

1. GENERAL PROVISIONS

1.1. The Rules have been developed in accordance with the Civil code of the Russian Federation, the Law of the Russian Federation of 07.02.1992 No.2300-1 On Consumer Rights Protection, the Federal law of 27.07.2006 No.152-FZ On Personal Data and regulate the order of sale and return of tickets for the events held in the International Exhibition Centre Crocus Expo (the Crocus Expo IEC).

The Crocus Expo IEC event is an exhibition/fair/corporate, congress or other event which organizer is the Crocus Expo IEC, held within the period determined by the Organizer (hereinafter referred to as the Event).

The Event period is the period of time when the Event is opened for the general public including persons visiting the Event by chargeable tickets (hereinafter referred to as the Client and jointly referred to as the Clients).

1.2. The hereto Rules constitute contractual purchase agreements between the Client and the Organizer. The proposal of the Organizer on acquisition of the entrance ticket is considered to be the public offer. Purchase of the entrance ticket by the Client means acceptance of all conditions of the offer without any withdrawals and/or restrictions and is equivalent to the conclusion of the written form of the contract (p. 3 Art. 434 of the Civil Code of the Russian Federation).

1.3. The Rules will be brought to the Clients notice by placement on the official websites of the Events and in the Crocus Expo IEC ticket offices.

2. GENERAL RULES FOR TICKETS PURCHASE

2.1. Tickets to the Events can be purchased only in the Crocus Expo IEC at the Service Centre cash desks or online through the official website of the Event.

2.2. Upon purchase of the ticket the Client shall be entitled to obtain complete relevant information about the profile of the Event and its program, about availability of privileges, about special conditions of the Event visit (dress-code, visit of the Event in certain days of a week and etc.).

2.3. The Client shall familiarize with the Rules of Visiting Events Held in the International Exhibition Centre Crocus Expo and the Personal Data Processing Policy before purchase of the ticket. The mentioned above documents are available on the official websites of the Events.

2.4. Upon purchase of the ticket the Client shall take into account the information sign on the poster of the relevant Event designating age category admissible for visit.

2.5. Ticket purchase by the Client shall assume the conclusion of the contract with the Event Organizer for paid services related to the Event visit.

2.6. The ticket to the Event is valid only for the specified on the ticket date and time (period). The ticket not used during the specified date and time shall be invalid for admittance in other dates and time and to other Events held in the Crocus Expo IEC.

2.7. The Organizer shall be entitled to set special prices and discounts for separate types of the Events, for a certain category of citizens, for a certain period of the ticket purchase and also on other bases established by the Organizer. Such tickets are made available for a given event upon decision of the event Organizer.

Information on discounts and special prices for the Event visit, on the size, order and conditions of their receiving shall be available on the official website of the Event.

2.8. The Organizer shall be entitled to make changes concerning the date, time and place of the Event. Information on changes and also on procedure of return or replacement of the tickets shall be available on the official website of the Event.

3. TICKET PURCHASE PROCEDURE IN THE CROCUS EXPO IEC

3.1. Tickets to Events can be purchased at the Crocus Expo IEC cash desks at the Service Centre counters which are located in each pavilion of the exhibition centre on the Event site.

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Depending on the number of visitors, in addition to cash desks at the Service Centres' counters there will be available additional cash desks placed on Registration counters in other Crocus Expo IEC pavilions, outdoors in front of pavilions, in the loading gates area, on the underground and rooftop parking lots of the Crocus Expo IEC.

The Organizer shall place information on the location of the operating cash desks on the Service Centre counter.

3.2. Tickets to the Crocus Expo IEC Event can be purchased at cash desks only during the Event period. Cash desks opening hours start with the opening of the Event and end 30 minutes prior to the Event closing hour without breaks.

3.3. The Event period is established by the Organizer. The relevant information shall be posted on the official website of the Event, in the Service Centre, on the posters announcing the Event, in printing editions, by means of advertizing in mass media and also by other means determined by the Organizer.

3.4. Tickets to the Events purchased at the Crocus Expo IEC cash desks shall be paid for in cash or by bank card.

4. E-TICKETS PURCHASE PROCEDURE ON THE EVENT WEBSITE

4.1. At condition/availability of online ticket sale, it is possible to purchase a ticket on the official website of the Event using one of the following bank issued card:

- MasterCard Worldwide (except MasterCard Electronic and Maestro);
- Visa International;
- National Payment Card System MIR.

Confidentiality of given personal data shall be provided by Russian Standard Bank AO. The entered data will not be provided to the third parties except as specified and stipulated by the legislation the Russian Federation. Payments effected by bank cards shall be performed in strict accordance with requirements of the Visa International, MasterCard Worldwide (except MasterCard Electronic and Maestro) and the National Payment Card System MIR payment service systems.

