

Terms and conditions of D Rewards loyalty programme

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These provisions (hereinafter referred to as the “**Rules**”) spell out the terms and conditions of D Rewards loyalty programme (hereinafter also referred to as the “**Programme**”), the rules of participation in the Programme and the procedure for making special offers.

These Rules replace the Rules of the previous D Rewards loyalty programme.

1. General provisions

- 1.1. These Rules constitute a public offer addressed to an unlimited number of individuals and spell out the conditions and procedure for conducting the Program and procedure for Participants joining, participating and terminating (suspending) participation in the Program. There is no time limit for accepting the offer.
- 1.2. The Operator of the Programme is Domina Management LLC (ОГРН: 1227800138103, ИНН: 7838109182, located at 54 “A” Bolshaya Morskaya St., Office 406/2 Admiralteisky municipal district, the city of St. Petersburg, 190068) (hereinafter referred to as the “Operator”).
- 1.3. The Programme is available at Hotels included in the Domina portfolio and located on the territory of the Russian Federation.
- 1.4. The current version of the Rules is available on the Operator’s Website, as well in such other sources as determined by the Operator.
- 1.5. The Operator reserves the right to unilaterally amend any rules, procedures, conditions, Levels, Privileges related to the Program at its sole discretion without prior notice to a Participant, even if such changes may affect the number of Points accumulated by a Participant and the terms of their usage.
- 1.6. Information and reference support of the Program Participants is provided by the Operator. The Programme Participants can access it by e-mailing to members@dominagroup.ru or by calling the Hotline.
- 1.7. Bonus Points, Privileges and rights granted to a Participant in connection with their participation in the Programme may not be sold, transferred, assigned to another person or used otherwise, except in accordance with these Rules. The Purchase, Transferring or Usage of Bonus Points, as well as other Privileges of the Programme, is carried out through the Operator, as provided for in these Rules.
- 1.8. The Operator has the right to unilaterally suspend or terminate the Programme at any time without prior notification to the Participants by posting an information message on the Operator's website (hereinafter referred to as the “**Termination Message**”). From the date of publication of the Notice of Termination of the Programme, Bonus points shall be credited to a Participant's account, and a Participant shall retain the rights to use Bonus Points and Privileges for 12 (twelve) calendar months.
- 1.9. After the expiration of the time period specified in Paragraph 1.8, a Program Participant's Level and the Points earned by such a Participant shall be canceled by the Operator. The Operator shall not compensate Participants for the Points that remain in their Accounts at the time of suspension or termination of the Program. Participants do not have the right to demand any refunds of Points from the Operator, including cash refunds.

2. Terms and definitions

- 2.1. A **Promotion** is an event intended for a certain period of time and/or a certain geographic location and/or a particular category of Participants, its purpose being to create and improve the loyalty of Program Participants. A Promotion is initiated and carried out by the Operator, with the possible participation of Partners or other third parties.
- 2.2. An **Application form** is a set of information about a Guest wishing to become a Participant in the Programme, entered or submitted upon Registration in the Programme in accordance with the procedure provided for by the Rules.

