

APPROVED
by order of the
Branch № 103
dated 27.05.2021

RULES
for visiting of the Ostankino TV Tower

Moscow
2021

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1. General provisions

- 1.1. These Rules for visiting the Ostankino TV Tower (below – the Rules) determine the procedure for obtaining visit service of the Ostankino TV Tower (below – TV Tower) regulate relationships between the Buyer (below – the Buyer) and the Federal state unitary enterprise «Russian Television and Radio Broadcasting Network» (abbreviated name – RTRN), which is the Seller and represented as Branch of RTRN «MRC» (below - the Branch) (TIN 7717127211, KPP 771702001, location and postal address: 127427, Moscow, Akademika Koroleva str., 15, building 2).

The Buyer is able to make a deal both for himself and for third persons (below – the Visitor (if the Buyer gets the service personally, this term also applies to him)). Rights and duties of the Visitor regulate by the Rules.
- 1.2. Place of the service’s receipt: 127427, Moscow, Akademika Koroleva street, 15, building 1, Ostankino TV Tower.
- 1.3. Official website of the Ostankino TV Tower — www.tvtower.ru (below - the Site).
- 1.4. Admission to the TV Tower is carried out by sessions. Duration of the session is one hour.

There is an exception, if the Visitor visits the “7th Heaven” Restaurant complex: in this case duration of the session prolongs until the Visitor leaves the Restaurant complex.
- 1.5. Our Visitors can find information about sessions and number of available tickets:
 - on the Site in section “Buy ticket”
 - in the Tour Desk (below – TD)
 - in automated self-service terminals (below – the Terminals)
 - on the current date – at the entrance checkpoints (checkpoints, which are located on the territory, adjacent to the TV Tower).
- 1.6. The TV Tower visit service is considered to be fully provided at the end of session paid by the Visitor.
- 1.7. To ensure fire safety, no more than 345 persons can stay on the Tower at the same time.
- 1.8. It is possible to order the visiting service of the Tower at the TD cash desks located at Akademika Koroleva street, 15, building 2; on the Site; in the Terminals, located at Akademika Koroleva street, 15, building 1, Ostankino TV Tower. You can see Terminals’ locations on the map on the Site in section “Excursion office”.

- 1.9. At visiting the Visitor has a right to use at own discretion both the whole complex of paid service for the entire duration of the session and the part of service, including independently determine the duration of a visit to the TV Tower within a paid session. If the Visitor according to his choice doesn't use the whole complex of the paid service and/or not throughout the session, the service is considered to be fully provided and in proper quality.
Visits to the outdoor observation desks of the TV Tower are not included in the service of visiting the TV Tower. Branch, based on technical and weather conditions, independently decides on admission the Visitors to the outdoor observation desks of the TV Tower, no additional fee.
- 1.10. Rising to the TV Tower is carried out by passenger elevators with a speed of 7.0 meters per second.
- 1.11. Before paying for a visit to the TV Tower, the Visitor must familiarize himself with these Rules.
- 1.12. These Rules are an offer, payment for a Visit to the TV Tower means the acceptance of the Rules (offer) by the Visitor and confirms that the Visitor is fully acquainted with these Rules, agrees with them and undertakes to follow them. The Buyer must familiarize the Visitor with these Rules.
- 1.13. The rules are freely available on the Site, in the Consumer's Corner in the TD lobby and in the Terminals. Branch has the right to make changes unilaterally and at any time. The newly approved Rules are posted on the Site, in the Consumer's Corner in the TD lobby and in the Terminals.
- 1.14. The rules are valid until the new version of the Rules is posted on the Site, in the Consumer's Corner in the TD lobby and in the Terminals or notified about their cancellation. The Visitor must independently monitor the changes in the Rules.
- 1.15. All issues that are not regulated by these Rules shall be resolved in accordance with the current legislation of the Russian Federation.
- 1.16. The Visitor, receiving services, must independently assess his age-related physical capabilities and health conditions. Branch is not responsible for the deterioration of the Visitor's health condition caused by physical and emotional stress, as well as unfavorable consequences impacts on the Visitor's body by natural phenomena and Branch's equipment.
- 1.17. Term "ticket" in the text of these Rules is used exclusively for interpreting the Rules. The ticket is not a form strict accountability.