4.2. By clicking the Payment button the Client will be redirected to a secure payment page where the Client will be required to enter the information necessary to make the payment.

For the Client to effect the payment it is required first to give consent to personal data processing and then to enter personal data.

4.3. After making a successful payment the payment notification and the e-ticket will be sent to the e-mail address the Client has entered.

4.4. The ticket should be printed out or downloaded to a mobile device for the Client to show it at the entrance to the Event site. Tickets cannot be photocopied or otherwise duplicated. The unique barcode on each ticket allows only one entry to the event. In case of making a copy only the first presented e-ticket will be valid for admittance.

4.5. E-ticket with barcode scanned by barcode reader at the entrance to the Crocus Expo IEC exhibition hall entitles to the admittance to the Event. E-ticket with a damaged barcode and with corrections and blots shall be deemed invalid.

4.6. The e-ticket purchased on the Event website and the ticket purchased at the Crocus Expo IEC cash desks are equivalent and grant the identical admittance to the Event.

5. TICKETS RETURN PROCEDURE

5.1. Return of the ticket to the Event purchased at the Crocus Expo IEC cash desk or on the Event website shall be made by personal address of the Client to the Service Centre with the Ticket Refund Application.

The form of the specified Application can be received and filled out at the Service Centre counter and on the Event website. The copy of the Ticket Refund Application with a note about date and time of its acceptance is handed to the Client by the Service Centre attendant.

Ticket Refund Applications acceptance prior to the Event period shall be made on office days: Monday – Friday, from 09:30 till 18:30. During the Event period Ticket Refund Applications are accepted during all days within the Event period, not later than 30 minute prior the Event closing. The Application can be submitted till the last day of the Event period (inclusive). At submission of the Application the Client shall present the passport (or any other photo ID) and also the unused and undamaged original ticket or the printed-out e-ticket.

5.2. Only the nominal face value ticket price is subject to refund. Any other amounts paid to the third parties over the official cost of the ticket are not subject to refund.

5.3. Funds will be returned to the card used to make the payment for the Ticket. Refund for the tickets purchased in cash shall be made by cash payment.

5.4. Refund is performed within 30 (thirty) working days from the Client's Ticket Refund Application date.

5.5. Cancellation of the returned ticket barcode shall be made at the time of its return.

5.6. In cases of the Event's replacement/cancellation the return of tickets shall be possible starting from the moment of the official replacement/cancellation notification on the Event website prior the beginning of the Event specified in the ticket.

5.7. In cases of the Event's replacement/cancellation the refund to the Client for returned tickets is made in full. Refund to the Client shall be made in the order specified in clauses 5.1.-5.4. herein or in the order specified in the relevant notification on replacement/cancellation of the Event.

5.8. The Organizer shall not bear responsibility for counterfeit tickets and tickets purchased at the persons who are not official representatives of the Organizer.

5.9. The Organizer is entitled to change unilaterally tickets sale and return terms and conditions, posting information of such changes on the official website of the Event not less than in 10 (ten) calendar days prior to their enter into force.

6. CONSENT FOR PERSONAL DATA PROCESSING

6.1. In terms of sale/return of tickets and e-tickets to the Event the Client is aware of and consent to the following:

a) processing of his personal data including:

- full name;
- phone number;
- e-mail address;

- data on the services rendered and provided to the Personal Data Subject, including the history of the Subject's orders;

- history of appeals of the Personal Data Subject, including the documents sent by the Subject in the course of appeals to the Operator;

- other data necessary for documentary registration of legal relationship between the Client and the Organizer and received by the Organizer from the Client in the course of distribution of tickets to the Event;

b) performance of any actions regarding personal data which are necessary or wishful for achievement of mentioned above purposes including (but not limited to) collection; recording; systematization; accumulation; storage; modification (update, revise); retrieval; use; distribution (including transfer to a third party); depersonalization; blocking; cross-border transfer of personal data and also implementation of any other actions with personal data provided by the current legislation of the Russian Federation.

6.2. At purchasing of e-tickets on the Event website, the Organizer also processes other depersonalized data which are automatically transferred in the process of the website usage by means of the natural person (the subject of the personal data) of the software identified on the computer:

a) data on the used browser (or other program by means of which access to the website is provided);

b) IP address;

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c) data of cookie files.

The Organizer guarantees that the personal data processing shall be made in accordance with the Federal Law as of July 27, 2006 No.152-FZ On Personal Data (as amended and supplemented), the Federal Law No.38-FZ as of March 13, 2006 On Advertising (as amended and supplemented) and other regulatory enactments in the field of personal data protection, in force within the Russian Federation and also in accordance with the Personal Data Processing Policy available on the Crocus Expo IEC website and websites of the Events.

6.3. Consent to processing of personal data shall be valid from the moment of the acceptance of the offer by the Client specified in clause 1.2 herein and up to expiration of the terms established by the current legislation of the Russian Federation.