- 2.3. **Bonus Point Account** – a collection of accounting and informational data in the Operator's database regarding a Participant, the number of Bonus Points credited/debited, and the current balance status. It is not a bank account.
- 2.4. **Statistical Point Account** – a collection of accounting and informational data in the Operator's database regarding a Participant, the number of Statistical Points credited/debited, and the current balance status. It is not a bank account.
- 2.5. **Bonus Points (Cashback Points)** – bonus units credited by the Operator to a Participant's account for the Participant's stays and payment for services provided at Hotels within the Domina portfolio. Bonus Points are credited as a percentage of the cost of stays and payment for services provided at Hotels within the Domina portfolio. The amount of Bonus Points credited may be determined differently if stipulated by the Program Rules. The accumulated Bonus Points can be used by the Participant to receive discounts on Hotel services, as well as to obtain other Privileges defined by the Program Rules. For the avoidance of doubt, Points are not a means of payment.
- 2.6. **Statistical Points** – units credited by the Operator to a Participant's account for the Participant's stays and payment for services provided at Hotels within the Domina portfolio. Statistical Points are credited based on the total amount spent by the Participant and are intended to determine the Participant's status within the Program and the scope of Privileges available to them. Statistical Points cannot be used to receive discounts on payments for services at Hotels or Partners.
- 2.7. **The Hotline** is a support center organized by the Operator which provides information and reference services to Participants by phone: 8 800 234 10 18 on weekdays from 9 a.m. to 6 p.m., Moscow time (UTC+3).
- 2.8. **A Guest** is an individual using a Hotel's service including accommodation services.
- 2.9. **A Group booking** is a simultaneous booking of 8 (eight) or more hotel rooms and/or a simultaneous booking of rooms for 10 (ten) or more Guests.
- 2.10. **Informational messages** are any messages of an organizational, technical, service and other non-promotional nature related to the Programme, including, but not limited to those messages that are sent in order to inform a Participant about the terms and conditions of the Programme, any amendments in the Rules, the posting or deduction of Bonus Points, to collect information about the quality of service at Hotels or the quality of the Operator's services, to conduct surveys, and so on.
- 2.11. A **Card** is a virtual card with a unique number in the Programme, which is used to identify a Participant in the Operator's database. A Card is issued to a Participant who has agreed to these Rules of Participation in the manner provided for in Section 3 of these Rules.
- 2.12. **A Personal Account** is the account of a Program Participant on the Operator's website with limited access. A Participant gets access to their Personal Account on the basis of the result of the registration procedure. A Participant's Personal account contains information about the Participant and their profile data, as well as information about the balance of the Participant's Bonus Point Account.
- 2.13. **The operator of the Programme, or the Operator**, is Domina Management LLC, who has exclusive rights to manage and develop the Programme and insure that Participants are granted the Privileges provided for by the Rules.
- 2.14. **A Hotel included in the Domina portfolio or a Hotel** are entities with whom the Operator has concluded agreements under which Participants are given an opportunity to earn/deduct Bonus Points while purchasing the services of these entities, as well as receiving other Privileges. The list of Hotels included in the Domina portfolio and participating in the Programme is available on the Operator's website.
- 2.15. **Partners** are legal entities with whom the Operator has concluded agreements within the framework of the Program, under which Participants are given an opportunity to earn/deduct Bonus Points while

purchasing goods and/or services of these entities, as well as receiving other Privileges. The conditions for earning/using Bonus Points, as well as the conditions for granting Participants other Privileges, are determined on the basis of relevant agreements concluded by the Operator with Partners, the terms and conditions of which may change. The current list of Partners and conditions for granting Privileges are posted on the Operator's Website. Services provided by restaurants and/or spa facilities located within the Hotel but not operated or managed by the Operator are excluded from the Loyalty Program. No accrual or redemption of loyalty points shall apply in respect of services provided by such restaurants and/or spa facilities. Any discounts, privileges, special offers, or other benefits available to Loyalty Program members shall not apply to services provided by the aforementioned restaurants and/or spa facilities.