2. Registration of the TV Tower visiting service

2.1. Registration of the TV Tower visiting service at the TD office.

2.1.1. It is possible to arrange a Visit to the TV Tower at the TD office.

Payment for Visiting the TV Tower is carried out at cash desks of the TD on a first-come, first-served basis. Persons who have been granted the appropriate right by legislative acts, upon presentation of the original documents or their certified copies, can make payment for service out of turn.

2.1.1.1. Access to the territory adjacent to the TV Tower is allowed daily from 09:00 to 22:00.

2.1.1.2. Work schedule of TD: daily 09:00 — 22:00.

2.1.1.3. Work schedule of cash desks: daily 10:15 — 21:45, lunch 14.00 – 15.00, technical breaks: 11.00 – 11.10, 12.00 - 12.10, 13.00 - 13.10, 16.00 – 16.10, 17.00 – 17.10, 18.00 -18.30, 19.00 – 19.10, 20.00 – 20.10.

2.1.2. Before paying for visiting of the TV Tower, select right number of Visitors, date and time of the session.

2.1.3. To pay for Visiting the TV Tower and receiving a ticket, you must provide one of the following documents for each Visitor to the TD cash desk:

- passport of a Russian citizen (domestic or foreign);
- passport of a citizen of a foreign country, residence permit, temporary residence permit;
- military identity card;
- temporary identity card of a citizen of the Russian Federation;
- service certificate of a supervisory or law enforcement officer,
- Muscovite social card;
- driver's license;
- birth certificate (for the minors under age of 14, who do not have a passport or other document listed above).

If the Visitor under age of 14 doesn't have the original document specified in this paragraph, he must provide a copy of the birth certificate or a copy of the passport with clearly legible data.

It is allowed to sell the TV Tower visit service and provide a TV Tower pass to minor Visitors under the age of 14 without documents if they are entered in the passport of one of their parents.

In all cases, sale of the TV Tower service, providing of a TV Tower pass and visiting of the TV Tower to minor Visitors under the age of 14 is allowed only in accompaniment of capable legal citizens.

Organized groups of Visitors under the age of 14 pass to the TV

Tower with an accompanying. The accompanying person(s) present the list of Visitors under the age of 14 on the official form of the institution that organizes the Visit, with its stamp, signature of the supervisor and a note on the confirmation of the age category of Visitors (name, date of birth, sex, country and). In the presence of the original of the above letter, minor Visitors under age of 14 who are members of an organized group can come with copies of the documents specified in this paragraph. The head of the organized group and the adults accompanying the group must carry the originals of the documents specified in this clause.

- 2.1.4. In case of payment for a visiting service to the TV Tower for subsequent (future) sessions, in the absence of the documents specified in clause 2.1.3 of this Regulation, the Visitor must provide an alphabetically printed numbered list of Visitors (for 2 and more persons) to the TD cash desks indicating the full name and birthdate of each Visitor. In this case, passes to the TV Tower are provided at the TD cash desks immediately before the redeemed session upon presentation of a cash receipt and a document certifying the identity of each Visitor according to the list.
- 2.1.5. Payment is made in cash or with bankcards of following payment systems: WORLD, Visa, MasterCard, JCB, Apple Pay, Google Pay.
- 2.1.6. For receiving benefits, that provided in clause 4.3 of these Rules, when paying for a Visit to the TV Tower, the Visitor must submit one of the documents specified in clauses 2.1.3 and 4.4 of these Rules to the TD cash desks.

2.2. Registration of the TV Tower visiting service on the Site.

- 2.2.1. It is possible to arrange the TV Tower service on the Site. To register service, you should:
 - press the button “Buy a ticket”;
 - choose your route;
 - choose session (date and time);
 - select number of Visitors and their age category (adult or child). It is possible to register up to 10 Visitors at the same time;
 - enter the Buyer’s data (contact phone number and e-mail address),
 - accept the Rules and personal data processing policy);
 - enter the last name, first name, patronymic, birth date, sex, country and residence city for each Visitor;
 - after pressing “Form an order” button order forms in the system and the Buyer receives an email with his order’s number. Then system transfers the Buyer to the bank’s payment gateway to pay the order.

