



TV AND RADIO BROADCASTING NETWORK OF RUSSIA

**FEDERAL STATE UNITARY ENTERPRISE “RUSSIAN  
TELEVISION AND RADIO BROADCASTING NETWORK”  
BRANCH “MOSCOW REGIONAL CENTER”**

**I. RULES OF ONLINE PURCHASE OF ELECTRONIC TICKETS TO VISIT OSTANKINO  
TELEVISION TOWER**

**1. General Provisions**

- 1.1. Present document (hereinafter referred to as the “Rules”) contains principal provisions governing relationships between the Buyer (hereinafter referred to as the “Visitor”) and the Seller (hereinafter referred to as the “Moscow Regional Center” (MRC)) upon sale of electronic Tickets (the “Ticket”) to visit Ostankino Television Tower (hereinafter referred to as the “TV Tower”).
- 1.2. A Ticket represents a paid services contract valid until termination of the session, to which a Ticket relates. Visiting session lasts 1 hour, except for the cases when the Buyer (the Visitor) visits TV Tower restaurant. In given case, visiting session shall terminate when the Visitor exits the TV Tower.
- 1.3. Prior to registration of a Ticket, the Visitor shall acknowledge himself/ herself with present Rules. Having purchased a Ticket, the Visitor undertakes to adhere to the established Rules. By using the online ticket system, the Visitor accepts Ticket purchasing terms.
- 1.4. MRC retains the right to introduce any amendments or supplementations to present Rules without preliminary notification of the Visitor. By using the system or entering into a purchase order following amendment of the terms, the Visitor accepts these amendments.
- 1.5. MRC shall not be liable for full or partial failure of the system at any time, for inability of the Visitor to access the system, as well as for any direct or indirect costs incurred by the Visitor due to given circumstances.
- 1.6. The Visitor shall be fully liable for all operations performed in the system, and shall promptly notify MRC by any available means in case of any unauthorized use of the system.
- 1.7. All issues not settled in present Rules shall be settled in accordance with the effective law of the Russian Federation.

**2. Rules of Electronic Ticket Issuance**

- 2.1. The Visitor may purchase a Ticket to visit TV Tower at website: <https://bilet.tvtower.ru> (hereinafter referred to as the “Website”).
- 2.2. For issuance of electronic Tickets, one should be registered and shall select the desired number of visitors, visiting session date and time, and shall enter surname, name, patronymic, and date of birth of each visitor, contact number, and e-mail. Simultaneous issuance and purchase of up to 10 tickets with indication of the personal data of each visitor is permitted.
- 2.3. The Visitor may receive information on possible visiting dates and number of available tickets at Website: [www.bilet.tvtower.ru](http://www.bilet.tvtower.ru) in the following tabs:
  - “Buy ticket”: <https://bilet.tvtower.ru/web/preReserveSelectClientsIndex.action>
  - “Queue”: <https://bilet.tvtower.ru/web/queueInfo.action>
- 2.4. Prior to payment, the Visitor shall check the scope of services added to basket and shall make sure that it corresponds to the desired scope.
- 2.5. If the Visitor erroneously adds any services to the basket, which do not correspond to the desired services, the Visitor shall delete them from the basket and shall enter valid data.

**2.6.** Payment for services shall be effected by banking cards of the following Payment Systems: **MIR, Visa and MasterCard.**

**2.7.** Payment shall be effected within **10 minutes** following beginning of the booking procedure. After payment of an order, one shall press the button «Return to Store». If payment procedure is not terminated within, the above time, preliminary booking of tickets for the selected visiting session is cancelled.

**2.8.** After successful issuance of the Ticket, a single free message shall be e-mailed to the Visitor to address indicated upon purchase of the electronic Ticket. No SMS messages will be send to contact numbers.

**2.9.** If for any reason you do not receive number of booking or number of electronic Ticket or confirmation on successful registration of booking, prior to re-registration of booking go to section «My bookings» and make sure that your booking was not actually registered.