- 2.16. **Personal data** is any information related, whether directly or indirectly, to a specific or identifiable natural person (subject of personal data) in accordance with Federal Law No. 152-FZ "On Personal Data" of 27.07.2006.
- 2.17. **Rights to special terms of service or Privileges** are a Participant's right to receive benefits due to their participation in the Programme. These benefits may include a guaranteed discount, exclusive "Domina Experience" leisure planning services, late check-out/early check-in, and other additional benefits. The list of benefits provided as special terms of service is determined by the Operator on an individual basis for different Levels.
- 2.18. **The D Rewards loyalty Program or the Program** is a set of interrelated actions and activities aimed at increasing loyalty and enabling Participants to receive Bonus Points and use Privileges while paying for a Hotel's services, as well as while performing other actions under the Programme.
- 2.19. **Bonus points accrual** is a procedure that results in the increasing of the number of Bonus points in a Participant's Bonus points account under the Rules of the Programme.
- 2.20. **Usage of bonus points** is a procedure that results in the decreasing of the number of Bonus points in a Participant's Bonus points account on such grounds as provided for by the Rules of the Programme.
- 2.21. **A Direct booking** is booking hotel accommodation by a Guest or a Guest's authorized representative by contacting a Hotel on its website, by phone, by e-mail, or at a hotel's reception counter.
- 2.22. **Registration** is a procedure that results in creating by a Participant of their Account in a manner provided for in the Rules.
- 2.23. **Advertisements** are – advertising messages aimed at informing about services, ongoing promotions, etc., transmitted to a Participant via one or more means (methods) of communication specified by such a Participant while getting registered in the Program, including, but not limited to: by means of a phone call, in an SMS message, a message in messengers, in an e-mail, a PUSH message in a Participant's Personal Account, by mail, in social networks or by other means. Advertising messages can be of several types, including: personalized offers, entertainment content, discounts and promotions.
- 2.24. **The website of the Operator is:** <https://dominarussia.com>.
- 2.25. **A Notice about the termination of the Programme** is a notice to this effect published on the Operator's website.
- 2.26. **The Level or a Participant's Level** is a Participant's status in the Programme, which determines the scope of Privileges available to the Participant.
- 2.27. **A Participant** is a legally capable individual who has reached the age of 18 (eighteen), is registered in the Programme in accordance with the established procedure, and has the right to receive and use Bonus Points, as well as enjoy any Privileges in accordance with the terms of the Program. By registering in the Program, the Participant expresses their unconditional consent to the Rules, as well as to the receiving of advertising, marketing and other information materials.

3. Rules of participation in the Programme

- 3.1. Any individual who has reached the age of 18 (eighteen) and has full legal capacity can become a participant in the Programme both in accordance with the legislation of this individual's country of citizenship and with the legislation of the Russian Federation.

- 3.2. Legal entities cannot be Programme Participants. An individual wishing to participate in the Programme must first familiarize themselves with these Rules. To join the Programme as a Participant and be able to earn and use Bonus Points, an individual must register by using one of the following methods:
- In the Personal Account on the Operator's Website by filling out an Application form in "Registration" section and confirming your explicit, complete and unconditional acceptance of these Rules by ticking the appropriate mark and clicking "Register" or "Registration" button. After the above steps are completed, an e-mail containing a unique link will be sent to the e-mail address specified by a new Participant in the Application form. The participant must click on this link to confirm the information provided in the Application form. After completing all the actions provided for in this paragraph, this Participant is considered to be registered in the Programme with a Point Account number is assigned to them.
 - A different procedure for Registration in the Programme may be provided within the framework of ongoing Promotions.
- 3.3. Participation in the Program is free and individual for each Participant. Participation in the Program is confirmed by the presence of an Account that corresponds to a unique Card number.
- 3.4. A Participant can have only one card in the Programme. If the Operator becomes aware that a Participant has more than one Card at the same time, the Operator the right at any time, without any prior notice, to restrict or block all or some of the Cards of such a Participant with the cancellation of Bonus Points credited to this Participant's Bonus Account.
- 3.5. If a Participant has several Cards, at the same time as making a decision to block some of the Cards of such a Participant, the Operator has the right to make a decision to transfer the Bonus Points accrued in the blocked Account or Accounts to this Participant's active Account. The Operator has the right to suspend and/or terminate the participation of any Participant in the Programme and block the Card without prior notification to such a Participant in the following cases:
- A Participant does not comply with these Rules, as well as the terms and conditions of Promotions and other offers under the Programme;
 - A Participant has taken actions considered illegal by the Operator, which have caused or may cause material, reputational and other losses for the Operator, Hotels, Marketing Partners, the Participant himself/herself or other Participants, as well as any third party;
 - A Participant's Application form contains misleading information, which has led the Operator, Hotels or Partners to grant such a Participant Privileges or additional advantages that they would not otherwise have access to.
- 3.6. The Operator has the right to request written explanations from a relevant Participant regarding violations of these Rules by such a Participant, which served as the basis for suspension and/or termination of their participation in the Programme.
- 3.7. The Operator has the right to suspend the accrual and use of Bonus Points by a Participant (the blocking of a Bonus Account) while it is determined whether or not such a Participant violated the Programme Rules.
- 3.8. In case of termination of participation on the grounds specified in Sub-paragraphs –3.6.1 – 3.6.2. of these Rules, such a Participant loses all the Bonus Points accumulated by the day of termination of participation, and the Participant's Privileges are canceled.
- 3.9. A Participant has the right to terminate their participation in the Programme at any time by sending a notice of termination of participation to the Operator at members@dominagroup.ru. Upon receipt by the Operator of the said notification, such an individual's participation in the Program is terminated, and their Bonus Points are canceled.

