

**Ministry of Culture of the Russian Federation
Federal State-Owned Enterprise
Russian State Circus Company**

**DECREE
Moscow**

**Regulation approval of selling tickets for entertainment events and visits to the
branches of the Federal State Enterprise**

In accordance with operation reasons and compling the legislation

IT IS ORDERED AS FOLLOWS

1. Approve the attached Regulations on the procedure for the sale of tickets for entertainment events and visits to the branches of the Federal State Institution "Russian State Circus Company" (hereinafter referred to as the Regulations).
2. Directors of branches of the Federal State Enterprise "Russian State Circus Company":
 - 2.1. Annul the current local regulations governing the procedure for the sale of tickets for entertainment events and visits to the branches of Russian State Circus Company.
 - 2.2. Strictly follow the present Regulations when carrying out the activities of a branch.
 - 2.3. Bring to notice the contents of the attached to the personnel.
3. The department of document circulation is to bring to notice the contents of this order to the directors of the branches of the Federal State Enterprise "Russian State Circus Company" against the signature.
4. The personal responsibility for failure to comply with this order shall be assigned to the directors of the branches.
5. I reserve the control over the execution of this order.

Affirmed by the Order
of the Director of the federal state-owned company
"Russian State Circus Company"

Regulation.

"The order of selling tickets for entertainment events and visits to the branches of the Federal State Enterprise - "The Russian State Circus Company"

1. General statements.

1.1. This Regulation was developed in accordance with the Federal Law of the Russian Federation of 07.02.1992. No. 2300-1 "Protection of Consumer Rights", Federal Law No. 152-FZ July 27, 2006 "Personal Data", the Civil Code of the Russian Federation, the Charter of the federal state-owned enterprise "The Russian State Circus Company" (hereinafter referred to as the Circus) regulates the procedure for the implementation and return of tickets for the acts, performances, festivals (hereinafter-events) held by the Circus as well as the rules for visiting Circus events in order to improve the quality of service to consumers.

1.2. This Regulation is brought to the attention of the Spectators by placing in the ticket office and on the official Circus websites (hereinafter the Circus website) and is a public offer contract, the purchase of the ticket is the unconditional acceptance (acceptance) by the Buyer of all Offer conditions without any exemptions and / or limitations to concluding a written contract (part 3 of Article 434 of the Civil Code of the Russian Federation).

1.3. The repertoire, duration of performances, acts and other events held by the Circus as well as age limits are determined by the Circus independently.

1.4. The Circus undertakes to do everything possible to ensure that the events declared in the playbill take place on the appointed days and at the appropriate technical and artistic level. The Administration of the Circus reserves the right to make changes in the artistic composition of the events without prior notice to the Spectators. Changes in the artistic composition are not grounds for refunding the ticket.

1.5. The administration of the Circus reserves the right to replace one performance (event) with another in the event of an artist's illness, technical and other objective reasons.

1.6. Information about the replacement or cancellation of activities and the terms of exchange or refund of tickets is posted in the Circus building in an accessible place for Spectators and on the site of Circuses.

1.7. The circus has the right to change the conditions for the sale and return of tickets unilaterally placing them in the Circus ticket office and on the official website at least 14 (fourteen) days before the commencement of their action.

2. The procedure for selling tickets.

2.1. The spectator can purchase tickets for Circus events in one of the following ways:

- at the Circus ticket offices;
- on official Circus websites;
- from official distributors.

2.2. By purchasing a ticket for the event held by the Circus the Spectator confirms the fact of concluding a contract for the provision of paid services in the sphere of culture with the performer - the Circus, and also agrees with the order of realization, return of tickets and visiting the Circus specified in this Regulation. The contract for the provision of paid services is formalized by issuing to the Ticket Auditor.

2.3. The ticket is a form of strict accountability approved by the order of the Ministry of Culture of the Russian Federation "On Approval of Forms of Strict Reporting" dated December 17, 2008 No. 257.

The ticket contains:

- name and type of service;
- the time and date of the service (time and date of the event);
- the venue of the event, as well as the Spectator's place, in the auditorium;
 - service cost;
 - and other information provided in accordance with the legislation of the Russian Federation.