### **3. Cost of visit of TV Tower**

**3.1.** The cost of visiting the TV tower is determined by the order of the Branch.

**3.2.** Information on the cost of visiting the TV tower and the cost of other services of the Branch is available on the website and at the ticket offices of the “Tourist Bureau” located at: Moscow, Akademika Koroleva Street, 15/2. (Hereinafter - TB).

**3.3.** Children aged 7 to 18 years and students of the full-time department of institutions of secondary and higher vocational education are provided with privileges for paying services to visit the TV tower.

### **4. Changing and Cancellation of Orders**

**4.1.** Changes to the order are made on the web site.

**4.2.** The Visitor has the right to make changes to the order no more than once and no later than 3 hours before the beginning of the visiting session paid by the Visitor.

**4.3.** In the order you can change the time, date, Visitor's Name, provided the number of Visitors is preserved and the total cost of the order.

**4.4.** In case of refusal to visit the TV Tower, cancellation of the order and return of the paid money are possible in accordance with clause 5.7 and section 10 of these Rules.

**4.5.** When you make changes to the order, an additional email notification is not sent.

### **5. Reception of pass to TV Tower.**

**5.1.** Visitors purchasing Tickets shall arrive at the TB by no later than **55 minutes** prior to the established time for issuance of pass to visit TV Tower, which shall be the integral part of the paid services contract.

**5.2.** For reception of the pass to visit TV Tower, the Visitor shall refer to as follows:

- Cashier of TB (upon servicing of private persons);
- Administrator of TB (upon servicing of legal entities).

**5.3.** For reception of the registered pass to visit the TV Tower, the Visitor shall provide to cash register of the TB the following:

**5.3.1.** Ticket;

**5.3.2.** One of the identity documents of each Visitor, namely:

- Passport of the citizen of the Russian Federation (internal or travel passport);

- Passport of foreign citizen, residence permit, permit for temporary stay;
- Identity card of a military man, military registration card;
- Temporary identity card of the citizen of the Russian Federation;
- Organizational identity cards;
- Driver's license;
- Social security card of Moscow resident;
- Birth certificate (for minors under 14 years old without any passport or any of the above-listed documents).

5.3.3. A document granting the right to receive a ticket payment privilege for the TV Tower service (paragraph 3.3 of this Regulation):

- for persons aged 7 to 18 years (paragraph 5.3.2 of this Regulation), such a document is one of the identity documents;

- for full-time students of institutions of secondary and higher vocational education (clause 5.3.2 of these Rules) such a document is a student's social card or student card.

5.4. Upon absence of any documents specified in Clause 5.3.2, no pass to TV Tower shall be issued. Moneys may be refunded only subject to Clauses 5.7., 8.3 of present Rules.

5.5. Upon absence of the document specified in Clause 5.3.3., pass to visit the TV Tower shall be issued following payment of the adult tariff in cash register of the TB.

5.6. Issuance of passes under the Tickets shall terminate within **5 minutes** prior to beginning of the visiting session.

5.7. In case of delay for a pass to the TV Tower for a paid visiting session and (or) if the Visitor has issued a pass for visiting the TV Tower, but the service did not use it in time, the Visitor has the right to refund money for the service during the whole term of the agreement, actually incurred by him the costs associated with the performance of obligations under the contract. In case the visitor applied for a refund of money due to late / non-arrival after the expiration of the contract, the funds are not refundable, except for cases of valid excuse (illness, etc.) for the time of the session, confirmed by the relevant documents. The funds are returned in the order established by sections 8, 9 of these Rules.

## **6. Passage through TV Tower**

6.1. Due to possible difficulties in evacuation from the TV Tower in case of any emergent situations and due to necessity for long-term wearing of the personal protective equipment by Visitors, the following persons shall be restricted in access to the observation deck:

- Children under the age of 7;

- Persons belonging to the less mobile groups of the population in accordance with SNIIP 35-01-2001 (SP 59.13330.2016);

- Persons with obvious signs of alcoholic or narcotic intoxication.

