitors with no (or little) skiing (snowboarding) experience are recommended to use the services of the Resort instructors to learn safe skiing (snowboarding), and also use the trails with the minimum slope angle and minimum length of the trail, marked with a green colour sign, for their initial riding sessions.

6.16. The safe skiing (snowboarding) training by the Resort instructors is provided upon receipt of the visitor's payment for this service at the Resort cash desk in accordance with the established rates. Before paying the cost of a lesson with instructor, the visitor must ask the Resort's Instructor Administrator about the availability of an instructor and agree on the lesson time with them. This service may be refused if there is no available instructor or if the visitor violates the rules of the Resort, or due to technical reasons.

6.17. The Instructor Administrator of the Resort, through their officers and along with the Administration, to the extent permitted by applicable laws of the Republic of Uzbekistan, has the right to register the cases of violation by visitors of the Resort of these Rules, including the cases of carrying out by visitors any activity that is prohibited on the territory of the Resort. Registration of cases of violation of these Rules by visitors is performed to allow the Administration to impose sanctions established by these Rules on violators in order to prevent illegal actions and ensure a safe stay of visitors at the Resort.

6.18. Should the need arise for emergency rescue operations concerning a rider on the slopes, you must contact the nearest Administration officer or the Resort's Mountain Rescue service on +99895 0032244 phone number.

6.19. The Administration is not responsible for any damage caused to property or health of visitors and related consequences that are associated with using the services of persons, who are not instructors of the Resort.

6.20. The territories outside specially arranged trails and areas between the trails (hereinafter referred to as the Territory outside the trails) are not equipped with protective structures, nor provided with markings or patrolled by a Rescue Team.

Visitors entering the Territory outside the trails, including the freeride, violating the instructions of signs and markings take full accountability for their actions. The Administration is not liable for the safety of visitors in the Territory outside the trails. In the event of emergency, visitors bear full responsibility for causing damages to:

- their own health and that of the third parties;
- their own property and that of the Resort and/or third parties.

Any emergency rescue operations required for a visitor, who got into accident in the Territory outside trails, will be provided on a paid basis in accordance with the Resort Price List.

6.21. The Administration has the right to install a separate turnstile (hereinafter referred to as Turnstile "I") providing access to the cable cars for visitors, who have purchased the Resort Instructor services. To obtain the right of using Turnstile "I", before purchasing the services of a Resort Instructor the visitor is required to present a valid access card at the point of sale of the Resort's Instructor services for subsequent electronic registration of the right to use Turnstile "I". The right of using Turnstile "I" will not be granted without presenting the access card at the time of purchasing the services of the Resort Instructor.

6.22. It is forbidden to arrange slides, ski-jump and other similar objects on the pistes and the adjacent area.

6.23. It is forbidden to be on the pistes in a state of alcohol, drugs, and other intoxication.

6.24. Children must be equipped with suitable safety helmets when riding. It is recommended to wear safety helmets and other types of safety items when skiing and snowboarding/attending the slopes to avoid injuries. Wearing a helmet is mandatory for all categories of visitors during the training sessions led by ski/snowboard Instructor.

6.25. The territory outside the trails and the areas between the trails are not equipped with protective structures and no markings are provided- there is a high risk of avalanches, the cliffs and rocky areas have not been marked off. Skiers and snowboarders riding in such areas bear full responsibility for the safety of their own lives and health as well as the health and safety of third parties that may be imposed to avalanche threats.

6.26. On the territory of the Resort, it is forbidden to carry out advertising, including promotional, commercial and other activities not related to personal use of the Resort's services as well as such



activities as provision of skiing and snowboarding training sessions to visitors of the Resort by persons, who are not instructors of the Resort and who have entered the Resort's territory by purchasing an access card.

6.27. The access cards are sold exclusively for personal riding sessions and do not grant the owner the right to engage in training, advertising, commercial or other activities on the territory of the Resort, regardless of whether this is related to generating income or not. In the event of detection of signs of such activity (whether systematically or on one occasion), the Administration has the right to:

- refuse services and stay in the territory of the Resort to a person, who has violated the Rules, without returning the cost of paid access cards and adding their name to the "black list". At the same time that person loses the right to use all types of lifts at the Resort from the moment of cancellation of their access card, with the exception of a cable car ride for going down to leave the territory of the Resort.

6.28. By purchasing an access card, the visitor confirms that they have read and agree with this paragraph of the Rules.



## **7. RULES OF USING LOCKERS**

7.1. The lockers are provided for rent by Lessees for their personal purposes (to keep clothes and hand luggage). The Lessees receive locker keys and at the end of the rent term, return them to the cashier desk.

7.2. The Resort Administration may:

- at its own discretion, limit the locker rent for technological, technical, operational, organizational and other reasons;
- for security purposes, with its own resources, open the lockers that were not vacated by the Lessees at the end of the lease term, seize the items left there and transfer them to the security service.

7.3. If the Lessee loses the locker key, the Lessee must immediately inform the rental office cashier desk. In this case, the things shall be given against a Lessee's written statement in any form and upon presentation of documents proving his identity and possession.

7.4. When using the locker, the Lessee may not:

- store things that may contaminate or damage the things of other;
- keep animals and birds, firearms, gas weapons, fetid, fire-hazardous, poisonous, chemical, perishable substances and objects, highly flammable, explosive and other dangerous things (fireworks, pyrotechnic products, etc.);
- ignore the requirements of the rental staff, display disrespect or abusive relationship with the operating personnel and other clients.

7.5. Lessees, when using the lockers must:

- familiarize themselves with these Rules, as well as other Resort Administration information materials, before using the services;
- be careful with the locker keys or magnetic cards, monitor their safety and integrity, and do not transfer them to third parties;
- before handing the mobile phone into a locker, switch it to silent call mode;
- in all aspects of using the locker, contact the ski pass ticket office staff;

7.6. The Resort Administration is not responsible for the safety of the property the Lessee left in the locker.



## **8. RULES OF USING RENTAL EQUIPMENT**

### **8.1. General provisions**

8.1.1. These rules for the provision of winter equipment rental services (hereinafter referred to as the "Rules") apply to all persons (consumers, visitors, clients) who use the services of summer and winter equipment rental (for skiing and snowboarding, tubing and sledding, bicycles, snowmobiles, quadriceps).

8.1.2. These rules contain:

- rules and conditions for the efficient and safe use of winter and summer equipment rental services (hereinafter referred to as the "Services");
- rules for winter and summer equipment rental services.

8.1.3. Winter and summer equipment (hereinafter referred to as the "Equipment") may be rented exclusively by the Resort Clients.

8.1.4. The Client may use the equipment rental services in compliance with these Rules during the Resort days and hours of operation in accordance with the Schedule (operation of the equipment rental center).

8.1.5. The rental schedule (hours of operation) is approved by the Resort General Director, however, the resort administration may open or close rental centers for the use of Clients during rental hours or to restrict the provision of rental services for technological, technical, weather, operational, organizational and other reasons (hardware and software failure that occurred through no fault of Contractor, force majeure circumstances, temporary shutdown by the relevant electric energy provider, sporting events, etc.)

8.1.6. A Client may use the winter and summer equipment rental services. Children under 14 are served only when accompanied by adults.

8.1.7. A Client who wants to use the equipment rental services must pay the equipment rental cost to the rental center ticket office in accordance with the Rates approved by the General Director. Weekends in the Resort rates mean Friday, Saturday, Sunday and holidays, as well as the days to which, according to the Resort Administration decision, the weekend schedule is applied (holding festivals, holidays and sporting events, etc.)

Paid time (duration) for using rental equipment is not carried over to another day and/or another time.

8.1.8. The following types of winter and summer equipment can be rented:

- set of skis (skis, attachments and poles);
- ski boots;
- snowboard with bindings;
- snowboard boots;
- safety helmet;
- jacket for winter activities;
- pants for winter activities;
- bike;
- snowmobile;
- ATVs;
- snowshoes;
- other equipment items.

