

**Approved by**  
the order of General Director of  
FKP «Russian State Circus Company»  
26.10.2017 №1583/p  
Ivanov D.E.

**PROVISION**  
**About the procedures for the sale**  
**of tickets for performances and visiting**  
**of ROSGOSCIRK branches**

**1.General provisions**

**1.1.**This Regulation was drafted in accordance with the Federal law of the Russian Federation 07.02.1992 № 2300-1 "Consumer Protection Act", the Federal law of 27.07.2006 M 152 - Federal law "Protection of personal data", the Civil code of the Russian Federation, the Charter of the FKP "Rosgoscirk" (hereinafter-the Circus), regulates the procedure for the sale and return of tickets for performances, festivals (hereinafter-the events), conducted by the Circus, as well as the rules of attending Circus events, in order to improve the quality of consumer service.

**1.2.**This Regulation is brought to the attention of the Audience by posting in the cash room and on the official websites of the Circus (hereinafter - the Circus website) and is a public offer agreement, the purchase of a ticket is an unconditional acceptance (acceptance) by the Buyer of all the terms of the Offer without any exceptions and/or restrictions and is equivalent to the conclusion of a written agreement (part 3 of article 434 of the civil code).

**1.3.** Repertoire, duration of performances and other events held in the Circus, as well as age restrictions are determined by the Circus independently.

**1.4.** The Circus undertakes to do everything possible to ensure that the events announced in the poster take place on the appointed days and time, at the proper 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 Audience. Changes in the artistic composition are not grounds for ticket refund.

**1.5.** The Administration of the Circus reserves the right to replace one performance (event) with another in case of illness of the artist, technical and other objective reasons.

**1.6** Information about the replacement or cancellation of events and the time frame of the exchange or return of tickets is posted in the Circus building in a place accessible for viewing by Spectators and on the Circus website.

**1.7.** Circus has the right to change the conditions of sale and return of tickets unilaterally, placing them in the cash room of the Circus on the official website at least 14 (Fourteen) days before the start of their action.

## **2. The order of sale of entrance tickets.**

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

- \*at the Circus cash office;
- \* on the official websites of the Circus;
- \* from official distributors.

**2.2.**By purchasing a ticket to the event held by the Circus, the Spectator confirms the conclusion of a contract of paid services in the field of culture with the Circus performer, and also agrees with the procedure for the sale, return of tickets and visit to the Circus specified in this Provisions. The contract of paid services is issued by issuing a ticket to the Spectator.

**2.3.**The ticket represents the form of the strict accounting approved by the Order of Ministry of Culture of the Russian Federation "about approval of forms of strict accounting" from 17.12.2008 №257.

The ticket contains:

name and type of service;

time and date of the service (time and date of the event);

the place of the event, as well as the place of the Spectator in the auditorium;

the cost of services;

and other information, provided in accordance with the legislation of the Russian Federation.

**2.4.**During the procedure of purchase of tickets, the Spectator has the right to receive comprehensive information about events held in the Circus.

**2.5.**Sale of tickets is carried out both by cash and cards.

**2.6.**The ticket is valid for a visit to the Circus by one person — the bearer of the ticket. Each adult and child must have a separate ticket.

**2.7.**Information about the availability of tickets for specific dates and events, the Spectator can get on the phone by calling the ticket office of the Circus or on the Circus website.

**2.8.** In case of loss or damage of the ticket issued on the form of strict accountability, re-issuance of the ticket is not made. The circus has the right to refuse the Spectator to attend the event if the damaged ticket does not allow to establish the authenticity of the ticket or information about the date of the event or other information necessary for the use of the ticket.

## **3.Purchase an electronic ticket on the Circus website**

**3.1.** Tickets are sold in real time on the Circus website. When choosing an event, time, date of the event and place, you must click on the icon of the event. After selecting of place you need to place your order by filling in the fields with the name and phone number, e-mail, and then click "Pay". After successful payment ticket will be send to the specified e-mail address.

**3.2.** E-ticket is a digital record in the Circus database, confirming the booking and payment of the ticket for the corresponding event. The material carrier of the e-ticket is the file of the e-ticket form, which is sent to the e-mail address of the Spectator specified when ordering, and which must not be printed out to attend the event for it is enough to show the image of the ticket on the gadget. In case of copying e-ticket forms, access to the event will be opened only on the ticket that was presented first.

#### **4. Ticket sales through distributors and Circus agents.**

**4.1.** With the aim of expanding the areas of sales and availability of events bigger number of Spectators, Circus contracts with distributors of tickets.

**4.2.** On the basis of concluded contracts distributors and agents sell tickets for the Circus used their own tools (software, service and sites) and have the right to print tickets on their own forms of strict accountability, if it is provided by the contract.

**4.3.** Official distributors and agents have access to ticket information and start selling tickets in accordance with their ticket sales rules.