Passage to the TV tower is carried out in accordance with the rules of the visit. A full list is available at the TB or by clicking on the link <https://tvtower.ru/upload/allrules.pdf>.

5.2. All personal belongings, with the exception of handbags, briefcases, document bags, are handed over to the storage room of a security office or a checkpoint located at the entrance to the territory adjacent to the TV Tower. Persons with firearms, gas and cold steel on the TV tower are not allowed. Also forbidden to carry on the TV Tower the following items:

- special means of protection and active defense;
- medical equipment, instruments (mercury thermometers);
- any liquids, aerosols;
- flammable, flammable, toxic and strongly smelling substances;
- sharpened (pricking, cutting) items;
- Glass, ceramic, china ware;
- large hand luggage (suitcases, backpacks, bags, boxes, etc. with a size of more than 40x80x30 cm);
- objects and substances that by their appearance can be identified as forbidden to carry or dangerous;
- objects and substances prohibited to free civil circulation;
- Animals and birds.

The list of items banned for the passage to the TV Tower is not complete, with a full list of items that are prohibited from carrying to the TV Tower, can be found in the Library or by clicking on the link <https://tvtower.ru/upload/allrules.pdf>.

## **7. Cancellation of Visiting Sessions**

7.1. Visiting session (s) to the TV Tower may be cancelled due to any force-major circumstances, lack of technical lifting possibility of Visitors to the observation deck, arrangement of scheduled and other events at the TV Tower, within the scope of which no access of visitors to the TV Tower is allowed.

7.2. In case of any circumstances specified in Clause 7.1., refund of moneys shall be made in accordance with Clause 10 of present Rules.

## **8. Refund of the cost of Tickets purchased at Website with the use of Banking Card**

8.1. For refund of the Payment, the Visitor shall submit to the TB an application for refund (Sample application for refund is attached hereto) by e-mail [337m@rtrn.ru](mailto:337m@rtrn.ru), containing the following details: surname, name, patronymic, number of electronic Ticket, e-mail address, contact phone number, last 4 digits of the banking card used for Payment, order date, Payment date, amount of order, and shall expressly waive of the order and refund. Application shall be executed only on behalf of a paying person, and shall be sent from e-mail address indicated by the Visitor upon registration of the order. Application shall be sent within at least 10 minutes prior to the paid visiting session. Refund of payment is possible only in accordance with Clause 8.3 of present Rules.

8.2. Application for refund of paid moneys (the "Payment") shall be processed during business days from 10 until 18 o'clock Moscow time. TB shall accept the application for processing only after full meeting by the Visitor of requirements specified in Clause 8.1 of present Rules.

8.3. In case of any reasonable excuse (illness, and etc.) during visiting session confirmed by relevant documents, upon written application of the Visitor, MRC shall refund him/her the cost of the Ticket, of

which upon application after the visiting session.

8.4. Refund of payment shall be made within the terms specified in the effective law of the Russian Federation.

### **9. Refund of the Cost of Tickets Purchased at Website with the Use of Banking Card and Exchanged for Visiting Passes in Cash Registers of the TB**

- 9.1. The application for the refund of the cost of the Ticket purchased on the Site with the help of a bank card and exchanged at the TB card desk for a pass may be carried out by the Visitor only from the TB Administrator.
- 9.2. Refund of the Ticket price is effected only by a non-cash transfer of funds to the Visitor's bank card from which the Payment was made.
- 9.3. For the return of the ticket cost, the Visitor fills in the application for the return of funds for an unsolicited service (issued by the administrator of the library), in which it is necessary to indicate: the surname, first name, ticket number, e-mail address, telephone contact number, last 4 digits of the bank card number, from which the payment was made, the order date, the payment date, the payment amount and in the explicit form state the refusal of the order and the desire to effect a refund.
- 9.4. In order to process a refund, the visitor must present the received pass to the TV Tower, a refund application and an identity document.
- 9.5. Return of funds is carried out within the time limits provided by the current legislation of the Russian Federation.