4. Rules of Bonus points accrual

- 4.1. The Program Operator awards Bonus points for a Participant's stay and payment for services at Hotels included in the portfolio of Domina and the Partners. Bonus points are accrued starting on the date of Registration in the Program as a fixed percentage of the cost of accommodation and payment for services depending on the Participant's Level.
- 4.2. The Operator has the right to, at its own discretion, award Bonus Points as an additional incentive. At the same time, the Operator independently determines the type of additional incentive, including the number of Bonus Points, the time and procedure for their accrual.
- 4.3. Upon Registration of a Participant in the Programme, Bonus Points for Registration ("Welcome Points") are credited to this new Participant's Point Account, the amount of such Bonus Points specified in Paragraph 8.6 of these Rules.
- 4.4. Bonus points are awarded to a Participant for paying for accommodation and other services of a Hotel on condition that the following criteria are satisfied:
- A Participant makes a Direct booking at a Hotel, included in the Domina portfolio, on this Hotel's website, by phone, by electronic mail, or at a Hotel's reception;
 - A Participant pays for accommodation services at a Hotel and other related services (meals, the services of spa and fitness facilities, etc.), except those explicitly mentioned in Clause 4.8 of these Rules.
- 4.5. Bonus points are earned irrespective of the payment method used to pay for services, whether in cash, by a bank card or otherwise.
- 4.6. The number of Bonus points that Participants can earn while staying at a Hotel included in the Domina portfolio is not limited.
- 4.7. Bonus Points are credited to a Participant's Account both for paying for such a Participant's own accommodation and for accommodation and additional services paid by this Program Participant for Guests staying at a Hotel, provided the following conditions are satisfied:
- A Participant and a Guest, whose stay at a Hotel is paid for the Participant stay at the same hotel at the same time (the check-in and the check-out dates coincide);
 - A Guest is not a Programme Participant or a Guest, while making the booking, did not present their card with the view to collecting Bonus points;
 - Accommodation is paid for by a Participant on the basis of a bill issued in the name of such a Participant. If the bill is paid by a Guest or third party, Bonus points are not awarded;
 - A booking paid for by a Participant is not a Group booking, as this term is construed in these Rules.
- 4.8. Bonus points are not awarded while a Participant is paying for gift certificates which are redeemable against Hotel services, paying for concierge services (excursions, transfers, tickets to theaters, museums, etc.), as well as while booking through third-party services ("Ostrovok," "Yandex Travel," as well as through other aggregators or travel and intermediary agencies), while paying for Group bookings, while staying at a Hotel as part of special Promotions that do not provide for payment for accommodation in cash or non-cash (barter or free accommodation as part of the Promotion).
- 4.9. Bonus points are not awarded when a Participant pays for accommodation in Hotels located in St. Petersburg while the St. Petersburg International Economic Forum (SPIEF) is being held. The Operator may also specify other time periods during which no Bonus Points are awarded for paying for hotel accommodation.