**4.4.** Ticket sales are made at the prices indicated on the ticket, and distributors have the right to set additional fees for their services that are not included in the ticket price, for which the Circus is not responsible.

#### **5. Ticket refund procedure, purchased at the cash office and / or on the official website of the Circus.**

**5.1.** General provision about return of tickets.

**5.1.1.** In accordance with the civil code of the Russian Federation and the "Consumer Protection Act", the ticket buyer has the right to unilaterally refuse from the contract of paid services before event and return the ticket provided payment to the Circus of actually costs associated with obligations under this agreement.

**5.1.2.** In case of replacement or postponement of the event, tickets purchased at the circus cash office, on the official website, or from distributors, must be considered invalid and must be returned in the order prescribed in this Regulation.

**5.1.3.** Circus administration is not responsible for fake tickets and tickets, purchased from persons who are not official representatives of the Circus.

**5.1.4.** The unused ticket does not give the right to visit other events and the payment for such ticket is not refundable.

**5.1.5.** It is allowed to exchange a ticket for another event with the permission of the Administration. The exchange is carried out according to the rules of ticket refund.

**5.1.6.** In case of damage, damage and loss of tickets duplicates are not issued and the money is not returned. The use of damaged tickets is allowed if the degree 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.** Return and exchange are subject to tickets purchased only at the cash office, on the official site of the Circus, in a separate unit, as well as from official distributors.

**5.1.8.** In case of being late for the event and / or not attending the event for any reason, the ticket price is non-refundable.

**5.1.9.** The refund is made only to the nominal value of the tickets indicated on the ticket.

**5.1.10.** The service fee is non-refundable, including: agent commission, payment terminals and any other fees and charges of the Spectator related to the purchase of the ticket.

**5.1.11.** After start of the event, tickets are not returned, the Circus does not refund the cost of the ticket.

**5.1.12.** The Spectator has the right to return the ticket purchased through the distributor independently through the same distributor, in accordance with its internal rules.

**5.1.13.** Refund of tickets at the initiative of the Spectator, including refund of tickets through the fault of the Spectator, produced not later than 1 (one) day before the event. After the specified time the tickets will not be accepted, the money will not be returned.

**5.1.14.** In case of replacement, cancellation or postponement of the event, the cost of tickets is refunded to the Spectator. In this case, tickets are accepted in the following terms:

- \* when replacing the event - from the moment of official notification of the event replacement to the beginning of the replacement event;
- \* in case of postponement of the event - from the moment of official notification of the postponement of the event, but not later than one day before the start of the postponed event;
- \* in case of cancellation of the event - from the moment of official notification of cancellation of the event, but not later than 10 days from the date of the canceled event specified in the ticket.

## **5.2. Return of e-tickets.**

**5.2.1.** In case of replacement, cancellation or postponement of the event, the cost of tickets is refunded to the Spectator, except for commission costs, by transferring to the bank card from which the payment was made, on the basis of the Spectator's application.

**5.2.2.** At the initiative of the viewer, refund of the ticket price for the events is carried out on the basis of the Spectator's application in the presence of the order number not later than 1 (one) day before the event. After the specified time the tickets will not be accepted, the money will not be returned.

**5.2.3.** In case of return of e-tickets, the money will be returned only to the cardholder who paid for the tickets, 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 why the Spectator

intends to return the purchased tickets. After that, the operator will send an application to the e-mail address for filling, the application formalized according to the established model must be sent to the address specified by the operator.

The term of money transfer to the bank card depends on the cardholder's Bank.

**5.2.4.** During the returning of e-tickets, the nominal cost of the ticket is returned to the Spectator. The cost of the service fee, the commission of payment terminals and any other fees and charges of the Spectator associated with the purchase of the ticket will not be refunded.

## **6. Consent to the processing of personal data**

**6.1.** In order to sell/return tickets for events held by the circus, the Spectator

hereby gives his consent:

- the processing of their personal data, which include:

\*passport data;

\* other information required for proper documentation of legal relations between the audience and the circus;

— to take any action with respect to personal data that is necessary or desirable to achieve the above objectives, including (without limitation) collection, systematization, accumulation, storage, clarification (update, change), 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.** Circus guarantees that the processing of personal data of the Spectator is carried out in accordance with the Federal law of 27.07.2006 M 152-FZ "on personal data" and other applicable legislation 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 expiration of the terms established by the current legislation of the Russian Federation.

## **7. The procedure for visits of events.**

**7.1.** By purchasing a ticket for the performance, the Spectator undertakes to respect the rules of conduct specified in this regulation, on the ticket, as well as the rules of conduct and access control established at the venue of the performance.

**7.2.** Entrance to the circus is subject to availability of a ticket.

**7.3.** One ticket gives the right to visit the circus to one person.

**7.4.** Tickets with right to visit the circus are presented to controllers in supervisors form.

**7.5.** The entrance to the circus is opened in 45 minutes before the event. The start time of the event is indicated on the ticket. Spectators are required to arrive at the circus in time before the event. Spectators must ensure timely arrival at the beginning of the event.