8.1.9. By paying the cost of equipment rental services and/or using the rental equipment, the Client confirms that he is fully acquainted and agrees with these Rules, has the skills to safely use the equipment, has no medical contraindications for skiing/snowboarding, tubing, riding ATVs, snowmobiles and bicycles, and that he is riding at his own risk. The Client must be aware that skiing, tubing, mountain biking are associated with increased risk and must assess his physical abilities and fitness to physical exertion, weather conditions, skiing skills and riding conditions in general, and the Client assumes the responsibility related to using the equipment.

8.1.10. The Resort Administration, as a legal owner of the rental area and an owner of the rental property, reserves the right to refuse to use the equipment rental services to any Client who violates these Rules, without any explanation and refund of the cost of the services already paid.

### **8.2. Rules for using rental services**

8.2.1. Equipment is rented to the Clients only against an identity document and a signed rental agreement, which ensures his performance of the rental agreement.

8.2.2. The minimum equipment rental period is one (1) day from 09:00 a.m. to 05:00 p.m.

8.2.3. The Client pays the equipment rental charge at the rental center ticket office.

8.2.4. The equipment is issued only by the rental center administrator or manager on a first come, first served basis upon the payment of the rental charge.



8.2.5. To receive the equipment, the Client must inform the desired height, size, and other parameters, and the administrator selects the necessary equipment, if available. If the necessary equipment is not available, the Client will be returned the rental paid to the ticket office.

8.2.6. After the equipment selection the Client and the rental center administration conclude a rental agreement.

8.2.7. Upon receipt of the equipment, the Client together with the administrator must check: the compliance of the actually received equipment and its components with those ordered by him, its appearance, integrity (absence of external damage, chips) and the operating state of each item of the equipment; the integrity of rental identification numbers. The Client may check the equipment sharpening and select the equipment in accordance with his taste and ideas about its reliability and condition. Upon equipment receipt, the Client's claims to the property transferred under the rental agreement are not accepted.

8.2.8. The equipment rental period begins automatically by the Contractor's software right after paying the rental charge to the ticket office and issuing the equipment to the Client.

8.2.9. The equipment free of snow and dirt must be handed over (returned) to the rental center operator at least 15 minutes before the end of the working hours.

8.2.10. In any case, the rental equipment may be issued up to one (1) hour before the end of the rental center working day.

8.2.11. Payment of equipment rental services does not entitle the Client to the priority for other Resort services. The use of other services is carried out by the Client on a first-come, first-served basis pursuant to these Rules.

8.2.12. In order to effectively and safely use the equipment, a Client must strictly comply with the requirements of these Rules. When using rental equipment, the Client may not – use it in a state of alcoholic, narcotic or other intoxication;

- ignore the requirements of rental center administration and resort staff, display disrespect or abusive relationship with the operating personnel and other clients;
- enter and stay in the auxiliary premises and utility spaces intended for the staff only;
- use it for purposes other than intended ones, since such use may lead to external and internal defects;
- repair and disassemble it;
- leave the Resort territory with rental equipment;
- sub-rent the equipment received at the rental center, or give it for free use, or transfer the rights and obligations regarding its use to other persons.

8.2.13. When using rental equipment, the Client must:

- be aware that the equipment attachments do not guarantee complete safety. At downhill skiing, under certain circumstances, the unfastened ski bindings can protect against injury;
- take care of rental equipment, keep it safe and complete, not leave it unattended;
- comply with the rules of its operation, when using the equipment and observe the safety rules when riding. For all aspects related to the rental equipment operation, contact the rental center operator;
- upon receipt of the equipment at the rental point, check it for any deficiencies that may prevent from using it, or for its right size;
- return the rental equipment in the same condition and configuration as it was received at the rental center no later than 15 minutes before the end of the working day, until 05:00 p.m. Return of the equipment after closing the rental center or the next day is paid as an additional rental day;
- in case of a malfunction of the equipment, the Client must immediately notify the rental administration about it;
- keep all documents on rental services until the end of equipment using and final settlements with the rental center.
- strictly observe these Rules and other mandatory rules established in the Resort area.

8.2.15. In case of violation of the provisions established by these Rules, the Client is not allowed to use the rental services until the violation is eliminated, and can also be removed from the rental center on the initiative of the Resort Administration without refunding the services already paid.

8.2.16. The Resort Administration may refuse the Client to use the equipment rental services in the absence of the necessary equipment in or in case of his failure to comply with these Rules.

### **8.3. Other provisions**

8.3.1. In the event of the equipment damage (not specified when the Client took it from the rental center) revealed upon its return, or loss during its use, or non-return, the Client bears full financial responsibility



to the extent of the losses incurred before the Resort Administration in accordance with the applicable laws of the Republic of Uzbekistan.

8.3.2. For deliberate, unlawful actions, violation of these Rules, and intentional damage to property of the rental center and third parties, for causing harm to the life and health of third parties, visitors are liable in accordance with applicable laws, including property liability for compensation of inflicted physical damage cost, as well as liability for causing harm to the life and health of Clients, provided for by the applicable laws of the Republic of Uzbekistan.

8.3.3. Client when using rental services must:

- read and understand these Rules, as well as other information materials posted on the website [www.amirsoy.com](http://www.amirsoy.com) and the Resort informational stands, before using services.
- carefully select and adjust the size of skis, boots and other equipment to avoid injuries and accidents;
- carefully treat the Resort property and keep the sports equipment safe.

8.3.4. When using the rental services, the Client can contact the Resort Administration (Resort staff) for clarification of these Rules and for all issues of the provision of services in accordance with these Rules.

8.3.5. The Resort Administration is not responsible for the visitor's non-use of the paid services, on his initiative (through his fault), (including because of dissatisfaction with properly functioning equipment), for the safety of visitors' valuable items, documents and money, including the safety of their personal sports equipment, for consequences associated with the Client's violation of these Rules, as well as for damage caused to the Client by third parties, for the state of health of the Clients and accidents when using rental equipment (injuries, bruises, etc.) and other damage to health that may occur while riding rental equipment.



## **9. RULES OF USING INSTRUCTOR SERVICES**

### **9.1. General provisions**

9.1.1. The services of instructors are meant to provide Resort clients with skills in safe skiing and/or snowboarding techniques.

9.1.2. The services of instructors are provided to Clients exclusively at the Resort area.

9.1.3. Any Client who does not have medical contraindications for mountain skiing (skiing or snowboarding) may use the services of instructors.

9.1.4. Admission of children of preschool and primary school age (including those under the age of five) to lessons with sports instructors are at the discretion of the Resort/ski academy administration at the personal responsibility of the parents or adults accompanying the child.

9.1.5. A Resort Client who wants to use the services of instructors must pay the cost of services (lessons with an instructor) in cash or non-cash at the Resort ticket office. The cost of lessons (instructor services), depending on their type (individual or group ones), lesson duration (one hour or more) are reflected in the Resort Rates in effect.

9.1.6. Paying the cost of the instructor services and/or using their services directly, the Client confirms that he is fully acquainted and agrees with these Rules, has no medical contraindications for skiing and/or snowboarding and takes part in lessons with the instructor at his own risk (the Client must understand that skiing (snowboarding) is associated with an increased risk of injury and damage to health and evaluate himself his ability level and its compliance with physical exertion, his skiing skills, weather and ski conditions in general).

### **9.2. Rules for using instructor service:**

9.2.1. The cost of services (lessons with an instructor) does not include the cost of using the Resort cable cars and equipment rental. The use of the cableway and/or equipment rental is paid separately by the Client in accordance with the applicable Resort Rates.

9.2.2. Payment for instructor services does not give the Client the right to priority in equipment rental /use other services, except for cable car access for the Client accompanied by the instructor.

9.2.3. In order to effectively and safely use the instructor services, the Client must strictly comply with the requirements of these Rules, as well as the instructors' directions, including a safety brief.