- 4.10. When Bonus Points are exchanged for a discount when a Participant pays for hotel accommodation and other related services, no Bonus Points are awarded for the cost of such services.
- 4.11. Bonus points are not awarded if a Participant has booked a room but has not checked into the Hotel ("no- show") or has requested a refund for the accommodation service ("cancellation of the reservation"). In case of no-show and a no-show penalty, Bonus Points are awarded for the amount of the penalty.
- 4.12. Bonus points are credited by the Operator to a Participant's Point Account within 3 (three) calendar days of the date of payment and departure from a Hotel (in case of payment for accommodation services).
- 4.13. A Participant will be able to redeem their Bonus Points from the date of their posting to the Point Account, provided that they receive confirmation from the Operator of the possibility to use the accrued Bonus Points.
- 4.14. For a Participant to be able to use their Bonus points, there must be at least 2,500 (two thousand five hundred) Points in the Participant's Point Account on the date of contacting the Operator.
- 4.15. Bonus points may be deducted or cancelled at the initiative of the Operator if they were credited to a Participant's Point Account by mistake, as a result of illegal actions of the Participant or third parties, or on any grounds other than those indicated in the Programme Rules.
- 4.16. The validity period of Bonus Points, within which Bonus Points can be redeemed by a Participant, is 2 (two) years from the date of their posting to such a Participant's Bonus Account (the validity period). Upon expiration, the Bonus Points will be cancelled without prior notification to the Participant.
- 4.17. If a Participant does not agree with the number of Bonus Points received for staying at a Hotel, such a Participant has the right to send a written request to the Operator by e-mail: members@dominagroup.ru. In such a request, the Participant should specify the Card number and the booking number.

5. Accrual of Statistical points

- 5.1. The Program Operator accrues Statistical Points for a Participant's stay and payment for services at Hotels within the Domina and Partner portfolio. Statistical Points are accrued from the date of Program Registration at a rate of 1 (one) Statistical Point for every Ruble spent by the Participant.
- 5.2. Statistical Points for accommodation services and other hotel services are accrued to the Participant upon meeting the following criteria:
 - 5.2.1. The Participant makes a Direct Booking at a Hotel within the Domina portfolio via the Hotel's website, mobile phone, email, or at the Front Desk.
 - 5.2.2. The Participant pays for accommodation services and other associated services (e.g., dining, spa and fitness services), excluding those explicitly listed in clause 4.9 of these Terms and Conditions.
- 5.3. Statistical Points may be accrued for accommodation services (accommodation with meals), as well as other services at Hotels by a Corporate Guest, provided such services are fully paid for at the Hotel in cash or via non-cash payment from a physical person's account at the time of check-in and/or check-out. In such cases, Statistical Points will be credited to the Corporate Guest's Account. For the avoidance of doubt, if services are paid for by a legal entity on behalf of a Corporate Guest, Statistical Points will not be accrued.
- 5.4. Statistical Points are accrued regardless of the payment method for services: cash, bank card, and other methods, subject to the provisions of clause 5.3.

- 5.5. There is no limit to the number of Statistical Points Participants may earn during a stay at a Hotel within the Domina portfolio.
- 5.6. Statistical Points are credited to the Participant's Account for both the Participant's own stay and for the stay and additional services paid for by the Program Participant on behalf of Guests staying in Hotel rooms, provided the following conditions are met:
- 5.6.1. The Participant and the Guest, whose stay the Participant is paying for, reside in the same Hotel at the same time (check-in and check-out dates coincide).
- 5.6.2. The Guest is not a Program Participant or the Guest did not present their Card at the time of booking for Statistical Points accrual.
- 5.6.3. Payment for the stay is made by the Participant based on an invoice issued in the Participant's name. In the event of payment by the Guest or a third party, Statistical Points will not be accrued.
- 5.6.4. The booking paid for by the Participant is not a Group Booking, as defined in these Terms and Conditions.
- 5.7. Statistical Points are not accrued if the Participant booked a room but did not check in ("no-show") or processed a refund for accommodation services ("cancellation"). In the event of a no-show and the assessment of a no-show penalty, Statistical Points will be accrued on the penalty amount.
- 5.8. Statistical Points are credited by the Operator to the Point Account within 3 (three) calendar days from the moment of payment and check-out from the Hotel (in the case of accommodation services payment).
- 5.9. Statistical Points may be debited (cancelled) at the Operator's initiative if they were erroneously credited to the Participant's Point Account, as a result of unlawful acts by the Participant or third parties, or for other reasons not provided for in the Program Terms and Conditions.
- 5.10. If the Participant disagrees with the number of Statistical Points received for their stay at the Hotel, the Participant has the right to send a written request to the Operator via email: members@dominagroup.ru. In such a request, the Participant must indicate their Card number and booking number.

