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## **RULES OF SERVICE IN IMRUS RESTAURANT**

**By visiting the Imrus Restaurant, the Guest agrees to these terms and conditions and accepts the Rules indicated below, which are binding on all Guests of the Restaurant.**

1. In accordance with paragraph 5 of the Rules for the provision of public catering services (approved by Decree of the Government of the Russian Federation No. 1036 of August 15, 1997), the Provider of public catering services has the right to independently establish rules of conduct for consumers at the places of provision of services.
2. The opening hours of the Restaurant are daily from 7 am to 10 pm.
3. Advance booking of tables before visiting is welcome, which the Guest can make Online using the booking form on the official website of the Restaurant, as well as by phone: +7 963 710 9586. If the Guest is more than 30 min late from the time indicated in the booking, order a table may be cancelled.
4. The Restaurant accepts cash and bank cards (Visa, MasterCard, MIR, American Express, Union Pay). All payments are made in Russian rubles.
5. If the Guest has allergies and special food, including religious, preferences, it is necessary to clarify in advance the information about the composition of dishes and drinks from the waiter or on the official website of the Restaurant.
6. The restaurant is under video surveillance.
7. In the Restaurant, preliminary special decoration of tables / halls is possible by the staff of the Restaurant or third parties upon prior agreement with the Administration.
8. The Restaurant has a dress code system:
  - Entrance to the Restaurant in outerwear is prohibited, we ask Guests to check in outerwear and large hand luggage in the storage room.
  - Entrance to the Restaurant in sports, beach, special clothes (with the exception of uniforms of law enforcement officers, military personnel, civil servants) is prohibited.
  - Entrance in untidy, dirty, torn clothes or shoes is prohibited.
9. The Administration of the Restaurant reserves the right to restrict the access of the Guest, in accordance with the safety of the Guests and the preservation of the image of the Restaurant. The reason for refusing to serve the Guest may also be a manifestation of aggression and inappropriate behavior, signs of drug, toxic, alcoholic intoxication, which can cause discomfort to other Guests of the Restaurant, the presence of which can be visually determined by an employee of the Security Service or the Restaurant Administration.
10. The following is prohibited in the Restaurant:
  - Stay of persons under 16 years of age in the evening. To avoid misunderstandings, the Guest must have a passport or other identification document with him.
  - Consumption of food and drinks brought with you.

- Being in a state of toxic or drug intoxication.
- The use of alcoholic beverages near the entrance to the Restaurant.
- Smoking, including electronic cigarettes and nicotine-free vaporizers.
- The use of narcotic and toxic substances.
- Inappropriate, aggressive behavior towards other Guests or Restaurant staff.
- Voice or use threats of violence against other Guests or Restaurant staff.
- Loud noise and playback of audio and video materials, playing musical instruments, as well as anything that may otherwise disturb public order and the peace of other Guests.
- Committing illegal actions against Guests, staff or property of the Restaurant.
- Stay with weapons, piercing and cutting objects, as well as special protective equipment. If these items are found after entering the Restaurant, the Guest will be immediately denied service.
- In exceptional cases, at the discretion of the Administration of the establishment, the Guest may be allowed to have a pet in the Restaurant, provided that the animal does not move around the territory of the Restaurant, does not pollute the restaurant and furniture, does not make loud noises and does not cause discomfort to Guests / Restaurant staff. The Restaurant Administration has the right to determine the location of such a Guest at its own discretion. In case of complaints from the Guests of the Restaurant about the behavior of the animal in the restaurant, the Administration has the right to ask to remove the animal from the restaurant or to refuse its owner service, with payment of the bill for the ordered dishes. .
- Unauthorized photo and video filming on the territory of the Restaurant, filming of Guests / employees of the Restaurant without permission, use of a flash near other Guests. Professional video and photography is possible by prior agreement and with the written permission of the Administration. For questions about the conditions for obtaining permission for photography and video filming, please contact the Restaurant Administration.
- Causing damage to the property of the Restaurant. In case of damage to the property of the Restaurant, the Administration reserves the right to credit the cost of the damaged property to the Guest's account.
- Disrespectful attitude towards the Guests / employees of the Restaurant, the use of offensive language, obscene language in communication with the Guests / staff.
- Obstructing the movement of Guests / Restaurant staff, blocking escape routes provided for in case of emergencies.
- Sitting at tables with other Guests without an invitation.
- Stay in separate rooms or use free tables without the permission of the Restaurant Administration.
- Visiting offices.
- Provoking any conflicts. In the event that the Guest creates an acute conflict situation, the Restaurant Administration reserves the right to refuse service.
- Making changes to the musical design of the Restaurant.
- Use of the Restaurant premises for sleeping.
- Any gambling, as well as board games.
- The use of floral and other decorations, as well as the use of third-party decor / decoration services, without prior approval from the Restaurant Administration.

11. In the event of the above actions, the Administration reserves the right to refuse service to the Guest.
12. The Restaurant Administration is not responsible for the preservation of personal belongings of visitors. Please be careful and do not leave personal belongings unattended.
13. In case of conflicts and emergencies, we ask the Guest to seek help from the Restaurant staff and follow their instructions.
14. Any unauthorized trade in the territory of the Restaurant is prohibited.

15. Guests are responsible for maintaining public order and safety of the property of the Restaurant in the manner prescribed by applicable law. In case of violation of these Rules for visiting the Restaurant, the Administration reserves the right to:
- Produce and use video recording of violations.
  - Call the police squad, employees of private security and write an application for an inspection in relation to the Guest, followed by bringing him to justice.
  - Remove the violator from the territory of the Restaurant and transfer it to law enforcement officers.
  - Establish a ban on further visits to the Restaurant in relation to the violator.
  - If the Guest causes damage to the property of the Restaurant, recover its full cost from the culprit.

**We kindly ask you to be mutually polite, follow the rules of conduct in the Restaurant, do not violate public order, as well as follow the recommendations of the Restaurant staff and comply with the requirements of the Security Service representatives. Please remember that following the rules is necessary in order to maintain the cozy and friendly atmosphere that you appreciate so much. We wish you have a nice holiday!**