9.2.4. Before paying the cost of the lesson with an instructor, the Client must find out from the ski academy administrator about the availability of a free instructor and coordinate the time of the lesson with him.

9.2.5. The Resort Administration may refuse the Client to use the instructor services in the absence of a free instructor.

9.2.6. When using the instructor services, the Clients are not allowed:

- be in a state of alcoholic, narcotic or toxic intoxication;
- use the instructor services without official payment of their cost at the Resort ticket office;
- acquire the services of unknown instructors and from third parties, i.e. without official payment to the cash desk of the Resort;
- use the instructor services during a period of time that does not correspond to the paid time of the lesson;
- ignore the requirements of instructors during the lessons, display disrespect or abusive relationship with the Resort instructors, operating personnel and other clients;
- enter and stay in the auxiliary premises and utility spaces intended for rest of the Resort staff and operating personnel.

9.2.7. In case of using the instructor services for a time shorter than that paid by the Client, the fee for unused time of services is not refunded.

9.2.8. In case the Client violates the scheduled time of his lessons regarding the time of paid ones, the Resort Administration:

- does not return the resulting difference between the cost of services actually rendered and actually paid by the Client;
- may demand an additional payment of the resulting extra amount between the cost of the services actually provided and paid by the Client.

9.2.9. In any case the time for provision of instructor services ends no later than the Resort closing time.

9.2.10 In case of violation of the provisions established by this section of the Rules, the Client is not allowed to use instructors' services, and can also be removed from the ski pistes area of the Resort with no refund and subsequent cancellation of skipass at the initiative of the Resort Administration.

### **9.3. Other provisions:**



9.3.1. Clients using the instructor services should not stand in the way of third parties, pose a threat to the safety of their life and health, or otherwise restrict their freedom. The Clients are liable under the applicable laws of the Republic of Uzbekistan for the above actions.

9.3.2. When using the services of instructors, the Clients must:

- before using them, read and understand these Rules, the Rules of Conduct in the Resort, the Rules of Conduct on the pistes, the Rules for passenger transportation by cableways as well as signs and information materials posted on the Resort stands and on the official website: [www.amirsoy.com](http://www.amirsoy.com);
- abide at all times by these Rules, the Rules of Conduct on the pistes, the Rules of Conduct of passenger using the cableways, and other Resort mandatory rules in force;
- use carefully the Resort property, keep the ski passes and sports equipment in good conditions;
- strictly observe all instructor directions during lessons;
- follow your lesson schedule according to the time of paid classes;
- keep payment documents for services (cash receipt) until completion of the services;
- pay for instructor services through the Resort ticket office, do not buy them from a private seller and third parties;
- for all related questions, please contact the Resort Ski Academy administrator.

9.4. These Rules are binding upon a group of persons ordering services, including from an organization or a private entrepreneur.

9.5. The Resort is not responsible for the physical condition of Clients and potential accidents when using the services of sports instructors (injuries, bruises, etc. received during skiing). The Client assumes all consequences and risks associated with damage to his health during skiing, and agrees to hold the Resort harmless from and against all claims related to this, including claims for compensation for personal life injury, non-pecuniary damage and other losses.

9.6. The Resort is not responsible for the use of the services of instructors by the Clients without paying their cost to the Resort ticket office, as well as for the consequences of such use.

9.7. If guests would like to use their own personal instructors, the payment equivalent to the Instructor services fee should be made to the Resort's cash desk as per the Resort's established rates.



## **10. RULES OF USING OF PARKING LOT**

10.1. These rules regulate the use of paid Resort parking facilities. These rules are binding on all Resort visitors.

10.2. Parking is intended for temporary vehicle parking.

10.3. No vehicles allowed:

- the maximum dimensions of which exceed the dimensions indicated on the signs at the parking lot entrance;
- with a leak of fuel, oil, coolant, brake fluid, which are in emergency condition;
- in the cabin of which there are self-igniting or toxic substances;
- without a name plate or vehicle sale agreement (in the absence of a name plate).

10.4. Receipt of a parking ticket or a fiscal check by the Client at the entrance of parking area - is the acceptance of these Rules (the acceptance of the Resort Public Offer).

The Client pays the cost of parking regardless of whether they use their right of way in full or not and agrees that no refund will be made for partially or completely unused service. The Resort Administration has the right to prohibit the presence of a vehicle on the Resort territory without refunding the paid cost of the Services. Regardless of the termination of the right to use the Service, the visitor must pay for the time the vehicle has been located on the Resort territory.

10.5. The Resort parking facilities are open 24 hours a day.

10.6. The Client does not have the right to park the vehicle in any parking place or available space on the territory of Amirsoy Resort. The vehicles must be parked strictly in designated for this areas defined by the Resort Administration.

10.7. The Client's placement of a vehicle in the Resort parking lot does not constitute a custody agreement conclusion. The Resort is not liable for loss (theft), damage or incompleteness of the vehicle and/or property left in the vehicle.

10.8. Responsibilities of the Client when using the Resort parking lots:

- keep a parking ticket until you leave the parking lot;
- observe the parking lot traffic plan;
- at the request of the Resort staff, move the vehicle from/in the parking lot;
- at the request of the Resort staff, present a vehicle registration certificate, a vehicle sale contract (if the vehicle does not have a nameplate), a car owner's liability insurance policy, or open the vehicle trunk for inspection;
- not to litter;
- park the vehicle strictly according to the marking;
- in the event of fire, immediately inform the operator on duty and the surrounding car owners, proceed with fire suppression with all available means, including a fire extinguisher, if it is impossible to suppress the fire and smoke in the room leave the parking lot.

10.9. In the parking lot it is forbidden:

- carry out any types of commercial activities without a Resort administration consent;
- organize meetings, rallies, advertising and marketing campaigns, as well as hold survey, questioning and gathering information in any other way without a Resort administration consent;
- stick (place) posters, official notices, announcements, other materials of advertising or propaganda content without a Resort administration written permission;
- occupy driveways and exit area for a long time;
- park vehicles with an open filler neck of the gas tank with a fuel leak;
- use open fire as a light source and for engine preheating;
- move with a speed above 5 km/h;
- install the vehicle on jack stands and supports;
- store motor fuel in additional containers, except for vehicle tanks;
- cover vehicle number plates;
- carry out repair work;
- smoke, drink alcohol, and use the parking lot as a cooking place, etc.
- abruptly drive the car from the parking lot, laying rubber on the surface;
- wash vehicles

- park the vehicle for more than twenty-four hours. If a vehicle is found in the parking lot without an owner, the Resort Administration reserves the right to evacuate the vehicle from the parking lot.

10.10. Parking charge is paid as per the approved Rates. The payment is made before entering the parking lot and issuance of a fiscal receipt to the Client.



10.11. The list of persons who can use the Resort parking lots on preferential terms, the list of such parking lots, and the procedure for preferential use are determined by the resolution issued by the Resort Administration.



## **11. ICE RINK RULES**

These rules have been developed for maintaining order and safety on the ice rink. The ice rink is a facility for recreation and entertainment-oriented activities of its visitors and guests. Playing hockey games during mass skating is strictly PROHIBITED!

11.1. Every visitor has the right to be on the ice rink in accordance with the rink's work schedule approved by the Administration of JV Amirsoy LLC.

11.2. When the ice rink property damage occurs, the Resort Administration reserves the right to claim for its replacement cost.

11.3. If the ice rink is overcrowded, the Resort Administration reserves the right to suspend the entry to the rink.

11.4. Each visitor shall have the sole individual responsibility for being aware of their own and their children's ability to participate in ice skating activity taking into account their health condition and skating skills.

11.5. Children under the age of 7 must be accompanied by an adult (on skates) on the ice. Under no circumstances the adults should leave their children unattended on the ice rink. For these purposes the adults shall get access to the ice rink area and accompany their children on general grounds.

11.6. The Resort Administration is not liable for the visitors' state of health, accidents or injuries at the ice rink. Visitors bear personal responsible for any damage caused to other visitors.