6. Transferring Bonus points

- 6.1. Program Participants have the right to transfer the accumulated Bonus Points to each other, subject to the restrictions listed in Paragraphs 6.2 and 6.3 of these Rules.
- 6.2. A Program Participant has the right to transfer up to 50,000 (fifty thousand) Bonus Points to another Participant per calendar year. A Program Participant has the right to receive up to 200,000 (two hundred thousand) Bonus Points as transfers from other Participants per calendar year.
- 6.3. A Program Participant may make up to 6 (six) Bonus point transfers to other Accounts per calendar year.
- 6.4. A Participant's right to transfer and receive Bonus Points arises 30 (thirty) days after this Participant's Registration in the Programme, or as of the date of receipt by a Participant of the Silver Level or a higher level in the Program (whichever comes earlier).
- 6.5. The transfer of Bonus Points is effected by the Operator upon a Participant's prior request sent by e-mail to the Operator at members@dominagroup.ru. Such a request must be sent from the e-mail address specified in a relevant Participant's Personal Account. A Participant's request to transfer Bonus Points must include the Card number of such a Participant, the Card number of the Participant to whom the Bonus Points will be transferred, or other information that identifies the Participant (phone number, email address), as well as the number of Bonus Points to be transferred.

- 6.6. After receiving a request for a transfer of Bonus Points, the Operator requests confirmation of the transfer of Bonus Points from the Participant to whose Account the Bonus Points are being transferred. If this Participant agrees, the Operator transfers the Bonus Points and deposits them into this Participant's Bonus Account.

7. Using Bonus points

- 7.1. Program Participants can use their earned (purchased) Bonus Points to receive a discount on Hotel accommodation and other related services, with 1 (one) Bonus point equaling 1 (one) ruble.
- 7.2. Bonus Points cannot be redeemed for the purchase of Hotel gift certificates.
- 7.3. Participants may redeem Bonus Points for a discount on the following Hotel services:
- 7.3.1. Accommodation services at the Hotel. Bonus Points may be redeemed by the Participant for a discount of up to 99% (ninety-nine percent) of the cost of such services as defined by the Program.
- 7.3.2. Accommodation and meal services (e.g., accommodation with breakfast, half board, depending on the tariff chosen by the Participant). Bonus Points may be redeemed by the Participant for a discount of up to 99% (ninety-nine percent) of the cost of such services as defined by the Program.
- 7.3.3. Food and beverage services in Hotel bars and restaurants. Bonus Points may be redeemed by the Participant for a discount of up to 99% (ninety nine percent) of the cost of such service as defined by the Program.
- 7.3.4. For the avoidance of doubt, this list of services is exhaustive; the redemption of Bonus Points for payment of any other services provided by the Hotel is not permitted. If a booking is canceled at the initiative of a Participant, the Bonus Points used to receive a discount shall be canceled and shall not re-appear in such a Participant's Point Account.
- 7.4. Participants may redeem Bonus Points for a discount on accommodation services and accommodation and meal services when booking the respective service via the Participant's Personal Account.
- 7.5. Participants may redeem Bonus Points for a discount on services in Hotel bars and restaurants upon:
- 7.5.1. Presenting the Card when ordering food and beverage services in Hotel bars and restaurants, provided the remaining balance for such services (the cost exceeding the discount amount) is paid (1) immediately upon service delivery or (2) at the time of check-out from the Hotel (if the Participant is a Hotel guest on the date of service delivery).
- 7.5.2. Presenting the Card and the Participant's identification document when ordering food and beverage services in Hotel bars and restaurants, and simultaneously paying for such services (if the Participant is not a Hotel guest on the date of service delivery). Claims regarding the deduction of Bonus Points are reviewed by the Operator if they are submitted by a Participant in writing to the Operator's e-mail address (members@dominagroup.ru).
- 7.6. Participants may redeem Bonus Points for a discount in the exact amount specified in clause 7.3 of these Terms and Conditions. Redemption for a discount of a lesser or greater amount is not permitted. If the calculated discount amount, as a percentage of the service cost, includes a fractional part, it will be rounded down to the nearest whole Ruble
- 7.7. Additional terms for Bonus Point redemption, beyond those specified in these Terms and Conditions, may also be provided and communicated to the Participant within the Personal Account interface.
- 7.8. Upon redemption of Bonus Points for a discount on Hotel services, the corresponding number of Bonus Points will be debited from the Participant's Point Account.