- 2.2.2. Payment is made with bankcards of following payment systems: WORLD, Visa, MasterCard, JCB, Apple Pay, Google Pay.
- 2.2.3. The payment procedure must be completed within 10 minutes from the moment of the beginning of registration of the TV Tower service. If during the specified time the payment procedure is not completed, the order and preliminary booking of tickets for the selected session are canceled.
- 2.2.4. After the successful registration of the TV Tower visiting services on the Site, the Buyer receives an e-mail with number of the order, barcode for obtaining a pass to the TV Tower, a link for viewing the paid order and cashier's check. SMS notifications to phone numbers are not sent.
- 2.2.5. If the Buyer for any reason has not received the order's number and/or cashier's check, he must contact with our call-center by phone number +7 (495) 926-61-11 daily from 09.00 to 21.00 or make a request from email address, which has been indicated in order.

2.3. Registration of the TV Tower visiting service in the Terminals.

- 2.3.1. It is possible to arrange the TV Tower service in the Terminals. To register service, you should:
 - press the button “Buy a ticket”;
 - choose your route;
 - choose session (date and time);
 - select age category of the Visitors (adult or child).
 - select number of tickets and enter the last name, first name, patronymic, birth date, sex, country and residence city, citizenship for each Visitor (it is possible to register up to 10 Visitors at the same time);
 - accept the Rules and personal data processing policy;
 - pay for the tickets.
- 2.3.2. Payment is only made with bankcards of following payment systems: WORLD, Visa, MasterCard, JCB, Apple Pay, Google Pay.
- 2.3.3. After successful registration in the Terminals the Buyer receives a pass to the TV Tower and cashier's check.

3. Making changes to the TV Tower visiting service

- 3.1. In the issued service of Visiting the TV Tower it is possible to change the Visitor's full name, date of birth, sex, country and residence city provided that the number of Visitors and the total order cost is preserved.

- 3.2. In case if the Visitor refuses to visit the TV Tower, return of paid money is possible in accordance with the procedure provided in Section 8 of these Rules.
- 3.3. Making changes, provided in clause 3.1. of these Rules, is possible through the TD and Terminals.
- 3.4. If the number of Visitors exceeds the number of Visitors specified in clause 1.7 of these Rules, as well as in the event of force majeure affecting operation of lifts of the TV Tower, including wind gusts more than 19 m/s, the technical possibility of using elevators, the Branch has right to delay the beginning of the session.
- 3.5. If, during the provision of services, circumstances of force majeure arise that affect the operation of lifts of the tower, including gusts of wind more than 19 m/s, the lack of technical possibilities for using elevators, the Branch may offer Visitors to descend from the TV Tower using fire escape ladder or wait for the completion of circumstances, affecting the elevators operation.
- 3.6. The Branch is not responsible to the Visitors and third persons for the circumstances described in clauses 3.3. and 3.4 of these Rules, and consequences resulting from these circumstances, including material and moral damage.

4. Price of visiting service of the TV Tower

- 4.1. Prices of Visiting the TV Tower are set by the Branch's order.
- 4.2. Information about the prices places on the Site, at the TD lobby and in the Terminals.
- 4.3. We grant benefits for following Visitors:
 - the Visitors in age from 6 to 18;
 - full-time students of secondary and higher education institutions
 - retirees
- 4.4. A document granting the right to receive benefits for a Visit to the TV tower:
 - for Visitors aged 7 to 18 years such a document is one of the documents specified in clause 2.1.3 of these rules;
 - for full-time students of secondary or higher institutions of professional education, it is a student's social card or student card
 - for retirees – one of documents, which confirms their status, in accordance with the current legislation of the Russian Federation (pensioner's ID, certificate of pension's appointment and so on)
- 4.5. The Visitors of the above categories (from the clause 4.4) can get their benefit for the TV Tower's visiting at the TD cash desks only.

