

PUBLIC CONTRACT

for Remunerated Provision of Housing Services

*Approved by Order
No. 5 dated June 30, 2025*

Limited Liability Company “Belatravel” (Republic of Belarus, Minsk), hereinafter referred to as the “Lessor”, represented by Director Vadim Aleksandrovich Protasovskiy, acting under the Charter, enters into this Contract with a legal entity or individual (including an individual entrepreneur) who has accepted this public offer, hereinafter referred to as the “Lessee”.

This Contract constitutes a service agreement for remuneration, concluded in the form of a public offer and governs the procedure for the provision of residential premises and the obligations arising therefrom between the Lessor and the Lessee, hereinafter collectively referred to as the “Parties.” The Parties shall be guided by the legislation of the Republic of Belarus and the provisions of this Contract.

The full text of this Contract is available on the website at: <https://belatravel.by/>
Current prices for residential premises can be found at: <https://belatravel.by/>

The Parties hereby agree as follows:

1. SUBJECT OF THE CONTRACT

1.1. Under this Contract, the Lessor undertakes to provide a residential accommodation based on requests submitted by the Lessee, and the Lessee agrees to accept and pay (or ensure payment) for the services in accordance with the procedure set forth in this Contract.

1.2. Check-in/out times:

Check-in – 3:00 PM local time
Check-out – 12:00 PM local time

1.3. Booking of the selected residential accommodation is made independently by the Lessee via the website: <https://belatravel.by/>. The booking is subsequently processed by the Lessor’s staff and reserved for the Lessee.

2. PROCEDURE FOR CONTRACT CONCLUSION

2.1. This Contract is a public contract (Article 396 of the Civil Code of the Republic of Belarus), under which the Lessor undertakes to provide services to an indefinite number of persons (Lessees) who request such services.

2.2. The publication (placement) of the text of this Contract on the Lessor's official website at the following address: <https://belatravel.by/> constitutes a public offer by the Lessor addressed to an indefinite number of persons to enter into this Contract (Clause 2, Article 407 of the Civil Code of the Republic of Belarus).

2.3. This Contract is concluded by the Lessee's adhesion to the terms of the Contract, i.e., through the Lessee's full acceptance of the terms of this Contract without any conditions, exceptions, or reservations (Article 398 of the Civil Code of the Republic of Belarus).

2.4. The Lessee's acceptance of the terms of this Contract is evidenced by the payment to the Lessor for the ordered services under the procedure and conditions defined by this Contract (Clause 3, Article 408 of the Civil Code of the Republic of Belarus).

2.5. This Contract is deemed concluded upon acceptance of all its terms by the Lessee during the accommodation booking process.

2.6. The place of conclusion of the Contract is considered to be the location of the residential accommodation at the time the Lessee checks in.

3. RIGHTS AND OBLIGATIONS OF THE PARTIES

3.1. The Lessor undertakes to:

3.1.1. Provide services timely and with due quality in accordance with the terms of this Contract, relevant international instruments, legislation of the Republic of Belarus, internal regulations of the Lessor, and publicly available information published on the Lessor's websites, which has the status of a public offer;

3.1.2. Provide services in accordance with the Accommodation Booking (hereinafter referred to as the "Booking") made pursuant to the procedure established by this Contract and the website terms;

3.1.3. Deliver the Lessee the residential accommodation specified in the Booking in a clean condition, in good working order, including sanitary and other facilities, and provide sets of clean bedding for residents;

3.1.4. Not disclose any information about the Lessees to third parties, except in cases of violations of law by the Lessee;

3.1.5. In the event that the booked accommodation cannot be provided, the Lessor has the right to offer the Lessee an equivalent alternative accommodation.

3.2. The Lessor has the right to:

3.2.1. Refuse accommodation to Lessees:

– Who arrive without a prior booking, if no available accommodations are present;

- If the health condition of the Lessee poses a danger to themselves or others, confirmed by medical documentation, or creates disorder or significant inconvenience for others;
- If the guest violates the accommodation rules, creates a threat to life or health of others;
- If the guest possesses items or substances that pose or may pose a danger to life or health of others;

3.2.2. To withhold accommodation until the Lessee fulfills all payment obligations in full.

3.3. The Lessee shall:

3.3.1. Send a Booking request to the Lessor in free form, containing the following information:

- Full name / details of the Lessee / guest, country of registration, address of the accommodation, number of guests, duration of stay (with check-in and check-out times), request for additional services if needed;
- Contact person or department details;
- Payment method: cash / non-cash;
- Payer information;
- Any other relevant information.