2.4. When buying tickets, the Spectator has the right to receive full information about events held in the Circus.

2.5. Tickets are sold both by cash and bank (credit) cards.

2.6. The ticket is valid for visiting the Circus by one person - the ticket holder. Every adult and every child must have a separate ticket.

2.7. Information on the availability of tickets for specific dates and events may be get on the phone by calling the Circus ticket offices and / or on the Circus website.

2.8. If you lose or damage a ticket issued on a strict reporting form the ticket will not be reissued. Circus has the right to refuse to the spectator to attend the performance if the damaged ticket does not allow to establish the authenticity of the ticket or information about the place in the hall, the date of the event or other information necessary to use the ticket.

3. Purchase an electronic ticket on the Circus website.

3.1. Sale of tickets in real time mode is carried out on the Circus website. When choosing an event, time, date of the event and place, you need to click on the event icon. After choosing the seats you need to place an order by filling in the fields with the full name and phone number, e-mail and then click "Pay Order". Upon completion of payment a ticket will be sent to the e-mail address you provided.

3.2. An electronic ticket is a digital entry in the Circus database confirming the booking and payment of a ticket for the relevant event. The material carrier of the electronic ticket is a file of the electronic ticket form which is sent to e-mail address

of the Spectator specified at the time of placing the order and which must be printed for the event to be viewed. In case of copying forms of e-tickets access to the event will be opened only on the ticket that was presented first.

4. Sale of tickets through the distributors and agents of the Circus.

4.1. In order to expand the sales area and ensure the availability of events for more Spectators the Circus concludes agreements with ticket distributors.

4.2. On the basis of concluded contracts distributors and agents sell tickets for circus performances using their own means (software, cash registers and websites) and have the right to print tickets on their own strict reporting forms if provided by contract.

4.3. Official distributors and agents get access to ticket information and begin selling tickets in accordance with their ticket sales rules.

4.4. The tickets are sold at prices indicated on the ticket while the distributors have the right to impose additional fees for their services that are not included in the ticket price for which the Circus does not carry responsibility.

5. The procedure for refunding tickets purchased at the box office and/or on the official website of the Circus.

5.1. General Statement on Tickets' Refund.

5.1.1. In accordance with the Civil Code of the Russian Federation and the Law "On the Protection of Consumer Rights", the buyer of the ticket is entitled to unilaterally refuse to perform the contract for paid provision of services before the event and to return the ticket provided that the payment to the Circus actually incurred expenses related to the performance of obligations under this agreement.

5.1.2. In case of replacement or transfer of the event the ticket purchased at the Circus ticket office, on the official website or from the distributors, shall be deemed to be not valid and shall be returned in accordance with the procedure established in this Regulation.

5.1.3. The Circus administration is not liable for fake tickets and tickets purchased from persons who are not official representatives of the Circus .

5.1.4. An unused ticket does not give the right to enter other events and payment for such ticket is not refundable.

5.1.5. It is allowed to exchange tickets for another event with the permission of the Administration. Such an exchange is carried out according to the rules of ticket refund.

5.1.6. In case of damage and loss of tickets duplicates are not issued and money is not refunded. Use of damaged tickets is allowed if the state of damage to the ticket does not exclude the possibility of establishing the authenticity of the ticket and all the data necessary for its use.

5.1.7. Refunds and exchanges are subject to tickets purchased only at the ticket office, at the official site Circus, in a separate unit, as well as with official distributors.

5.1.8. In case of late arriving at an event and / or not attending an event for any reason the ticket price is not refundable.

5.1.9. Refund is only for the nominal value of the tickets indicated on the ticket.

5.1.10. The cost of the service fee is not refundable including: commission of the agent, payment terminals and any other charges and payments of the Spectator associated with the purchase of the ticket.

5.1.11. After the beginning of the event tickets are not returned, the ticket price is not reimbursed by the Circus.

5.1.12. Return of a ticket purchased through the distributor the Spectator is entitled to exercise independently through the same distributor in accordance with its internal rules.