5. The order of passage to the TV Tower

5.1. General provisions on the passage to the TV Tower.

- 5.1.1. If the Visitor during applying for a pass does not have any documents specified in clause 2.1.3. of these Rules, a pass to the TV tower is not issued and a Visitor is not allowed for visiting the TV Tower. The refund is carried out in accordance with the procedure provided for in Section 8 of these Rules.
- 5.1.2. In the absence of the document specified in clause 4.4 of these Regulations, the access to the TV tower is allowed only after paying the cost of Visiting the TV Tower without taking into account benefits and obtaining a pass at the TD cash desks.
- 5.1.3. If the Visitor has paid for a Visit to the TV tower at the TD cash desks, he must arrive at TD no later than 55 minutes before the beginning of the paid session for receiving admission to the TV Tower. The issuance of passes to the TV Tower stops 5 in minutes before the beginning of the paid session.
- 5.1.4. At the entrance to the territory adjacent to the TV Tower, the Visitor must pass an inspection at the checkpoint. Inspection is carried out on a first come, first served basis using technical equipment installed at the checkpoint. Access to the territory is carried out only after body temperature control using a thermal imager or contactless thermometer and visual inspection. Visitors having body temperature higher than 37 degrees and/or having visual respiratory symptoms diseases (cough, runny nose, weakness) are not allowed on the territory. Refund is carried out in accordance with the procedure provided for in Section 8 of these Rules. For any explanations on the Rules Visitors can contact a TD staff.
- 5.1.5. At the entrance directly to the TV Tower, the Visitor must pass an inspection at the checkpoint. Inspection is carried out on a first come, first served basis using technical equipment installed at the checkpoint.
When exceeding the permissible (natural) level ionizing radiation due to the passage by the Visitor of medical procedures, etc. he is obliged to present a certificate from a medical institution, confirming the passage of their respective medical procedures. If the Visitor does not have this certificate or establishing that the Visitor has items affect to exceed the ionization level, the Visitor is not allowed to the TV Tower. Refund is carried out in accordance with the procedure provided for in Section 8 of these Rules.

- 5.1.6. The checkpoints are equipped with airlock cabins. Passage through them is carried out strictly one by one. An exception to this clause is passage to the territory, adjacent to the TV Tower, for children under 6 years of age and people with limited mobility.
- 5.1.7. Passage to the TV tower is carried out not earlier than 1 hour and not later than the paid session starts.
- 5.1.8. On the TV Tower and the adjacent territory, we have video surveillance. At the checkpoints there are video and audio recording.

5.2. Passage to the TV Tower with registering the visit to the TV Tower at the cash desks of the TD.

- 5.2.1. The Buyer, paid the visit to the Tower at TD cash desks, for passage to the TV Tower before start of the session must receive a pass.
- 5.2.2. To get a pass to the TV Tower, the Visitor must provide to the TD cash desk:
 - cashier's check;
 - one of the documents specified in clause 2.1.3 of these Rules, for each Visitor;
 - in case of receiving a benefit, one of the documents specified in clause 4.4 of these rules.

5.3. Passage to the TV tower with registering the visit to the TV Tower on the Site.

- 5.3.1. A Visitor who has paid for the TV Tower Visiting service through the Site, for passage to the TV Tower before start of the session must receive a pass.
- 5.3.2. To get a pass to the TV Tower, the Visitor must:
 - 5.3.2.1. provide to the TD staff:
 - a printed or a displayed on the screen of a mobile device barcode or order's number, confirming the successful registration of the service of visiting the TV tower on the Site;
 - one of the documents specified in clause 2.1.3 of these Rules, for each Visitor;
 - 5.3.2.2. — use the Terminal with entering order's number or scanning of a barcode, received by email, and contact phone number, specified in the order.

5.4. Passage to the TV tower with registering the visit to the TV Tower in the Terminals.

- 5.4.1. The Buyer, who paid for service of visiting the TV Tower in Terminals, gets a pass to the Tower after completion of registration of the service of visiting the TV Tower in Terminals.

6. Requirements and restrictions for visiting TV Tower

- 6.1. In accordance with the requirements of the Analysis of the level of fire safety and calculation of fire risk for people when evacuating from the TV Tower, developed and approved by the VNIPO Russian Federal Emergency Management Service, EMERCOM of Russia, they are not allowed to Visit the TV tower:
- citizens under 6 years of age;
 - persons with obvious signs of alcohol or narcotic intoxication;
 - citizens belonging to the less mobile groups of the population in accordance with SNiP 35-01-2001 (SP 59.13330.2016).
- Paragraph 3.21 of SNiP 35-01-2001 (SP 59.13330.2016) approved by order of the Ministry of Construction of Russia dated November 14, 2016 No.798/pr, refers to people with limited mobility those who have difficulties with independent moving, receiving services, necessary information or with orientation in space (disabled people, people with limited (temporarily or permanently) health capabilities, people with strollers, etc.).
- 6.2. Photo and video footage at the checkpoints of the TV Tower is prohibited.
- 6.3. Visitors with implants, pacemakers, prostheses, etc. containing metal, which can trigger alarm of a security metal detector, must carry a personal identification card of the patient confirming implantation of the medical device.
- 6.4. All Visitors entering 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.), shockshattering (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.).