### **10. Refund of the Cost of Tickets Purchased with the Use of Banking Card at Website due to Cancellation of the Visiting Session**

10.1 In case of any circumstances specified in Clause 7.1., Visitors purchasing electronic Tickets at Website would be offered to change the date and/or time of visit of the TV Tower or cancel the order and refund payment in full.

10.2. Refund of the cost of Tickets shall be performed by wire transfer to the banking card of the Visitor used for Payment. Application shall be executed on behalf of a payer. Sample application for refund of the cost of Tickets is attached to present Rules.

10.3. Refund of payment shall be made within the terms specified in the effective law of the Russian Federation.

### **11. Final Provisions**

11.1. Refund of the cost of Tickets in accordance with present Rules and/or Rules of International Payment Systems and law of the Russian Federation under relevant order shall be treated by the Parties as an event serving the sufficient basis for TB to terminate its liabilities under present agreement and to treat them executed to the Visitor to the fullest extent.

11.2. Refund date of the cost of Tickets shall be the date of funds withdrawal from the MRC account. MRC shall not be liable for further flowing of funds.

## **II. RULES OF RECEPTION OF SERVICES FOR VISITING OSTANKINO TOWER AT THE TOURIST BUREAU CASH REGISTERS**

### **1. General Provisions**

1.1. Present document (hereinafter referred to as the “Rules”) contains principal provisions governing relationships between the Buyer (hereinafter referred to the “Visitor”) and the Seller (hereinafter referred to as the “Moscow Regional Center” (MRC)) upon provision of services associated to visit of Ostankino Television Tower (the “TV Tower”) based on pass to visit TV Tower and cash check received on a compensated basis at the tourist bureau cash registers.

1.2. A pass represents paid services contract terminating at the end of visiting session, for which it was purchased. Visiting session lasts 1 hour, except for the cases, when the Buyer (Visitor) visits dining complex of the TV Tower. In such a case, visiting session shall terminate when the Visitor exits the TV Tower.

1.3. Prior to issuance of the pass, the Visitor shall acknowledge himself/ herself with present Rules. By purchasing the pass, the Visitor assumes the liability for adherence to present Rules.

1.4. Payment for visit of the TV Tower in cash registers shall be unequivocally treated as acceptance of the rules of purchase and Rules of visit of the TV Tower. In case of any disagreement with any provisions, the Visitor shall not pay for visit to the TV Tower.

1.5. MRC shall retain the right to introduce any amendments or supplementations to present Rules without any preliminary notification of the Visitor.

### **2. Rules of Reception of Service to Visit TV Tower**

2.1 For reception of the service to visit TV Tower, one should select the desired number of Visitors, date and time of visiting session.

The Visitor may obtain information on possible visiting dates and number of available of tickets at the Tourist Bureau at address: Moscow city, Akademika Korolyova Street, building 15, block 2 (the “TB”), at Website [www.bilet.tvtower.ru](http://www.bilet.tvtower.ru) in Tabs “Buy Ticket” or “Queue”, as well as current details at information panel at the tourist lobby.

2.2 For reception of the service to visit TV Tower and for reception of the pass to visit TV Tower for the current and further visiting sessions, Visitors shall provide to the cashier one of the following identity documents, namely:

- Passport of the citizen of the Russian Federation (internal or travel passport);
- Passport of foreign citizen, residence permit, permit for temporary stay;
- Identity card of a military man, military registration card;
- Temporary identity card of the citizen of the Russian Federation;
- Organizational identity cards;
- Driver’s license;
- Social security card of Moscow resident;
- Birth certificate (for minor under 14 years old without any passport or any of the above-listed

documents).