3.3.2. Submit the Booking, any changes, or cancellation of the Booking through the website <https://belatravel.by>, by email at booking@belatravel.by, or by calling +375 12 12 500.

If there are changes in the accommodation period or number of residents, the Lessee must notify the Lessor no later than two days prior to check-in. Bookings can also be cancelled within this timeframe.

3.3.3. If the Lessee has any claims regarding services, they must submit them in writing with a justification within 3 (three) calendar days after check-out, via email at booking@belatravel.by or phone +375 12 12 500.

3.3.4. Pay 100% of the accommodation cost before check-in.

3.3.5. Not disturb or initiate contact with neighbors, and not disclose any information about the reasons and conditions of their stay in the accommodation.

3.3.6. Vacate the accommodation by the expiration time of the agreement. Upon departure, return the accommodation and all sanitary and other equipment in proper condition.

3.3.7. Respect rules of communal living. Between 10:00 PM and 9:00 AM, use of TVs, radios, or other loud devices is permitted only if the sound is kept low enough not to disturb other residents on the stairwell or in the building.

3.3.8. Use the rented accommodation exclusively for residential purposes. Hosting parties or celebrations is grounds for contract termination without refund.

3.3.9. Ensure proper use and preservation of the accommodation and its contents.

Immediately inform the Lessor or the emergency service about any malfunctions.

3.3.10. Keep the accommodation clean and orderly. Maintain cleanliness in the stairwell.

Dispose of accumulated waste in designated areas. Do not throw garbage or clogging materials into the toilet. Do not pour liquid food waste into the trash chute.

3.3.11. Smoking is prohibited in the accommodation. A fine of 4 base values is imposed for smoking.

3.3.12. Follow fire safety rules when using electrical, gas, or other appliances.

3.3.13. Compensate for any damage to the accommodation, sanitary, or other equipment caused by the Lessee or persons residing with them under the Booking. The Lessee shall pay the full cost of repair based on market rates and an additional fine equal to the total

accommodation cost for the time required to carry out repairs and purchase necessary materials and equipment.

3.3.14. Register with the Department of Citizenship and Migration (OGiM) at the place of residence. (Clause 3.3.14 applies only to foreign citizens).

3.4. The Lessee has the right to:

3.4.1. Review documents confirming the provision of services by the Lessor to the guest;

3.4.2. Make suggestions for improving the quality of services provided;

3.4.3. Check into the booked accommodation according to the Booking for the number of nights that have been paid for;

3.4.4. Allow other individuals to stay with them, not exceeding the number of persons stated in the Booking and the maximum occupancy for the accommodation, provided the Lessee assumes full responsibility for such persons;

3.4.5. Extend the stay. The Lessee must notify the Lessor in advance of the intention to extend the stay and make the necessary payment.

3.5. The Parties undertake to promptly inform each other of any changes to their legal status, banking details, or other circumstances that may be relevant to the proper fulfillment of this agreement.

4. SERVICE COSTS, PAYMENT PROCEDURE AND TERMS

4.1. The cost of services provided under this Agreement is determined based on the scope, nature, and duration of the services ordered by the Lessee, in accordance with the rates/prices approved by the Lessor and published on the Lessor's website at <https://belatravel.by/>, effective at the time of booking the accommodation.

4.2. For payments made by individuals who are non-residents of the Republic of Belarus via online acquiring, where the rate is expressed in a foreign currency, 1 Belarusian ruble is equal to the exchange rate on the day of payment.

4.3. The Lessee may pay the Lessor for accommodation services in the following ways:

4.3.1. By bank transfer to the Lessor's current account as follows:

4.3.1.1. In the form of 100% prepayment (advance payment) prior to the Lessee's (or guest's) check-in date according to the Booking;

4.3.2. In cash or by bank card directly by the guest upon check-in or extension of stay, based on the current room rate at the time of booking or extension.

4.3.3. Invoices and acts are issued in Belarusian rubles when payment is made to the current account.

4.4. Funds paid as advance payments are not considered commercial loans.

4.5. Lessees make payments for booked accommodation to the Lessor using the following payment details:

For payment in Belarusian rubles:

Address: 223021, Minsk region, Minsk district, Shchomyslitsky village council, near the agro-town Ozerco, Multipurpose building, office 14A/8-11
Registration number (УНП): 193665135
Bank account: BY03 ALFA 3012 2C91 1800 1027 0000
Bank: CJSC "Alfa-Bank", Minsk
BIC: ALFABY2X

5. LIABILITY OF THE PARTIES

5.1. The Parties shall bear financial responsibility for non-performance or improper performance of the terms of this Agreement in accordance with the legislation of the Republic of Belarus.