It is forbidden to carry the listed objects and substances, even if the citizen has permits established on them;

— objects and substances, prohibited to free civil circulation: explosives (solid, liquid, gaseous and others), poisoning and radioactive substances, narcotic and psychotropic substances (with the exception of medical products, containing narcotic drugs, psychotropic substances and their precursors, in the presence of documents confirming the appointment to a citizen of the specified medical products, indicating their names and quantities),

— 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 barred or dangerous (including dummy weapons, etc.), which look like prohibited items;

— 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.;

— vehicles: 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 45x55x25 cm);

— any liquids and food, except for children nutrition, including breast milk in containers which don't contradict the provisions of these Rules;

- glass (ceramic, porcelain) dishes, aerosols and cans (hairspray, deodorants, antistatic agents, etc.), medical equipment, mercury thermometers, etc.;
 - animals and birds.
- 6.4.1. Exceptions to clause 6.4 of the Rules are vital medical products necessary for the Visitor (insulin and infuser pumps (syringes), anti-asthma sprays and others) and medicines, in the amount required by the Visitor for a period of no more than a day. Medicines should be in the original packaging in which they were purchased and on it must be indicated the name of medicine and its labeling.
- 6.5. All personal belongings, with exception of handbags, briefcases, bags for documents, must be checked in the storage room, located behind checkpoints at the entrance to the territory adjacent to the TV Tower.
- 6.6. Visitors of the TV Tower are obliged:
- observe public order, requirements, restrictions and prohibitions established by these Rules;
 - comply with requirement to the Branch staff in relation to ensuring security, maintaining order and cleanliness in the territory of the TV Tower;
 - behave respectfully towards other Visitors and staff of the Branch;
 - immediately inform the Branch staff about detection of suspicious objects, violation of public order, smoke or fire, the need to provide medical care to persons on the TV Tower,
 - not to cause property damage to Visitors and Branch;
 - keep clean;
 - fulfill legitimate demands of the Branch staff;
 - in case of emergency operate according to instructions of the Branch staff, keeping calm and not doing panic.
- Accompanying persons are obliged to ensure observance of these Rules by underage Visitors.
- 6.7. Visitors to the TV tower are prohibited:
- be in a condition of alcohol intoxication, offending human dignity and public morality;
 - do actions that endanger their own safety, life, health, as well as the safety, life, health of other Visitors and the Branch staff;
 - offend Visitors and the Branch staff, commit other acts that discredit honor, dignity or business reputation or are aimed at inciting hatred or enmity, as well as to humiliate the dignity of a person or a group of persons on grounds of gender, race, nationality, language, origin, attitude to religion;
 - go in or climb over fences;

- open locks;
 - independently enter into technical and office premises;
 - regulate engineering equipment;
 - spoil the property of Visitors and the Branch;
 - put inscriptions and stick information products;
 - be in dirty clothes;
 - run;
 - smoke;
 - independently use elevators of the TV Tower, including to enter and exit from it without permission of the lift operator;
 - leave accompanied persons unattended;
 - litter (spit on the floor, blow your nose, throw chewing gum, etc.),
 - carry out any professional photo and Video shooting
 - use decks and levels of the TV Tower and territory of the Branch, adjacent to the Tower, for commercial and advertising activities.
- 6.8. On the outdoor observation decks of the TV Tower special fences are installed. It designed for ensuring the safety of Visitors and third persons. Visitors of the open observation decks are obliged to observe the public order, requirements, restrictions and prohibitions established in these Rules. It is forbidden for Visitors to lean against fences, dispose objects, liquids and debris from outdoor observation desks, to push through the fences parts of body and objects (mobile phones, selfies-paws, etc.).
- 6.9. For all acts or inactions that have caused damage to the branch's property, to their health and health of third persons, due to their own negligence, and also due to ignorance and/or non-observance of these Rules or failure of complying with requirements of the Branch staff, the Visitor is liable itself in accordance with the current legislation of the Russian Federation.
- 6.10. Accompanying persons bear full responsibility for underage Visitors, including responsible for their behavior, safety and for the damage caused by the underage.
When the TV Tower is visited by group of Visitors, included the underage, the accompanying (leader) of this group is responsible for observing these Rules by the underage.
- 6.11. Visitors who don't follow these Rules can be removed from the TV Tower and brought to liability in accordance with the current legislation of the Russian Federation.
- 6.12. Visitors who have penetrated into any technical and office premises are fully responsible for the malfunctions and accidents that have occurred as a result of the Visitor's influence on engineering and technical equipment of the TV Tower.