2.3 In case of registration of the service to visit TV Tower for further (future) visiting sessions upon absence of any of the above identity documents, the Visitor may provide to the cashier printed and numbered list of Visitors in alphabetical order with indication of the surname, name, and patronymic, and birthday of each Visitor. In such a case, passes to visit TV Tower shall be issued at cash registers promptly before the paid session provided presentment of the cash check and identity document of each Visitor.

2.4 Payment shall be effected in cash or with the use of banking cards of the following Payment Systems: **MIR, Visa and MasterCard.**

2.5 A document granting the right to receive benefits when paying for a visit to the TV Tower (paragraph 3.3 of this Regulation):

- for children aged 7 to 18 years such a document is one of the identity documents;
- for students of the full-day department of institutions of secondary and higher vocational education such a document is a student's social card or student card.

### **3. Cost of Service to Visit TV Tower**

3.1. The cost of visiting the TV tower is determined by the order of the Branch.

3.2. Information on the cost of visiting TV Tower and the cost of other services of the Branch is available on the Site [www.tvtower.ru](http://www.tvtower.ru) and at the TB office.

3.3. Children aged 7 to 18 years and students of the day department of institutions of secondary and higher vocational education are provided with privileges for paying services to visit the TV tower.

### **4. Introduction of Changes and Cancellation of an Order.**

4.1. It is allowed to introduce changes in details specified in Clause 4.2 once and by no later than 3 hours prior to the commencement of the visiting session, and shall be performed at cash register or with the desk man.

4.2. It is allowed to change time, date, surname, name, and patronymic of the Visitor, provided that the number of visitors, cost of services and number of available tickets are unchanged.

4.3. In case of waiver of visit to TV Tower, cancellation of an order and refund of payment is allowed only according to Clause 5.8., 8.1.5 of present Rules.

### **5. Reception of Pass to TV Tower**

5.1. Visitor referring to TB for services to visit TV Tower promptly before the visiting session shall receive pass to TV Tower and cash check at the cash register, being the integral part of paid services contract.

5.2. Visitor, who had earlier registered the service to visit TV Tower, shall arrive at the TB by no later than 55 minutes prior to beginning of the paid visiting session for registration of the pass to visit TV Tower.

5.3. For reception of the pass to TV Tower, Visitor shall refer to as follows:

- Cashier of TB (upon servicing of private persons);
- Administrator of TB (upon servicing of legal entities).

5.4. For reception of the pass to TV Tower, Visitor shall present at cash register of the TB the following:

5.4.1. Cash receipt;

5.4.2. Identity document (Clause 2.3.);

5.4.3. Document entitling to purchase service at cost for children of 7 to 18 years old, full-time students of

secondary specialized colleges, and full-time students of higher educational institutions specified in Clause 3.1 (student social security card or student ID card).

5.5. In case of absence of the documents specified in Clause 2.3, no pass to TV Tower shall be issued. Refund of payment is possible only in accordance with Clauses 5.8., 8.1.5 of present Rules.

5.6. In case of absence of the document specified in Clause 5.4.3, pass to TV Tower shall be issued only following payment of the adult tariff at the cash desk.

5.7. Issuance of passes to TV Tower shall terminate within **5 minutes** prior to commencement of the visiting session.

5.8. In case of late arrival / failure to arrive for reception of the pass to visit session at TV Tower and/or if the Visitor registers the pass to visit TV Tower, but fails to use the service in timely manner, the Visitor is entitled to refund the cost of services within the entire term of the contract, provided settlement of the actual costs of MRC related to execution of the contractual liabilities. If the Visitor claims the refund of payment following termination of the Contract, such payment shall not be refunded except for the cases specified in Clause 8.1.5 of present Rules.