**7.6.** Children under the age of three can attend the shows free of charge when they

the presence of a document confirming the age of the child (birth certificate or entry in the passport of the parent), but without a separate seat, with one ticket with an accompanying can pass only one child under the age of three.

**7.7.**Minors under the age of 12 are allowed to enter the circus on the ticket only if accompanied by an adult with the ticket.

**7.8.**Visiting the circus with any animals is prohibited.

**7.9.**In order to ensure the safety of Spectators at the entrance to the circus: Spectators are required to pass through the arched metal detectors, after putting on the designated place hand luggage and metal objects, as well as to provide for the inspection of bags, backpacks, convolutions, in order to identify prohibited items in the circus building. In case of unwillingness of the Spectator to pass the control, the administration of the circus has the right to refuse in visit the circus.

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

**7.11.** Outerwear, bags, backpacks, convolutions and other large items must be deposited in the cloakroom or Luggage storage before the event.

**7.12.**The administration is not responsible for the loss of money, other currency values, securities and other precious things and any other property left by the Spectator unattended or put in the wardrobe, with outerwear.

**7.13.** The Spectator during his stay in the circus must take care of the property of the Circus, keep clean, public order and fire safety rules. The material damage caused to property belonging to the Circus is recovered from guilty persons in full in the established legislation of the Russian Federation.

**7.14.** When using the stairs, the Spectators must be careful to hold the handrail, not to outweigh the handrail, hold young children by the hand or on the hands, their control behavior on the stairs.

**7.15.** In case of loss of personal belongings of the Spectator it is necessary to seek on duty administrator of the Circus.

**7.16.** In case of loss of the child in the circus building it is necessary to seek on duty administrator of the Circus.

**7.18.** According to the Federal law of the Russian Federation of February 23, 2013 № 15-FZ "About protection of citizens' health from surrounding tobacco smoke and the consequences of tobacco consumption " smoking, as well as the use of electronic cigarettes and other devices for smoking imitation of smoke in the Circus building on its territory is strictly prohibited.

**7.19.** Drinking alcohol and alcohol-containing beverages in the toilets, foyer and auditorium is strictly prohibited, as well as in all other areas of the Circus and the Circus, with the exception of catering (if available).

**7.20.** Visiting th Circus in any overcoat and headgear is not allowed.

**7.21.** Spectators are required to occupy the seats specified in the purchased tickets.

**7.22.** During the event, Spectators are required to have mobile devices in silent mode.

**7.23.** During the event with participation of predatory animals, the spectator is obliged to carry out instructions – stay in places, do not let go of children, do not use light pointers, etc.

**7.24.** Entrance to the hall begins at the invitation of the duty Administrator. **7.25.** A Spectator who entered the Circus after the start of the event is considered to be late.

**7.26.** A late Spectator can enter the hall only with the permission of on duty Administrator if it does not interfere with the event and the audience of the hall.

**7.27.** Prohibited during the presentation:

\* create situations that prevent Spectators from watching the performance;

\* be during the event in the aisles, on the stairs, to interfere with the movement of participants and Spectators, get up on the chair, jump, arrange imitation of illegal actions;

behave provocatively, threatening the audience and participants of the event, endanger the life and safety of yourself, others, or endanger anyone, in any way;

conduct telephone conversations;

to walk around the room;

\* to be in the aisles of the main arena of the Circus and to carry out unauthorized fashion arena;

\* go behind the scenes of the Circus.

**7.28.** Persons who do not comply with this Regulation, violate public order, pose a threat to the life and health of visitors may be removed from the territory of the Circus by Circus employees /or employees of a private security company. Depending on the nature of the offence, the Circus administration may limit itself to warning or refer the offender to the police for appropriate action.

to the Regulation " About the procedures for the sale  
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**A model of declaration for refund**

To director of branch of FKP ROSGOSCIRK

\_\_\_\_\_  
(name of the circus)

\_\_\_\_\_  
(name of branch director)

From \_\_\_\_\_  
(Full name)

Address \_\_\_\_\_

Passport number \_\_\_\_\_ date of issue

Contact number \_\_\_\_\_

**STATEMENT**

Due to \_\_\_\_\_  
(specify the reason for ticket refund)

please return me the money in the amount of \_\_\_\_\_  
(sum in figures and words)

acquired(s) at the circus \_\_\_\_\_  
(name of performnce)

which will take place « » \_\_\_\_\_ 20\_\_ year

Blanks of tickets of strict accounting attach in amount of \_\_\_\_\_

Please return the money:

- to the bank card used to pay for the tickets
- by cash.

With the terms of refund according to rules informed.

« » \_\_\_\_\_ 20\_\_ year

\_\_\_\_\_/\_\_\_\_\_/