11.7. When signal of warning is given, visitors must leave the ice rink for the period of maintenance works (resurfacing the rink).

11.8. No food items, beverages and bags with grocery may be brought onto the ice rink area.

11.9. Playing hockey games during mass skating is strictly PROHIBITED!

11.10. BEING ON THE ICE RINK IN A STATE OF ALCOHOL OR DRUG INTOXICATION IS STRICTLY PROHIBITED! SMOKING IS PROHIBITED ON THE TERRITORY OF THE ICE RINK!

11.11. IT IS PROHIBITED to break or chip away the ice with skates or other objects, hit the board with skates, or throw any objects onto the ice, pour out liquids or sprinkle any substances, use explosives or flammable substances (including pyrotechnic products), or stay on the ice during resurfacing. It is PROHIBITED to enter the ice rink without skates during mass skating.

11.12. IN CASE OF VIOLATION OF THE ICE RINK CODE OF CONDUCT, the Resort Administration has the right to ask the visitor to immediately leave the ice rink area. The behavior of a visitor on the ice rink should not interfere with third parties, pose a threat to the safety of their lives, health or restrict their freedom in some form or another.

11.13. Visitors to the ice rink must follow all safety rules and exercise caution while skating.

11.14. For safety reasons, movement on the ice rink is strictly counterclockwise.

11.15. NO SPEEDING is allowed. In the event of skating injuries, you can contact the Ice Rink Administrator to ask for a medical assistance as necessary.

### **11.16. The visitors must:**

- enter and leave the ice rink strictly in accordance with the Administrator's instructions and permission.
- act respectfully towards each other, administration representatives as well as officers responsible for maintaining public order and safety during public skating sessions;
- avoid actions leading to extreme (emergency) situations;
- act in an orderly manner when entering and exiting the ice rink;
- act in accordance with the warnings signals and instructions of the ice rink staff;
- treat the property of the ice rink with care, walk on rubber flooring only while wearing skate shoes;
- ensure that children and adults without sufficient skating skills wear protection helmets, elbow pads and knee pads.

### **11.17. Visitors are prohibited to:**

- enter the ice rink in shoes;
- sit on the side boards of the ice rink;
- enter the ice rink carrying a child in arms;
- conduct group or individual training session involving external instructors;
- perform complicated figure skating elements;
- go outside the areas designated for visitors public skating sessions, nor should they be in technical (service) hallways (premises);
- throw various objects onto the ice;
- perform action leading to hazardous situations on the ice rink (jump, push, move in conga line or against the established direction, play games such as hockey, catch-up, tag and others that interfere with



comfortable and safe recreation activity of visitors on the ice rink, as well as skate with hockey sticks and long objects);

- use lighting and signal flares, pyrotechnic products;

- go outside the ice rink area wearing (rented) skates.

11.18. Clients should treat themselves and others around on the ice rink with courtesy and respect.

11.19. The ice rink Administration reserves the right to refuse entry to a person in respect of whom the Administration has reasonable grounds to believe that their presence on the ice rink area may hinder the safety and comfort levels as well as restrict the rights and interests of other visitors.

11.20. The Client is responsible for losing and damaging cloakroom and skate box tags.

11.21. The Resort Administration is not responsible for accidents and injuries that occur as a result of violation of these Rules.



## 12. CODE OF CONDUCT IN THE SWIMMING POOL AREAS OF THE RESORT

12.1. The Resort welcomes its guests and will do everything possible to ensure that their time spent at the pool is both enjoyable and useful for them. At the same time, we would like to remind that for their personal safety and comfort, the guests must comply with the following rules:

12.2. Guests staying in chalets get free access to the pool.

12.3. In the event of medical restrictions or poor health, fatigue, the guest is not recommended to stay in the pool. In such cases the decision is made by guest but the Resort Administration does not bear responsibility for consequences.

12.4. Pool hours are from 08:00 to 20:00. The time outside these hours is used for water treatment procedures involving chemicals that can damage your swimwear!

12.5. No more than \_\_\_\_\_ people can be in the swimming pool basin at the same time.

12.6. Visiting the pool is permitted only with availability of a change of shoes and swimwear (underwear is not a swimwear).

12.7. Children under 14 years old are allowed in the pool area only if they have accompanying persons. There should be no more than 2 children per accompanying person. Responsibility for children lies with the persons accompanying them (parents, persons by proxy).

12.8. Children under 4 years of age are allowed into the swimming pool area only if they are accompanied by adults and equipped with swim vests and arm floats! Children under 2.5 years old should wear waterproof panties (diapers) for swimming in the pool.

12.9. Persons who have custody of children are responsible for their safety as well as for covering damages caused by them.

12.10. For your own safety, do not wear glasses or jewelry when using the pool. In addition, please remember that the resort is not responsible for the safety of valuables and jewelry left in the pool area.

12.11. The Resort Administration is not responsible for injuries and damages occurred as a result of non-compliance with the rules for visiting the pool and shower area. Each Client is responsible for their own wellbeing while visiting the pool or shower.

12.12. In case of minor scratches and graze on the skin, it is recommended to apply antibacterial agent on the wound and use a waterproof adhesive plaster.

12.13. Guests visiting the pool must observe and maintain public order and social norms, treat other visitors and service personnel with respect and avoid actions causing harm to others. If the actions (behavior) of a visitor, whether deliberate or not, endanger their own life and health and that of others or go against generally accepted ethical norms and moral principles, the Resort staff have the right to take measures against these persons in the form of refusing the entry into swimming pool area as well as refusing to provide any further services, expelling them from the swimming pool and Resort area or calling law enforcement personnel.

12.14. Visitors in a state of alcoholic intoxication are not allowed in the water. In the event of visitors showing the signs of alcohol or drug intoxication, the Resort Administration has the right to take measures against these persons in the form of banning to swim in the pool and requiring them to leave the pool area or calling law enforcement officers.

12.15. The visitor must have:

- a footwear to change for walking on the rubber and wooden surface near the pool;
- swimwear;
- hygiene items.

12.16. IN THE RESORT SWIMMING POOL IT IS PROHIBITED TO:

- enter the water during the swimming pool water cleaning process;
- disable or damage the pool equipment, shower and locker rooms items;
- allow children to enter and remain in water without parental supervision;
- jump into the water;
- practice diving or any other breath-holding exercises;
- teach other visitors, including children, to swim on your own initiative;
- be drunk or under the influence of drugs, to smoke;
- push, run near the swimming pool/sides, jump into the water from the swimming pool sides, deliberately give false distress alerts;
- chew a gum;
- bring fragile items into the pool area;
- bring your own beverages and food;

- consume food and drinks outside the specially designated areas. It is also prohibited to wash fruits, vegetables, etc. with the swimming pool water;
- throw things, spit, pour liquids in the swimming pool water;
- bath and swim for persons with medical contraindications (infectious skin diseases, open wounds, breathing difficulties, vestibular disorders, etc.);
- wear outdoor clothing and shoes;
- use medical, cosmetic and herbal remedies in the shower;
- bring any animals and birds;
- bring firearms and cold weapons, cut and thrust objects, as well as explosive and flammable substances into the pool;
- use the pool during a thunderstorm;
- act immorally, engage in physical intimacy.

12.17. In case of non-compliance with these Rules, the Resort Administration has the right to restrict the visitor to use the swimming pool services.

12.18. These Rules are mandatory to be followed by all visitors to the pool.

12.19. The Resort Administration reserves the following rights:

- Close the swimming pool in case of adverse weather conditions.
- Independently restrict the guest's presence in the pool by refusing to provide service without giving reasons.

12.20. BY ENTERING THE POOL EACH VISITOR AUTOMATICALLY CONFIRMS THAT THEY ARE AWARE OF THE INTERNAL RULES FOR USING THE SWIMMING POOL AND COMMITS TO COMPLY WITH THEM UNCONDITIONALLY.