## **6. Passage through TV Tower**

**6.1.** Due to possible difficulties in evacuation from the TV Tower in case of any emergent situations and due to necessity for long-term wearing of the personal protective equipment by Visitors, the following persons shall be restricted in access to the observation deck:

- Persons under the age of 7 years;
- Persons belonging to the less mobile groups of the population in accordance with SNiP 35-01-2001 (SP 59.13330.2016);
- Persons with obvious signs of alcoholic or narcotic intoxication.

Passage to the TV tower is carried out in accordance with the rules of the visit. A full list can be found in TB or by clicking on the link <https://tvtower.ru/upload/allrules.pdf>.

**6.2.** All personal belongings, except for vanity cases, briefcases, and cases for documents shall be provided in luggage office of the Tourist Block. No persons with firearms, gas spray guns, and cold guns shall be provided with access to the TV Tower. Moreover, the following items shall not be brought to the TV tower:

- special means of protection and active defense;
- medical equipment, instruments (mercury thermometers);
- any liquids, aerosols;
- flammable, toxic and strongly smelling substances;
- sharpened (pricking, cutting) items;
- Glass, ceramic, china ware;
- large hand luggage (suitcases, backpacks, bags, boxes, etc., larger than 40x80x30 cm);
- objects and substances that by their appearance can be identified as forbidden to carry or dangerous;
- objects and substances prohibited to free civil circulation;
- Animals and birds.

The list of items banned for the passage to the TV Tower is not complete, with a full list of items that are prohibited from carrying to the TV Tower, can be found in the Library or by clicking on the link <https://tvtower.ru/upload/allrules.pdf>.



## **7. Cancellation of Sessions**

7.1. The visit sessions of the TV tower can be canceled due to force majeure circumstances, including wind gusts of more than 19 m / s, lack of a technical opportunity to lift visitors to the observation deck, conduct routine and other events, in which the admission of visitors to the TV Tower is prohibited.

7.2. In case of occurrence of the circumstances specified in clause 7.1, Visitors who have issued the TV Tower service will be asked to replace the date and / or time of the visit to the TV Tower or to return the money in full if there is a cash voucher.

7.3. In case of occurrence of the circumstances specified in clause 7.1 of these Rules, the refund shall be made in accordance with Section 8 of these Rules.

## **8. Refund of the Paid Cost of Visiting Service upon Request of the Visitor**

8.1. The return of the paid cost of the visiting service is made in the following order:

8.1.1. To effect a refund of funds on the basis of cl. 5.8, 7.2 of these Regulations. The visitor must present to the Branch a request for a refund of money for an unproved service (the form is attached to this Regulation) (the sample is issued at the cash desk of the TB), an identity document and a cash receipt confirming payment for the service.

8.1.2. Money is returned directly to the cash center of the TB, if the application is issued on the same day as the payment was made.

8.1.3. If the refund is not made on the payment date, the refund is made on weekdays according to the schedule of the main cash desk of the Branch (Monday to Friday from 10:00 to 16:30, break from 12:00 to 13:00) or as specified in application for return of the visitor's banking details.

8.1.4. In case of payment for a visit by means of a bankcard, an application for return is issued only by the owner of a bankcard upon presentation of a passport and a cash voucher or by another person authorized by a corresponding power of attorney.

8.2. The refund of the cost of the service in accordance with the terms of these Rules and / or the Rules of the International Payment Systems and the legislation of the Russian Federation under the relevant order will be regarded by the parties as an event that is sufficient grounds for the Branch to terminate its obligations under this agreement and consider them to be performed in full before the Visitor. The date of withdrawal of the cost of the visit to the TV tower is the date of debiting the funds from the branch account. For the further passage of funds, the Branch shall not be liable.

### III. VISITING RULES OF OSTANKINO TOWER

#### 1. General provisions

- 1.1. The observation platform of the Ostankino TV tower is open daily from 10:00 to 23:00 inclusive.
- 1.2. Admission to the Ostankino TV tower is carried out by sessions. Information about the sessions is available on the official site of the Ostankino TV tower [www.tvtower.ru](http://www.tvtower.ru) in the section «Buy a ticket».
- 1.3. The number of visitors in the session should not exceed 271 people.
- 1.4. Registration of passes to visit the Ostankino TV tower starts an hour before the session starts and ends 5 minutes before the session.