5.2. The Lessor shall not be liable for failure to perform and/or improper performance of services on its part or on the part of third parties caused by inaccuracy, insufficiency, or untimeliness of information and documents provided by the Lessee, as well as for other violations of this offer by the Lessee.

5.3. The Lessor shall not be liable if the Lessee fails to arrive at the accommodation on the first day of the booked stay and, as a result, the accommodation is not used.

5.4. If the Lessee (or their guests) fails to arrive at the accommodation within 6 hours from 15:00 on the check-in date, and the confirmed booking has not been canceled or amended within the permitted timeframe, no refund shall be issued to the Lessee. Refunds may be canceled or reduced at the discretion of the Lessor's management if the Lessee provides documents confirming the inability to fulfill obligations under the contract.

5.5. The Lessor is liable to guests only in the event that it is impossible to provide the booked accommodation. In this case, the Lessor is obligated to provide, at its own expense, alternative accommodation of equivalent or higher category, located in the same area (district).

5.6. The Lessor is not responsible for the Lessee's valuable belongings.

5.7. The Parties are released from liability for failure or improper performance of contractual obligations if it is proven that this was the result of a government regulation or force majeure, i.e., extraordinary and unavoidable circumstances under existing conditions. The occurrence of force majeure must be confirmed by an official document issued by a competent authority; otherwise, it is not considered a valid reason for exemption from liability.

5.8. If the Parties are unable to resolve the dispute through pre-trial claims, the case shall be submitted to the Economic Court of Minsk. The language of legal proceedings is Russian. The applicable law is the law of the Republic of Belarus.

5.9. The Lessee represents the interests of all individuals (guests) listed in the booking and is personally responsible to the Lessor for the accuracy of the data provided in the booking and for ensuring that all such persons fulfill their obligations, including payment for services and penalties in the event of service refusal, including no-shows.

6. AMENDMENT AND TERMINATION OF THE CONTRACT

6.1. This Contract is deemed concluded from the moment the funds paid by the Lessee for the ordered services are received and remains in effect until all obligations undertaken by the Parties have been fully fulfilled.

6.2. Any amendments and/or additions to this Contract, or its new version, shall be made known to the Lessee by publishing the relevant information on the website:
<https://belatravel.by/>.

6.3. In case of disagreement with the introduced changes and/or additions, the Lessee has the right to terminate this Contract.

6.4. The Parties unconditionally agree that silence (i.e., lack of written notice of termination of this Contract or objection to any of its provisions, including changes to service rates) shall be considered as the Lessee's consent and acceptance of the new version of this Contract (Clause 3, Article 159 of the Civil Code of the Republic of Belarus).

7. CONFIDENTIALITY OF DATA

7.1. The Lessee is guaranteed the confidentiality of the data provided by them for the purpose of booking the residential premises and arranging their stay in the said premises.

8. DISPUTE RESOLUTION PROCEDURE

8.1. All disputes and disagreements arising from this Contract shall be resolved by the Parties through negotiations. When resolving disputes and disagreements, the Parties also agree to comply with the pre-claim resolution procedure. The claim review period is 5 (five) business days from the date of receipt.

8.2. If the Parties fail to resolve all disputed issues in accordance with the procedure established in this Contract, all disputes arising from this Contract, including those related to its conclusion, amendment, termination, performance, or invalidity, shall be resolved through judicial proceedings in accordance with the legislation of the Republic of Belarus.

9. ADDITIONAL CONDITIONS

9.1. In cases not provided for by this Agreement, the Parties shall be governed by the current legislation of the Republic of Belarus.

9.2. By signing this Contract, the Lessee (or the Lessee's guest) gives consent to the Limited Liability Company "Belatravel" (UNP 19665135, legal address: 223021, Minsk region, Minsk district, Shchomyslitsky rural council, near the agro-town Ozerco, multifunctional building, premises 14A/8-11) for the processing of the following personal data for the purpose of concluding and executing this Contract:

- surname, first name, and patronymic;
- passport details;

- contact information;
- other personal data provided by the Lessee (or the Lessee's guests), necessary for the conclusion and fulfillment of obligations under this Contract.