12.21. VACATIONERS ARE PERSONALLY RESPONSIBLE FOR THE STATE OF THEIR HEALTH WHILE VISITING THE POOL.



### **13. Safety rules for passengers and persons renting an aircraft (BC) Uzbekistan Helicopter LLC**

13.1. The number of passengers carried should not exceed the number of seats. Before the take-off and throughout the flight all passengers must keep their seat belts fastened. The loads should be secured to keep them from moving, routes to the entrance doors must be clear and not cluttered with luggage or other objects.

13.2. While boarding, the passengers must not:

- make sudden movements, jump, wave their arms, etc.;
- approach the tail of the aircraft to prevent injuries by rotating propeller and to avoid the air thrust area, which can pull even a fairly heavy person (up to 120 kg) towards the rotating blades;
- throw away garbage in the landing area - plastic and paper packaging, bags, etc. that can get into the engine turbine or stick to the propeller blade, which may lead to emergency situations;
- be in a state of alcoholic or drugs intoxication as it can pose a danger to the health and life as of the passenger concerned, as well as of other passengers and the pilot.

13.3. During the flight it is prohibited to:

- smoke on board;
- use a gas burner, lighter or any other open flame device, as there is a high risk of fire in the fuel tanks, which are located literally behind the wall of the passenger cabin;
- move back and force in the cabin, and, all the more, jump and perform other actions that may lead to a change in the center of gravity of the aircraft: firstly, this creates additional problems for the pilot while flying the helicopter, and secondly, you can fall and get injured in the inclined plane cabin;
- perform any actions that distract the pilot from control - talk to him, ask questions, conduct photographing in the cabin, ask the pilot to pose for photography, etc.;
- drink alcoholic beverages and use drugs on board.

13.4. Sensible, appropriate behavior on board and strict self-control serve as the best guarantee of a successful flight.

13.5. Helicopter landing site and disembarking safety rules

- When helicopter lands on the landing pad, under no circumstances should you leave the cabin without permission of the cabin crew. The pilot should go out first and inspect the area to ensure there is no danger to people. Only after that passengers can safely leave the board.
- Persons meeting the aircraft should approach it only on the instruction of a crew member, which they will give after the propellers stop completely.
- When disembarking the passengers with the aircraft engines running, the crew member must indicate the order and direction of their movement. It is strictly forbidden to be in the area of the helicopter tailboom.

13.6. Responsibility for instructional briefing and actions of passengers renting a helicopter lies with the representative of the "Customer" (group leader).

13.7. Persons who violate the requirements of these rules shall be liable under effective laws.

#### **Flight information**

Amirsoy is located 1700 m above the sea level, the aircraft will fly at an altitude between 1500 m - 3600 m, a safe altitude shall be maintained at all times in all areas flown.

The speed is from 120 to 150 km/h, this is the optimal speed at which passengers will have the most comfortable viewing experience.

#### **Helicopter information**

Airbus H125 helicopter – safe and low noise aircraft.

It is a passenger helicopter used only during the daytime and in good weather (flights in icing conditions and under precipitation are not allowed).

Designed to carry 4 passengers.

Cruising speed 260 km/h.

Flight duration is 4 hours 30 minutes.

Flight range 630 km



#### **14. Rules for reservation and accommodation of guests at “Le Chalet by Amirsoy” chalets**

##### **Reservation (booking)**

14.1. Reservation of hotel services is processed based on the Client's request. A reservation request must contain information about the scope and nature of the requested services, accurate list of guests, including full names, number of adults and children, exact arrival and departure dates on each reservation.

14.2. A Client should send their reservation request or notification of cancellation of reservation made by email at [reservations@amirsoy.com](mailto:reservations@amirsoy.com) and [sales@amirsoy.com](mailto:sales@amirsoy.com) or through the Telegram or WhatsApp messengers.

14.3. Reservations, changes and/or cancellations cannot be processed by telephone.

14.4. Reservation is guaranteed with 100% prepayment of the booked services cost.

14.5. Prepaid reservations require full payment of the booked services no later than 24 hours after receipt of the reservation confirmation or at least prior to the Guests check-in for reservations made on the day of arrival.

14.6. In the event of a no-show or cancellation of the reservation less than 24 hours prior check-in time, the Resort will apply penalties in the amount of 100% of the prepayment.

Cancellations made less than 24-hour notice will result in charging the accommodation cost for the entire period at the rates stated on reservation confirmation.

14.7. The Resort will cancel the reservation free of charge in the event of force majeure (unforeseen circumstances or events beyond control such as political crises, wars, strikes, natural disasters, attacks, etc.), due to which the Guest's arrival is not possible or it may happen only in conditions of risks to life and health or encountering unavoidable obstacles to travel.

In case of timely cancellation of a reservation or force majeure situations, the Resort may offer to postpone the stay to a later period, provided chalets' availability on specified dates, except for holidays and weekends.

##### **Check-in and check-out**

14.8. Check-in time is 15:00.

14.9. In case of early check-in, provision of accommodation facilities is subject to their availability.

14.10. Any accommodation booked will remain reserved until 07:00 local time on the day following the Guest's scheduled check-in date and can be made available to the Guest as a late check-in within that period of time.

14.11. In case of late check-in, the full amount of the accommodation cost will be charged.

14.12. If the Guest fails to show up after 07:00 local time on the day following the Guest's scheduled check-in date, the Resort has the right to impose a fine on the Guest in the amount of 100% of the accommodation cost.

14.13. Check out time is 12:00.

Late check-out opportunity is not guaranteed and must be confirmed by the Resort in advance.

14.14. If the Guest's departure occurs earlier than the date specified in the booking confirmation, the Guest must notify the Administration in advance in order to avoid actual downtime of the chalet. In this case, the cost of unused service will not be returned to the Guest but they will be issued a voucher for the unused days to be accommodated at a later stage.

##### **Maximum capacity of chalets**

14.15. The maximum capacity of Deluxe Chalet is up to four guests plus a child under 4 years old, the Suite and Presidential Chalets - up to eight guests plus a child under 4 years old, Superior Chalet - up to six guests plus a child under 4 years old.

The cost of accommodation of a child of 4-12 years old is defined as per the rates established by the Administration.

14.16. The Resort reserves the right to refuse accommodation for unregistered extra guests, whose stay exceeds the occupancy load, and an additional fee is to be charged for every additional guest as per the established rates.

##### **Rules for accommodation of guests at “Le Chalet by Amirsoy” hotel**

14.17. The hotel provides the Guests with chalets for their temporary accommodation.

14.18. Each chalet is equipped with a TV set, refrigerator, air conditioning, telephone, Internet (WIFI).

14.19. The hotel works 24/7.

14.20. Information on the rates for services provided during accommodation in the hotel rooms is published on the website <https://www.amirsoy.com/ru/accomodation>, on social networks, in sales office and can be obtained at the reception desk or over the phone.



### **Hotel registration process**

14.22. Guests are expected to provide identification document when checking-in. They shall fill out and sign a standard form.

14.23. Registration of citizens under 14 years of age is processed on the basis of identification documents of their parents (adoptive parents, legal guardians) or close relatives/accompanying person(s), as well as authorization document to accompany minor(s), and also birth certificates of these minors. A document authorizing person(s) to accompany minor citizens under 14 years of age is a notarized letter of parental consent to accompany the child across the territory of the Republic of Uzbekistan. Registration of a minor of 14-18 years of age is processed based on written consent of their legal representatives.

14.24. Registration for individual accommodation of minors during their group travel (sports teams, creative groups, etc.) is processed on the basis of the documents of minor citizens specified in *clause 14.23.* of these Rules and a document certifying the identity and authority of the legal representative (parent, adoptive parent, guardian and others) acting on the basis of a notarized power of attorney / consent letter.

14.25. Failure to adhere to the terms of clause 14.22 and clause 14.23 of these rules will result in a refusal of registration of minor citizens for hotel accommodation.

14.26. Foreign citizens are expected to provide an identification document, present their visa as necessary, fill out and sign a standard form.