- 6.13. The Branch isn't liable for any consequences (injuries, damages, other damages) or damage inflicted in respect of third parties in respect of the health and property of the Visitors, if such consequences arose from the non-observance by the Visitors of these Rules and the information indicated on the warning signs and inscriptions, and also failure to comply with requirements of the Branch staff.

7. Canceling the visiting service (sessions) of the TV Tower

- 7.1. Visiting services (session(s)) to the TV tower may be canceled due to:
—force majeure circumstances, including terrorist threat reports, gusts of wind more than 19 m/s;
—lack of technical opportunity for rising Visitors to the observation deck;
— holding regime and special events, within which admission of Visitors on the TV Tower is not allowed.
In addition, under the circumstances described in this paragraph, access to area adjacent to the TV Tower may be restricted or completely closed.
- 7.2. In case of occurrence of the circumstances specified in clause 7.1 of these Rules, full refund is made in accordance with Section 8 of these Rules.

8. Refunds for the TV Tower visiting service

8.1. General provisions regarding refunds for the TV Tower visiting service.

- 8.1.1. If the Visitor is late for the paid session, and (or) for receiving a pass to the TV Tower for the paid session, and (or) in case the Visitor has registered a pass to the TV Tower, but didn't use the service at the right time, the Visitor has the right to return money for the visiting service during the entire period of the paid session.
If the Buyer has applied for a refund because of late/non-arrival or for other reasons after the end of the paid session, refund is not possible, except of cases of valid excuse (illness, etc.) for the time of the session confirmed by relevant documents.
- 8.1.2. Refund at the TD is carried out on the Buyer's application (below – the application) and the ID, provided by the Buyer, in the manner described in this section.
Forms of the Applications are attached to the Rules. The Buyer can get the form at the TD.

- 8.1.3. The application for a refund is made only by the person who paid the service, or by a person authorized by a corresponding power of attorney.
- 8.1.4. In the application all required information must be entered clearly state the refusal of the service and the desire to make a refund.
- 8.1.5. If the Buyer has purchased the visiting TV Tower service at the TD cash desks and in the Terminals, the Buyer must attach to the application a cashier's check confirming payment for the visiting service of the TV Tower, and if cashier's check absents - information on the cashier's check is taken by the Branch employees through the fiscal data operator (OFD).
- 8.1.6. If the Visitor has got a pass to the TV Tower, he must return it with the application to the TD cash desk.
- 8.1.7. Refunds at the TD cash desks are carried out daily, during the work of the TD cash desks specified in clause 2.1.1.3 of these Rules.
The Buyer who paid for visiting service of the TV Tower for the sessions, starting at 21:00, 22:00, and did not manage to submit an application before the end of the paid sessions, has the right to submit an application no later than 15:00 of the next day.
If the Visitor did not visit the TV Tower for a valid reason (illness, etc.), refund is carried out on the application arranged with the TD administrator, or with e-mail to 337m@rtrn.ru , no later than 24 hours from the end of reasons for which the Buyer could not get the visiting service of the TV Tower. Period and reasons which can be considered respectful must be confirmed by documents that are attached to the application.
- 8.1.8. The application, sent by email, must be sent from the same email, which was specified in the order.
- 8.1.9. Processing of the application sent by e-mail is carried out on weekdays (from Monday to Friday) from 10:00 to 18:00 Moscow time.
- 8.1.10. In case of payment with bank card refund is carried out only by bank transfer to the Buyer's bank card from which the payment was made. Date of return is the date when money was debited from the Branch's account. The Branch is not responsible for further passage of funds.
- 8.1.11. Return of funds is carried out within time limits provided by the current legislation of the Russian Federation.
- 8.1.12. The Branch is not responsible for weather conditions affecting the view from the TV Tower and/or access to outdoor observation desks. In this case money paid for the visiting service of the TV Tower is not

returned, the services are considered to be fully provided and in proper quality.

8.2. Refund for the service of visiting the TV Tower due to the canceled session.

8.2.1. In case of cancellation of the session due to the circumstances specified in clause 7.1 of these Rules, the Visitor who paid for the service will be offered to change date and/or time of visiting or get a full refund.

The Buyer who paid for the service of visiting the TV Tower for the last session starting at 22:00, gets full refund without offer to change date and/or time of visit to the TV Tower.