5.1.13. Ticket return on the initiative of the Spectator including the return of tickets through the Spectator's fault, is made no later than 1 (One) day prior to the event. After the specified time the check-in is not accepted, the money is not returned.

5.1.14. In cases of replacement, cancellation or postponement of an event, the cost of tickets to be returned is fully reimbursed to the Spectator. At the same time tickets are accepted in the following terms:

- when replacing an event - from the moment of the official notification about the replacement of the event to the commencement of the replacement event;
- when the event is postponed - from the moment of the official notification about the transfer of the event but not later than one day before the start of the transferred event;
- upon cancellation of the event - from the moment of the official notification of the cancellation of the event, but not later than 1 day after the canceled event specified in the ticket

5.1.15. Tickets are refunded on the basis of the application of the Spectator (Appendix No. 1 to this Regulation), in the presence of a passport and the original of the ticket being handed over.

5.1.16. Refunds are made in the following order:

- for tickets purchased at the Circus cash desk or in a separate unit for cash, cash is refunded at the Circus cash desk;
- for tickets purchased at the cash desk of the Circus by bank (credit) card - at the cashier's desk if there is a bank card with which the funds were debited. The term for crediting funds to a bank card depends on the processing of payments by the Cardholder's Bank.

5.2. Return of e-tickets.

5.2.1. In case of replacement, cancellation or postponement of an event, the cost of the tickets to be paid shall be reimbursed to the Auditor in full, except for commission expenses, by transferring the amount to be returned to the bank card from which the payment was made, on the basis of the application of the Spectator.

5.2.2. On the initiative of the Spectator the ticket price for events is refunded on the basis of the application of the Spectator if there is an order number no later than 1

(One) days before the event starts. After the specified time tickets are not accepted, money is not refunded.

5.2.3. In case of return of electronic tickets the money is returned only to the cardholder who paid the bill and only by bank transfer. To return tickets and money you need to call the contact center 8-800-500-70-00 and explain to the operator for whatever reason the Spectator intends to return tickets purchased. After that the operator will send an application to fill in the e-mail address and the application must be sent to the address specified by the operator. The term for crediting funds to a bank card depends on the processing of payments by the Cardholder's Bank.

5.2.4. When returning electronic tickets, the spectator returns to the nominal valueticket. The cost of the service fee, the commission of payment terminals and any other charges and payments of the Spectator associated with the purchase of the ticket will not be returned to the customer.

6. Consent to the processing of personal data

6.1. For the purposes of selling / refunding tickets for events held by the Circus, the Spectator hereby gives his consent:

- for the processing of their personal data, which include:

- passport details;
- other information that is necessary for the correct documentation of legal relations between the Spectator and the Circus;

-on the implementation of any action with respect to personal data that necessary or desirable to achieve the above objectives including (without limitation) collection, systematization, accumulation, storage, clarification (updating, modification), use, distribution (including transfer to third parties), depersonalization, blocking, cross-border transfer of personal data, as well as the implementation of any other actions with personal data provided by the current legislation of the Russian Federation.

6.2. The Circus guarantees that the processing of the personal data of the Spectator is carried out in

accordance with the Federal Law of July 27, 2006 N 152-FZ "On Personal Data" and other applicable laws of the Russian Federation on the protection of personal data.

6.3. Consent to the processing of personal data is valid from the moment of acceptance of the offer by the Spectator and is valid until the expiry of the terms established by the current legislation of the Russian Federation.

7. Procedure for attending events.

7.1. Buying a ticket to the Spectator The spectator undertakes to observe the rules of conduct specified in this Regulation on the tickets as well as the rules of conduct and access regime established at the venue of the performance.

7.2. The entrance to the Circus is provided with a ticket.

7.3. One ticket entitles one person to visit the Circus.

7.4. Tickets for the right to visit the Circus are presented to the inspectors in the expanded form.

7.5. The entrance to the Circus building opens 45 minutes before the event. The time of the beginning of the event is indicated on the ticket. The audience is obliged to arrive at the Circus in time for the event. The spectators themselves must ensure timely arrival at the beginning of the event.