14.27. Payments are made in local currency only.

14.28. Upon completing the appropriate registration process and presenting necessary documents for hotel check-in, the Guest makes payment for accommodation. They will then be given the payment confirmation document and a key for their chalet.

14.29. At the end of the paid period of stay, the Guest must vacate the chalet by the check-out time (12:00). Extension of stay may be possible if no other reservation has been made on this chalet. The Guest may also be offered to stay in other available chalets.

14.30. There is no charge for accommodation of children under 4 years of age (staying in the same chalet with their parents) if no separate arrangements are required.

14.31. The Clients' vehicles can be parked in the parking lot next to their chalet. The hotel Administrator should notify the Resort Security Service about the Guest's vehicle registration plate details.

14.32. Entry to the hotel territory is allowed using a key card or a document confirming payment for accommodation.

14.33. The guest acknowledges and shall not object to operation of video surveillance system in premises of the hotel complex (with the exception of private rooms of guests and toilet cabins).

14.34. During the processes of booking, placement and checking in, the Guest can choose a room category, while the right **to assign a certain room of this category remains with the Resort Administration.**

14.35. The terms of reservation of chalets for individual guests or tourist groups arriving on the basis of concluded contracts between the Resort and travel agencies are stipulated in these contracts. If such terms are not specified in the contract, the reservation shall be processed on a general basis.

14.36. The hotel's established payment system is based on a daily rate for 21 hours of stay with the initial minimum calculated amount for payment of hotel services in accordance with the check-in time as of 15:00 and the check-out time until 12:00. For checking in and accommodation during the period from 0 hours 00 minutes to the established check-out time (on the same day), the Guest will be charged the accommodation cost for 21 (hours) stay. If the Guest checks in at 10.00 prior to the established check-in time, provided the availability of chalet, the hotel Administration has the right to charge a fee for early check-in. The late check-out (from the established check-out time to 18:00) fee will be charged in accordance with the set rates.

### **Rights and responsibilities of the hotel guests**

14.37. Guests staying at the hotel have the right:

- to receive reliable and timely information about the hotel services provided;
- to receive additional services provided by the hotel;

14.38. Guests staying at the hotel must:

- comply with the established rules of admission and accommodation at the hotel;
- make timely and full payment for the services provided by the hotel.
- protect their personal belongings (use a mini-safe box to keep valuables, documents and money safely, close windows and doors when leaving the chalet and hand over the key to the Administrator when checking-out). Do not leave the room open and personal belongings unattended.



- treat the property and equipment of the hotel with due care, pay for damages or loss of hotel property in accordance with the effective laws;
- whether during the day or night, register with the Administrator any persons without authorized stay (not registered as “guests” in accordance with the Resort rules) providing their identity document and making payment as per established rates. To clarify the rules, night time is defined as being from 23.00. to 08.30 o'clock;
- ensure to pay for all additional services received and hand over the key to the Administrator at the check-out;
- provide the make and registration plate number details of the vehicle for parking it on the territory of the chalet.

14.39. It is prohibited to:

- bring and store liquids, materials and objects in chalet premises that are dangerous to life and health of the residents and safety of the property;
- let the strangers stay in chalets in your absence and give them your room key without informing the hotel Administration; hand over your key card to others.
- cooking in chalet premises using heating appliances not owned by the Resort;
- rearrange the furniture in the chalet;
- throw garbage and personal hygiene items into the sewer;
- use the chalet premises during the stay as an office space with corresponding changes in the structure and design of the chalet;
- hold events in the chalet premises that are not related to accommodation (buffets, receptions of numerous guests, presentations, castings, competitions, etc.).
- holding a press conference on the territory of the Resort without prior approval from the Administration.
- Smoking **SHISHAS inside the chalet is strictly prohibited** due to fire safety regulations.

**Housekeeping:**

- Bed linen is changed after 1 day from the date of arrival (once every two days) or upon the Guest's request to change it.
- Replacement of terry products is made after 1 (first) day of stay. Changing them on request can be arranged for an additional fee.
- Cleaning of chalets will be performed after the first day of stay. Change of bed linen on request of the residents can be arranged for additional payment as per established rates.
- The hotel Administration is not liable for the loss of money, securities and valuables not kept in safes (provided in each room).
- Hotel guests must maintain silence and be mutually polite.
- The hotel allows the Guests to stay with dogs of small and medium breeds up to 5 kg for an additional payment according to the established rates.
- No types of pyrotechnics are allowed to be used on the territory of Resort without prior permission of the Administration.
- Persons living in the hotel must treat the property and equipment of the hotel with due care and maintain cleanliness and keep the order.
- In case of loss or damage to hotel property, Guests shall reimburse the cost of the damage caused according to the price list. The damage meaning is defined as total or partial loss of property features, the restoration of which is impossible or requires additional material or monetary costs.
- Hotel Guests must strictly adhere to Fire Safety Rules. In order to ensure fire safety, smoking in chalets is prohibited (the fine for smoking in chalet is 500,000 UZS).
- In the event of violation of these Rules, namely: late payment for chalets, disturbing the peace of other residents, misbehavior, Guests shall be evicted from the hotel in the manner prescribed by law.



## **15. Rules for visiting the Red Rock Hammom & SPA Complex**

### **General provisions**

15.1. These rules for visiting (hereinafter referred to as the Rules) the Red Rock Hammom & SPA Complex (hereinafter referred to as the SPA complex) apply to all consumers of the SPA complex services (hereinafter referred to as the Visitor) without exception as well as to persons within the territory of the SPA complex and are aimed at ensuring a safe and comfortable stay of Visitors in the SPA complex.

For this purpose, the Rules describe the rights and responsibilities of Visitors to the SPA complex, define the mechanism for exercising these rights and also imply a number of prohibitions and restrictions in order to prevent actions by citizens that may cause harm or inconvenience to other Visitors or the Administration of the SPA complex as well as damages to the SPA complex in general.

15.2. These Rules comprise:

- terms of effective and safe use of services on the territory of the SPA complex (hereinafter referred to as the services of the SPA complex or services);
- SPA bath code of conduct;
- important and accurate information about potential adverse health effects of SPA treatment for Visitors;
- other complete and accurate information about the service provider, about the services and all essential conditions for provision of services.

15.3. The legal owner of the SPA complex and the organisation providing services on the territory of the SPA complex is \_\_\_\_\_ (hereinafter referred to as the Administration of the SPA complex, service provider, provider organisation).

15.4. These Rules are available for familiarisation at the reception desk of the SPA complex and at the main Hotel Reception.

15.5. The SPA complex operates in accordance with its work schedule that is available at the entrance area and reception desk of the SPA complex as well as on the hotel website.

Opening hours of the SPA complex: Monday to Sunday from 10:00 to 00:00 hours. All Visitors must complete all procedures at the SPA complex 15 minutes prior to its closing time and leave the premises no later than the closing hours.

15.6. Operating hours of the SPA complex is set by its Administration individually, at the same time the SPA complex Administration at its own discretion has the right to: - open and/or close certain type of bath/sauna to visitors or limit the provision of services for technical, operational, organisational, sanitary and hygienic and other reasons (equipment and software failures beyond service provider's control, temporary power and water supply cuts by the relevant municipal services, force majeure situations); - make changes to the SPA complex working schedule (operation) due to technical, organisational, sanitary and hygienic and other reasons, notifications on which will be placed on relevant information stands of the SPA complex, hotel and (or) on the website.

15.7. To use the services of the SPA complex, each visitor to the SPA complex must pay the cost of services to the ticket office of the provider organisation in the form of cash, by bank transfer (bank card) or present a valid gift certificate for the services of the SPA complex.

15.8. Visitors have the right to stay in the SPA complex premises and receive services subject to these Rules, the Code of Conduct on the territory of the Resort and other rules in force on the territory of the Resort.