8.2.2. Refund is made on the basis of the application submitted by the Buyer to the TD or to our e-mail 337m@rtrn.ru, no later than the day when the Buyer has paid for the session, in the manner prescribed in clause 8.1 of these Rules.

8.3. Return for the service of visiting the TV Tower paid on the Site.

8.3.1. If the Visitor does not get a ticket for the pass, refund is carried out:
— by the Buyer on the Site. You need to open link for viewing a paid order received by e-mail, after registering the visit service on the Site, and click on button "Return";
— also based on the application submitted by the Buyer with administrator of the TD, in the manner prescribed in clause 8.1 of these Rules.

8.3.2. If the Buyer/Visitor receives a pass to the TV Tower, refund is carried out on the basis of the application submitted by the Buyer with administrator of the TD, in the manner prescribed in clause 8.1 of these Rules.

8.4. Return for the service of visiting the TV Tower paid at the cash office of TD or in the Terminals.

8.4.1. Refund is carried out on the basis of the application submitted by the Buyer to the TD cash desks, in the manner prescribed in clause 8.1 of these Rules.

9. Additional provisions

- 9.1. In addition to registration options for visiting the TV Tower, specified in clause 1.8 of these Rules, the Visitor can purchase the service of visiting the TV Tower from the agents with whom RTRN has concluded agency agreements for search for the Visitors to provide them the visiting services to the TV Tower (below - the Agent).
- 9.2. For the Visitor who buys the service of visiting the TV Tower from the Agent, these Rules apply, with exception of special conditions provided for in this section.
- 9.3. The Visitor, who wishes to amend the service of visiting the TV Tower purchased from the Agent, approves by any amendments with the Agent, while the Branch allows corrections in the service of visiting in accordance with the terms of section 3 of these Rules.
- 9.4. If the session is canceled due to the circumstances specified in clause 7.1 of these Rules, the Visitor who paid for the service of visiting the TV Tower from the Agent, has the right for full refund. The Agent, from whom the Buyer purchases the service of visiting the TV Tower, carries out refund.
- 9.5. In cases of non-receipt of the visiting service of the TV Tower in other circumstances, not specified in clause 9.4 of these Rules, refund is carried out by the Agent from whom the Visitor purchased the visiting service of the TV Tower, in accordance with the current legislation of the Russian Federation.

**Application form
for refund for the unproven service, paid with a bank card**

To whom _____
(position of the head manager of the "MRC" Branch of RTRN)

(full name)
resident at: _____

passport number _____
contact phone _____

**APPLICATION
for refund for the unproven service, paid with a bank card**

I request for a refund for unproven service (Ostankino TV Tower visit) in the amount of (in cursive script and numbers) _____ in
_____ roubles, due to _____
Date of payment: _____
Way of payment: cash desks/terminal/site (underline the right)
Order number _____
Type of ticket (adult/child/student) _____
Date and time of visiting _____
Personal details of visitors (full name and dates of birth) _____

Order number (SMS from bank) _____ do not fill _____
Type (Visa/MasterCard) and number of bank card (the last 4 numbers) _____
Cardholder name (as stated on card, in block letters) _____
E-mail adress, specified when registering and paying for service _____

I agree to the processing of my personal data specified in this application by the Branch in order to follow the Rules for visiting the Ostankino TV Tower.

Date: _____
Signature: _____

Client's signature: _____

signature transcription

Date «__» _____ 20__ г.

**Application form
for refund for the unproven service,
paid in cash at cash desks of TD**

To the director of RTRN branch MRC Nazarov D.O.

from _____
(full name)

resident at: _____

passport number _____
contact phone _____

**APPLICATION
for refund for the unproven service, paid in cash at cash desks of TD**

I request for a refund for unproven service (Ostankino TV Tower visit) in the amount of (in cursive script and numbers) _____ in
roubles due to _____

I agree to the processing of my personal data specified in this application by the Branch in order to follow the Rules for visiting the Ostankino TV Tower.

Date: _____
Signature: _____

An unused cashier's check signed by the administrator is attached.

Client's signature: _____
signature transcription

Date «__» _____ 20__ г.

**Receipt for the cash, received at the cash desks of TD of RTRN
Branch "MRC"**

I, _____, have received from the
cash desk (full name)

_____ (amount in numbers)

I have no claims.

Signature: _____
(signature transcription)

Date « » _ 20 г.