7.6. Children under the age of three can attend the presentation free of charge if there is a document confirming the age of the child (birth certificate or entry in the parent's passport), but without providing a separate seat with only one child who has not reached a ticket with an accompanying person three years of age.

7.7. Minors under the age of twelve are admitted to the circus by ticket only accompanied by an adult accompanying with a ticket.

7.8. Visiting the circus with any animals is prohibited.

7.9. In order to ensure the safety of the Spectators at the entrance to the Circus: Spectators are required to pass through the arched metal detectors having previously placed hand baggage and metal objects on the designated place and also to bring in bags, packs, backpacks, bundles, other objects prohibited to be carried in Circus. In case the Spectator does not want to pass control the Circus administration has the right to ban to attend the Circus.

7.10. It is strictly forbidden to carry piercing-cutting objects, weapons, self-defense means, alcohol products, narcotic, psychotropic, explosive and highly flammable substances as well as food and water/carbonated drinks in glass containers.

7.11. Outer clothing, bags, bags, backpacks, bundles and other large items should be deposited in a wardrobe or a storage room before the event.

7.12. Administration is not responsible for the loss of money, other currency valuables, securities and other valuable things and any other property left by the Spectator unattended or handed over to the wardrobe together with outer clothing.

7.13. The spectator, while in the Circus, must take care of the Circus property, observe cleanliness, public order and fire safety rules. Material damage caused to the property belonging to the Circus shall be collected from the guilty persons in full in the order established by the legislation of the Russian Federation.

7.14. When using ladders, spectators should be careful, hold on to handrail, do not hang over the rail, keep young children by the hand or on their hands, watch their behavior on the stairs.

7.15. In the event of loss of personal belongings of the Spectator, you should contact the duty officer

Administrator of the Circus.

7.16. In case of loss of a child in the Circus building you need to contact the Circus Administrator.

7.17. Persons under the influence of alcohol, narcotic, psychotropic intoxication, as well as in dirty clothes can be denied in visiting the Circus.

7.18. According to the Federal Law of the Russian Federation No. 15-FZ of February 23, 2013 "On protecting the health of citizens from exposure to ambient tobacco smoke and the consequences of tobacco consumption", smoking, as well as the use of

electronic cigarettes and other smoking devices with smoke imitation in the Circus building and its territory is strictly prohibited.

7.19. Drinking alcohol and alcohol-containing drinks in toilets, foyer and auditorium is strictly prohibited, as well as in all other premises of the Circus and in the Circus, except for catering facilities (if available).

7.20. Entrance to the hall in outer clothing and head-dresses is not allowed.

7.21. The spectators must occupy the seats indicated in the purchased tickets.

7.22. For the duration of the event Spectators are required to transfer mobile devices to a silent operation mode.

7.23. During the actsof the performance with the participation of predatory animals the spectators are obliged to follow the directions of the leading circus performer - do not stand up, do not let the children off, do not use light pointers, etc.

7.24. The entrance to the hall begins at the invitation of the administrator on duty.

7.25. Late arrivals are considered to be the Spectator who entered the Circus after the beginning of the event.

7.26. Late Spectator can enter the hall only with the permission of the Administrator on duty if this does not interfere with the presentation and the audience in the hall.

7.27. It is forbidden at the time of performance:

- create situations that bother Spectators from watching the show;
- stay during the event in the aisles, on the stairs, interfere with the movement of participants and spectators, get up on armchairs, jump, arrange imitations of unlawful actions;
- behave provocatively, threateningly against spectators and participants of the event, create a threat to life and safety to yourself, others, or endanger anyone, no matter how;
- to conduct phone conversations;
- walk around the hall;
- be in the aisles of the main Circus arena and perform unauthorized access to the arena;
- go behind the scenes of the Circus

7.28. Persons who do not comply with this Regulation violate the public order which endanger the life and health of visitors may be removed by the employees of the Circus / or employees of a private security company from the territory of the Circus. Depending on the nature of the offense the Circus Administration may confine itself to a warning or refer the offender to the police for appropriate measures of influence.