15.9. Children under 3 years of age are not allowed in the SPA complex. Children from 3 to 14 years old are allowed to visit the SPA complex only being accompanied by adult Visitors, subject to observance of the condition of one child per adult guest. One adult guest may accompany two children if one of those children is twelve (12) years of age or older. In this case, the documents confirming the child's age must be provided. Adults are fully responsible for the safety of children as well as for any damage caused by the children they accompany.

15.10. The SPA complex does not provide guests with childcare services. Responsibility to look after children and their behavior rests entirely with the adult guests accompanying them. Adults accompanying children must not leave children unattended or allow them to disturb other guests.

15.11. The child's accompanying person is obliged to explain them these Rules.

15.12. The cost of services is provided in the Menu of "Red Rock Hammom & Spa" Complex as well as on the Resort website <https://www.amirsoy.com/>

15.13. By paying the cost of the services of the SPA complex and/or by entering the territory of the SPA complex, the Visitor confirms that they are familiar in full and agrees with these Rules, the Visitor (the



Visitor's child) has no medical contraindications to sauna bathing. The Visitor must individually evaluate the capabilities (physical fitness) of their body (and that of their child) and its ability to meet physical demand. The Visitors are warned that extended sauna and bathing sessions can lead to heat exhaustion that can be dangerous for their health. Each Visitor bears personal responsibility for their own state of health and that of the children they are accompanying on the territory of the SPA complex and assumes all risks of injury.

15.14. To ensure effective provision of services in a safe environment, being in the area of the SPA complex, each Visitor must strictly comply with the requirements of these Rules, follow instructions of the service providing personnel as well as the requirements of relevant informative, warning and indicative signs (stands, plaques, announcements, etc.) having had familiarised with them prior to commencement of services.

15.15. The SPA complex Administration will not take responsibility for Guest's decision or failure to use the SPA complex services that have been already paid as well as for loss/damage/destroying of belongings, valuables, documents that were left in the SPA complex premises.

15.16. The SPA complex Administration is not responsible for damage caused to the life, health or property of the consumer due to violation of these Rules and also due to force majeure circumstances, including but not limited to: natural disasters (earthquakes, floods, snowdrifts, etc.), riots, civil wars, strikes, actions of competent state authorities, emergencies (power, water, gas outages, repair and/or restoration and other emergency works or actions on the part of energy supply organisations) and other.

15.17. The SPA complex Administration is not responsible for improper provision (non-provision) of services due to force majeure circumstances, including but not limited to: natural disasters (earthquakes, floods, snowdrifts, etc.), riots, civil wars, strikes, action of competent state authorities, emergencies (power, water, gas outages, repair and/or restoration and other emergency works and actions on the part of energy supply organisations), etc., as well as on other grounds provided by law.

15.18. The SPA complex Administration reserves the right to refuse services to any Visitor for violation of the requirements of these Rules and other mandatory code of conduct, and also evict them from the complex area without refunding the cost of services that have been already paid. The administration of the SPA complex reserves the right to refuse services to the guests, who are under the influence of alcohol and/or drugs without refunding prepayments.

15.19. Categories of Guests and procedures for visiting the SPA complex.

The SPA complex provides services to the following categories of Guests:

- Guests registered and staying at Le Chalet by Amirsoy hotel;
- Guests not registered and not staying at the Le Chalet by Amirsoy hotel.

15.20. The Guests of the SPA complex are prohibited to:

15.20.1 visit the SPA complex and use baths/saunas if they have medical contraindications; they have skin or infectious diseases, including signs bleeding; they are feeling unwell; they are taking medications with a depressant effect on the central nervous system and reaction;

15.20.2 enter the SPA complex area in outerwear and outdoor shoes;

15.20.3 be in the SPA complex under the influence of alcohol, drugs or toxic substances;

15.20.4 bring firearms and cold weapons, cut and thrust objects, glass (fragile) objects, explosive, flammable, poisonous and toxic substances as well as gas cartridges into the SPA complex; use explosive and flammable substances (including pyrotechnic products, fireworks, etc.), light a fire in the SPA complex premises;

15.20.5 smoke (namely cigarettes, cigars, electronic cigarettes, vapes, shishas) in the SPA complex area;

15.20.6 bring and consume alcoholic beverages and food in the SPA complex premises (except for the areas specially designated for that);

15.20.7 throw foreign objects and litter in the SPA complex area;

15.20.8 make noise, use a foul language, behave provocatively, disrupt the public order, provoke other Visitors;

15.20.9 use detergents, perfumes and other liquids in glass containers in the shower;

15.20.10 apply cosmetics (creams, ointments, etc.) onto the skin; use cosmetics and brooms in baths/saunas, use various creams and ointments, perfumes, oil essences, honey, cosmetics before using baths/saunas;

15.20.11 perform any cosmetic procedures (manicure, pedicure, peeling, steaming, etc.) in the SPA complex premises on their own initiative;

15.20.12 walk barefoot in the SPA complex;



- 15.20.13 be in the baths/saunas and in the public area of the SPA complex without a swimsuit; children must be wearing swimsuits and panties in the SPA complex;
- 15.20.14 run around the SPA complex and be excessively active and allow children under their supervision to act in the same way or perform other actions that may pose a danger to others;
- 15.20.15 conduct photo and video shooting using professional equipment;
- 15.20.16 enter and stay in service, utility and auxiliary premises that are designed for servicing the SPA complex and should be used by SPA complex staff only;
- 15.20.17 touch, turn on, turn off and adjust any engineering and technical equipment;
- 15.20.18 pour water onto the baths/saunas/ heater construction or cover it (stove in a bath/sauna) with foreign objects and fill it with water to produce steam;
- 15.20.19 ignore instructions of the SPA complex personnel providing services, be disrespectful or rude towards the service personnel as well as other visitors to the SPA complex;
- 15.20.20 use the SPA complex territory for commercial, advertising and other activities without obtaining prior permission from the Administration of the SPA complex, regardless of whether this is related to generating income or not;
- 15.20.21 bring animals into the territory of the SPA complex;
- In the event of violation of the requirements of these Rules as well as failure to follow reasonable instructions of the Administration, the Visitor may be evicted from the SPA complex by the Security Service staff with no refund of the cost of services that have already been paid by them.

#### **Visiting rules**

- 15.21. The Visitor must be aware of their state of health for compliance with the conditions of visiting the SPA complex as well as their physical and psycho-emotional state. Visitors with medical conditions such as high blood pressure, cardiovascular diseases or respiratory problems, who have recently consumed alcoholic beverages or took medicines, should avoid exposure to high temperatures.
- 15.22. To visit baths/saunas, you must have the appropriate clothing: bathing suit, swimsuit (for women), swimming trunks (for men);
- 15.23. It is prohibited to be in the bathing area/sauna bare-chested - without the top of a swimsuit (for women);
- 15.24. It is recommended to enter bathing area/saunas wearing a special hat (sauna hat) that protects the head from exposure to heat. Before entering a hot room, it is recommended to take a warm shower with soap and wipe the water off your body afterwards. Do not wet your head to avoid overheating;
- 15.25. It is essential to follow personal hygiene rules. Always take a shower before visiting baths/saunas, after visiting saunas and toilet rooms;
- 15.26. For personal hygiene purposes, you should use the towels provided at the SPA complex and cover with them the bench in the sauna;
- 15.27. While in the bath/sauna, do not touch the surface of heating construction - this can cause severe burns;
- 15.28. Acts of physical intimacy are prohibited in the bathing areas/saunas and the SPA complex premises as a whole;
- 15.29. It is prohibited to bring plastic dishes into bathing areas/saunas;
- 15.30. It is prohibited to cover the heater with foreign objects (towels, swimsuits, etc.);
- 15.31. It is prohibited to switch/change the temperature in bathing areas/saunas on your own initiative.