- 7.9. In the event of a booking cancellation initiated by the Participant, Bonus Points redeemed for the discount will be forfeited and will not be reinstated to the Participant's Point Account. Exceptions may be stipulated in the accommodation services agreement between the Hotel and the Participant, or in the Hotel's service terms.
- 7.10. Should technical issues prevent Bonus Point redemption, the Operator reserves the right to refuse the transaction until the respective malfunction is resolved.
- 7.11. Claims regarding Bonus Point debits will be reviewed by the Operator if submitted by the Participant in writing to the Operator's email (members@dominagroup.ru).

8. Participant Levels. Participant Privileges

- 8.1. Participants are assigned the Levels indicated in Table 1 of these Rules depending on the amount paid for accommodation at a Hotel and other services provided by such a Hotel:

Table 1

«Classic»	«Silver»	«Gold»	«Platinum»
Assigned upon Registration of a Participant in the Programme.	Assigned when a Participant's expenditure exceeds RUR100,000 a year.	Assigned when a Participant's expenditure exceeds RUR300,000 a year.	Assigned when a Participant's expenditure exceeds RUR750,000 a year.

- 8.2. A Participant shall retain the Level achieved in the current year throughout next year, regardless of the fulfillment of the conditions for the acquisition (confirmation) of such a Level.
- 8.3. In order to maintain the Level during the 3rd (third) year from the date of receipt of a corresponding Level in the Programme, a Participant must, within a year, pay for Hotel accommodation or other related services for the total amount stipulated in Paragraph 8.1 as a prerequisite for the corresponding Level.
- 8.4. If a Participant does not satisfy the conditions for maintaining the Level in the 3rd (third) year, the Participant's Level will be automatically reduced by the Operator to a lower one when the 3rd (third) year is over. For the avoidance of doubt, the Operator downgrades a Participant by one Level per year.
- 8.5. If a Participant does not purchase accommodation at a Hotel or other related services for 4 (four) consecutive years, or does not purchase Bonus Points from the Operator, this Participant's Level and any accumulated Bonus Points will be canceled beyond the possibility of recovery.
- 8.6. The amount of Privileges is determined based on a Participant's Level. The list of Privileges is provided in Table 2 of these Rules. The Operator reserves the right to unilaterally change the list of Privileges and their availability for a Participant with a particular Level.

Table 2

Privileges	Participant Level			
	«Classic»	«Silver»	«Gold»	«Platinum»
Welcome bonus points ¹	500	2,500	5,000	7,500
Bonus accrual rate	5%	7%	8%	10%
A guaranteed discount ²	5%	5%	10%	10%
A discount at a Hotel's bar and restaurant ³	-	5%	10%	15%

Early check-in ⁴	-	-	+	+
Late check-out ⁵	-	-	+	+
Exclusive “Dolce Vita” leisure planning services ⁶	-	-	+	+
A welcome drink	-	-	+	+
Room availability guarantee ⁷	-	-	+	+
An additional “Premium” package ⁸	-	-	+	+
A free transfer while staying at a Hotel	-	-	+ ⁹	+ ¹⁰

¹ Awarded upon a Participant reaching a certain Level of loyalty.

² The discount is applicable to room rates included in the Programme and booked directly through a Hotel's website, by phone, or by email. The discount does not apply to the rates charged by aggregators. The discount is only applicable at the individual pre-booking stage and does not apply to previously created bookings. The discount cannot be combined with other promotions, offers or discounts provided by the Operator.