In order to avoid misunderstanding or conflict situations it is recommended to arrive in advance at the ticket office of the Tourist Bureau located at: Moscow, Akademika Koroleva street, 15/2 (hereinafter - TB).

The schedule of work of the TB: Monday - Thursday 09:00 - 21:00, Friday, Saturday, Sunday 09:15 - 22.00.

The schedule of work of cash desks is: Monday - Thursday 09:15 - 20:55 Friday, Saturday, Sunday 09:15 - 21:55.

#### 2. Reception of pass to TV Tower

2.1. Admission to the Ostankino TV tower is allowed if one of the following documents is available:

- Visitors from 7 to 14 years old — birth certificate (original or copy), passport, social card of the Muscovite. Admission of children under 14 is only allowed accompanied by an adult;
- Visitors from 14 years of age and older are the passport of a Russian citizen (domestic or foreign), a passport of a foreign citizen, a residence permit, a temporary residence permit, an identity card of a serviceman, a military ticket, a temporary identity card of a Russian citizen, departmental identity cards, a social card Muscovite, driver's license.

#### 3. Reception of pass to TV Tower for groups

3.1. Redemption of tickets is made at the TB cash desks at the address: Moscow, Akademika Koroleva Street, 15/2.

On the day of payment and the visit, the team leader must provide a list of visitors to the Ostankino TV tower on the organization's letterhead signed by the head of the organization and stamped with a mandatory note: "I confirm the age composition of the group."

In the presence of the above letter, students can come with copies of identity documents.

3.2. The team leader and the persons accompanying the group must carry originals of personal documents of state standard (passport, etc.).

#### 4. Refund of the Paid Cost

Visitors who paid the ticket but did not receive a pass to the Ostankino TV tower should arrive in the TB in advance for proper issuance of the pass, given that the registration begins an hour before the session starts and ends 5 minutes before the session.

In case of delay for a pass to the Ostankino TV tower for a paid session and (or) if the Visitor has issued a pass to visit the Ostankino TV tower, but the service did not use it in a timely manner, the Visitor has the right to return money for the service for the entire term of the agreement, payment to the Branch of actually incurred expenses related to the performance of obligations under the contract. In case the visitor applied for a refund of money due to late / non-arrival after the expiration of the contract, the funds are not refundable, except for cases of valid excuse (illness, etc.) for the time of the session, confirmed by the relevant documents.

#### 5. Passage through TV Tower

5.1. Admission to the Ostankino TV tower starts not earlier than 1 (one) hour before the session.

5.2. In accordance with the requirements of the Analysis of the level of fire safety and calculation of fire risk for people during evacuation from the Ostankino TV tower, developed and approved by the VNIPO EMERCOM of Russia, the Ostankino TV tower is not allowed to:

- citizens under 7 years of age;
- persons with obvious signs of alcoholic or narcotic intoxication;
- citizens belonging to the low-mobile groups of the population in accordance with SNiP 35-01-2001 (SP 59.13330.2016).

5.3. Photo and video shooting at checkpoints of the Ostankino TV tower is prohibited.

5.4. Citizens with implants, pacemakers, prostheses and the like containing metal, which can trigger the alarm of a security metal detector, must carry a personal identification card of the patient confirming the implantation of the medical device.

5.5. All citizens passing to the territory of the Branch, all hand baggage carried by them, as well as incoming

vehicles are subject to inspection at checkpoints in order to prevent the passage (bushing) of prohibited items or substances.