#### **Visiting and reservation (booking) rules**

- 15.32. In order to get a SPA procedure at the convenient time, it is recommended to book the SPA complex and preferred procedures making partial or full payment of the costs in advance.
- 15.33. On the day of booking, you must arrive at the SPA complex 15 minutes before the start time to change clothes, fill out the Guest Questionnaire (indicating all existing diseases and contraindications) and get answers to all your questions. The SPA complex is not responsible for the deterioration of your health if you did not inform the specialist about previous injuries or chronic diseases.
- 15.34. Being late shortens the time of your stay in the SPA complex and duration of procedures, which affects the quality of the service provided. In case of delay by more than 20 minutes, the Administrator has the right to cancel the reservation without refunding the partial or full payment made in advance. If for some reason you cannot visit our SPA complex, please inform us as early as possible but at least 3 hours before the start of the agreed booking time.
- 15.35. Before the session, it is recommended to remove all jewelry items. Use disposable underwear (provided in the treatment room).



15.36 SPA complex entrance fee is not included in the cost of the SPA procedure and paid separately according to the established price list.

**Visitors rights.**

16.37. Each Visitor has the right to:

- visit the SPA complex in accordance with these Rules;
- visit the SPA complex only after registering at the Reception desk and paying for a one-time visit;
- inform the Administration of the SPA complex about all shortcomings in the SPA complex, poor quality service and express their opinion on improving its operation;
- use individual cabinets for storing things in the locker room in orderly fashion;
- make payments for services provided in the manner established by these Rules;
- contact the Administration of the SPA complex (personnel) for clarification of these Rules and on all issues regarding the provision of services in accordance with these Rules.

15.38. Regarding all disputes, questions, claims and disagreements that arise in the course of provision of the SPA complex services, the Visitor has the right to immediately seek their resolution from the Administration of the SPA complex. All disputes or disagreements are resolved through negotiations between the parties, including by submitting written claims. The Visitor's written claim can be submitted directly on the day of service provision, which the receiving party (SPA complex Administration) should consider and respond in written form within 30 days from the date of its receipt, unless other terms for consideration of the consumer's claim are established by current legislation. If the Visitor does not submit a written claim on the day of provision of services, the services of the SPA complex are considered to be of a suitable quality and quantity and to have been fully accepted by the Visitor to SPA complex without any reservations.

15.39. Where it is not possible to settle disputes by negotiations, including by submitting written claims, they shall be referred to a court of general jurisdiction for consideration in accordance with the law.

**15.40. Visitor responsibilities.**

- Familiarise with and follow these Rules for visiting the SPA, abide by the rules of public order, behave respectfully towards other visitors, the staff of "Le Chalet By Amirsoy" and the SPA complex "Red Rock Hammom & Spa", comply with health and safety rules, fire safety rules, sanitary and hygienic requirements, and also keep clean and tidy;
- Treat the property provided for use with care, otherwise the Visitor shall pay the full cost of the damage caused in accordance with the established price list;
- In the event of detection of any defects prior to the session, you should immediately notify the SPA complex service staff;
- Return used towels and bathrobes when leaving the locker room of the SPA complex;
- Inform the SPA complex Administration about all dangerous situations and objects that may cause threats to the safety of people in the SPA complex;
- In case of injuries while taking bath/sauna, pain in joints, limb pain, cramps, severe reddening of eyes and skin, bleeding, and also if you feel unwell, immediately ask/signal the service personnel or other Visitors about the need for first aid;

**Other conditions.**

15.41. The Administration of the SPA complex guarantees the conformity of the SPA complex services quality with the quality standards set for this type of service, including safety requirements, fire safety and sanitary and epidemiological requirements.

15.42. Services provided in accordance with these Rules do not require mandatory certification and licensing.

15.43. In case of a damage to property due to a Visitor's actions, Le Chalet By Amirsoy has the right to claim damages. A report shall be drawn up on the fact of damage to be signed by the Administration of the SPA complex and the Visitor concerned. The report shall indicate the amount of damage agreed upon by the parties. If the Visitor refuses to sign the report, a corresponding notes shall be entered in the presence of at least two witnesses who are not employees of the Resort. If the damage is caused by minors under the age of 14, the damage shall be covered by their legal representatives as provided by the current laws.

15.44. In accordance with these Rules the Administration of the SPA complex does not assume any pre-determined obligations and guarantees to the Visitor on the condition of the baths/saunas that can be affected by factors beyond the SPA complex Administration's control (adverse weather conditions, unsuitable for the Visitor temperature of water and air, a large number of Visitors, etc.).



15.45. The Administration of the SPA complex has the right to unilaterally make changes to these Rules. Changes to the Rules come into force from the moment they are posted on information stands on the territory of the SPA complex and hotel "Le Chalet By Amirsoy" and/or on the website. The Visitor undertakes to independently familiarise with changes to the Rules before paying for the service. Additional visiting rules established to prevent and protect against the spread of the new coronavirus infection (COVID-19).

Due to restrictive measures aimed at preventing the spread of COVID 19, some services of the SPA complex may be provided with some restrictions. More detailed information can be obtained from the administrators of the SPA complex.



## 16. Rope Park rules

- 16.1. These rules are set up to ensure the safety of life and health of the guests visiting the Park.
- 16.2. The ticket is valid for 3 hours from the start of briefing instructions or the first entry to the trail. The briefing instructions start time is set on the bracelet by the Instructor. Training area is also considered as the Park's trail.
- 16.3. It is prohibited to go on the trails without undergoing training and learning sessions.
- 16.4. The client must be confident that they understood all rules during the training session.
- 16.5. By purchasing a ticket each visitor takes responsibility for their life and health.
- 16.6. The client is responsible for their own and their children's wellbeing while visiting the Park.
- If a visitor to the Park commits wrong actions, violates these rules and provisions of verbal instructions and that results in emergencies and damages to the property, their own health and that of other visitors around or the park personnel, the violator shall assume responsibility for the consequences of the emergency situation.
  - Children under 18 years of age may use the trails only with the written consent of their parents (guardians).
  - Children under 14 years of age are allowed to walk on the trails only with adults who are responsible for those children's actions, their life and health while passing on the trails.
  - Children can be accompanied by their own parents (guardians), relatives indicated in the written consent of the child's parents for passing on the trail or teaching staff responsible for the life and health of children by the resolution of relevant institution that have organised the children's trip.
  - If a child commits wrong actions, violates safety rules and provisions of verbal instructions and that results in emergencies and damages to the property, their own health and that of others, the accompanying adult shall assume responsibility for the consequences of the emergency situation.
- 16.7. The equipment and trails:
- All equipment used in the Park meets European standards. You will be provided with the equipment in a good working order and suitable condition for the intended purpose.
  - The harness must always be tightened. If you are not sure that your harness is not tight enough, contact your instructor for help.
  - While passing trails, you must always be fastened to a safety cable with at least one carabiner.
  - Check the safety equipment before starting every new stage to ensure you are safely fastened to a safety cable.
  - Move calmly, control your individual equipment.
  - No more than three people can be on the platform at the same time.
  - One or two people can simultaneously move along one segment of the cable at different stages of the trail, which is indicated on the information signs for each stage.
  - A roller will be used when passing the zip line stage (air crossing) with remaining 2 carabiners fastened to the cable for additional safety.
  - Only one person can be on the zip line at a time.
  - Do not touch the zip line while you are in motion!
  - Park instructors will be wearing distinctive uniforms. When passing on the trails, you must comply with all the requirements of instructors defined by them as "safety requirements".
  - In case of wrong actions that threaten the safety of visitors, the instructor has the right to suspend the violator's stay in the Park with no reimbursement of the ticket cost.
  - If you notice any defects in the Park equipment or sport gear, immediately inform the staff.
  - The ticket office closes two hours before the Park's closing time.
  - Entry to the trails will close one hour before the Park's closing time.
  - You must leave the trails 10 minutes before the Park's closing hours to allow time to return your equipment.
  - In the event of closing of the Park due to weather conditions, the cost of the ticket will not be reimbursed

Trails:	Weight and height restrictions:
Green -	Maximum 100 kg; minimum 120 cm
Blue -	Maximum 100 kg; minimum 140 cm