³ Services provided by restaurants and/or spa facilities located within the Hotel but not operated or managed by the Operator are excluded from the Loyalty Program. No accrual or redemption of loyalty points shall apply in respect of services provided by such restaurants and/or spa facilities. Any discounts, privileges, special offers, or other benefits available to Loyalty Program members shall not apply to services provided by the aforementioned restaurants and/or spa facilities.

⁴ Check-in at 10 a.m. subject to room availability.

⁵ Check-out at 4 p.m. subject to room availability.

⁶ Provided upon booking a luxury room or a room of a higher category.

⁷ Participants with a relevant Status have a guaranteed option to book a room 48 hours prior to the estimated date of arrival.

⁸ Provided upon booking a luxury room or a room of a higher category.

⁹ A one-way transfer within a city is provided once a month.

¹⁰ A round-trip transfer within a city is provided once a month.

- 8.7. The privileges provided for in these Rules are granted to Participants only while they are staying at a Hotel, except for the use of Privileges in the form of discounts, accruals and deductions of Bonus Points while paying for catering services provided by a Hotel.

9. A Participant's Personal account

9.1. A Participant's Account is created as of the moment of their Registration on the Operator's website.

9.2. A Participant's Personal Account enables the Participant to:

- View the current balance of the Bonus Point account, the Level of loyalty, as well the history of bookings;
- Enter information about accommodation preferences, about the Participant's favorite hotels and destinations;
- Make changes in the existing orders;

- Gain access to individual offers and services available exclusively for Programme Participants.

10. Liability

- 10.1. Each Participant is responsible for complying with the Rules of the Program.
- 10.2. Each Participant is responsible for the confidentiality of the information required to access their Personal Account and for maintaining the security of this information.
- 10.3. If the security of information for accessing a Participant's Account is compromised by such a Participant or a third party, the Operator shall not be held liable for such unauthorized access; nor shall the Operator be liable for the use of Bonus Points, Privileges or other Account activities if they result from such unauthorized access. The Operator shall not compensate a relevant Participant for losses that have arisen or could arise as a result of such unauthorized access.
- 10.4. If a Participant becomes aware of unauthorized use of their Bonus Points or Privileges, such a Participant shall inform the Operator in writing about this fact by e-mail (members@dominagroup.ru) within 3 (three) days of the date of its occurrence, as well as providing all necessary information and assistance to enable the Operator to restore the lost Bonus points or Privileges, which may be done at the discretion of the Operator.
- 10.5. Each Participant is responsible for notifying the Operator of any changes to their contact information.
- 10.6. Neither the Operator nor the Partners participating in the Program are responsible for any failure to fulfill the obligation to inform a Participant about changes in the Program, for any technical errors and failures (malfunction of the equipment or software used by a Participant, inability to access a Hotel's website, etc.).

11. Applicable legislation. Resolution of disputes.

- 11.1. The Program Rules are governed by and interpreted in accordance with the laws of the Russian Federation, without regard to any rules or collision law norms that could lead to the application of the laws of any other country.

12. Personal Data processing. Notices and Advertisements

- 12.1. The personal data of a Participant who joined the Program through Registration is processed in accordance with the Privacy Policy published on the Operator's website and is subject to a Participant's consent to the processing of personal data.
- 12.2. The Operator reserves the right to, unilaterally and without any additional notifications to a Participant, update the information in a Participant's Application form in case of obvious typos and/or errors, as well as discrepancies in personal data resulting from a Participant filling out several Application forms. Such changes may include a Participant's name, e-mail address, and other information.

- 12.3. Program Participants have the right to access their Personal Data, as well as sending requests for data correction, through their Personal Account, by e-mailing the Operator at members@dominagroup.ru, or by calling the Hotline.
- 12.4. By effecting registration in the Programme, a Participant agrees to receive Informational Messages from the Operator, which are transmitted to Participants via one or more means (methods) of communication specified by them during Registration, including, but not limited to: by means of a phone call (including a robotic call), in an SMS message, a message in messengers, in an email to an email address, a PUSH message in your Personal Account, by postal address, or by other means.