These include:

- Weapons: fire, gas, traumatic, pneumatic, ammunition, cartridges and charges. Combat, service, hunting, sports, signal weapons, national-souvenir weapons, components and elements of the listed types of weapons and ammunition (charges).
- Cold steel: slashing (swords, axes, etc.), stabbing (knives, daggers, peaks, etc.), piercing and cutting (daggers, broadswords, etc.), piercing-cutting (knives, swords, etc. ), shock-shattering (brass knuckles, knuckles, nunchuck, telescopic truncheons, etc.), throwing (crossbows, boomerangs, shurikens, darts, etc.).
- Special means of protection and active defense (flak jackets, protective helmets and masks, gas sprayers and aerosol devices with tear gas, electric shock devices and spark gaps, stun guns, light-shock devices, rubber (wooden, metal, etc.) sticks (batons), handcuffs , manual gas grenades, light and acoustic projectiles, etc.).

The listed objects and substances are forbidden to carry, even if the citizen has the permits established on them.

- Explosives (solid, liquid, gaseous and others).
- Poisoning substances.
- Radioactive substances.
- Narcotic and psychotropic substances (tablets, capsules, powders, herbal mixtures, plastic balls or substances, liquids, etc.).
- Fire-hazardous, flammable, toxic and strong smelling substances (combustible and lubricating, paint and varnish materials, solvents, alcohol-based substances, cylinders with gases and other substances, any components of chemical production and toxic substances that can damage the health of citizens, acids and alkalis, corrosive substances, mercury, chlorine, biologically hazardous substances (infected blood, various samples of viruses and bacteria), fire extinguishers, etc.
- Pyrotechnic objects and substances (fireworks, fountains, firecrackers, rockets, crackers, etc.).
- Objects and substances that can be identified as banned or dangerous (including dummy weapons, etc.).
- Honed objects (including cold steel): axes, tongs, hooks (mounts, nailers), surfaces with spikes, harpoons, spears, ceremonial and religious knives, etc. ; Knives from any material (iron, ceramics, polymers); dangerous razor blades; scalpels, scissors with blades more than 5 cm; ski poles; drill; folding knives; screwdrivers, hammers, pliers, saws, drills and other carpentry and locksmith tools, etc.
- Blunt objects capable of causing injuries: baseball, cricket and softball bats, golf clubs, hockey, oars for boats, billiard cues of all kinds, fishing rods, etc.
- Means of transportation: bicycles, scooters, scooters, roller skates, skateboards and other wheeled vehicles, jumping equipment for legs and others.
- Alcohol.
- Oversized hand luggage (suitcases, bags of backpacks, etc., larger than 40x80x30 cm).
- Any liquids and food, glass (ceramic, porcelain) utensils, aerosols and cans (hair spray, deodorants, antistatic, etc.), medical equipment, mercury thermometers, etc.

Animals and birds.

All personal belongings, with the exception of handbags, briefcases, bags for documents, are handed over to the storage room of a security office or checkpoint located at the entrance to the territory adjacent to the Ostankino TV tower.

5.6. During the session, it is strictly forbidden:

- Smoking in the territory and in the premises of the Ostankino TV tower.
- Go into the elevator and exit it without the permission of the lift operator.
- To put inscriptions and paste products of information content.
- To be in dirty and dirty clothes.
- Enter premises intended for official use.

## **6. Cancellation of visiting sessions**

6.1. The visiting session(s) to the Ostankino TV tower may be canceled or interrupted due to force majeure circumstances, including wind gusts of more than 19 m / s, lack of a technical opportunity to lift visitors to the observation deck, conduct routine and other events within which admission visitors on the Ostankino television tower is forbidden.

Before buying a ticket, it is recommended to familiarize yourself with the current visibility in the web-camera section <http://www.tvtower.ru/webcamera/>. The Federal State Unitary Enterprise "Russian Television

and Radio Broadcasting Network" is not responsible for the weather conditions that prevent the panorama of the city's panorama.

6.2. In case of force majeure circumstances, those who paid for the visit to the Ostankino TV tower will be asked to replace the date and / or time of the visit to the TV tower or the money for tickets in full with a cash receipt.