

PUBLIC OFFER
for selling the tickets to the WorldSkills Kazan 2019
Opening and Closing Ceremonies

1. TERMS AND DEFINITIONS

- 1.1. Within the framework of this Offer, the following terms and definitions are used equally in the singular and in the plural (unless otherwise follows from the meaning of the term and/or definition) in the following meanings:
- (a) Agent – “Bileton” Limited Liability Company, which is the official ticketing operator of the Ceremonies and empowered by the Organizer with the right to sell Tickets (E-tickets) to the Ceremonies;
 - (b) Ticket – a document drawn up on a strict reporting form by printing (forming) on a thermal blank certifying the Buyer’s right to attend the Event and containing all the necessary information about the Event, the seat allocated to the Buyer at the Event (sector, row, etc.), organizer of the Event and cost of services formed by the System in accordance with the requirements of the Order of the Ministry of Culture of the Russian Federation dated 17 December 2008 No. 257 “On Approval of Strict Reporting Forms”;
 - (c) Reservation – formed Order, which is in the waiting mode of payment by the Buyer;
 - (d) Service Agreement – a service agreement concluded (in the process of concluding) under the terms and conditions hereof by and between the Buyer and the Agent, in accordance with which the Agent provides design services for implementation of Tickets (E-tickets) for the Events;
 - (e) Service Agreement related to the Event – a service agreement concluded (in the process of concluding) hereunder related to the Event by and between the Organizer and the Buyer, according to which the Organizer sells the Ticket to the Buyer (E-ticket) indicating the Event, venue, time and date of the meeting, as well as the seat at the Event (sector, row, etc., as well as certifying the right of entering the Event) and the cost of services;
 - (f) Agreements – the Service Agreement and the Service Agreement related to the Event concluded (in the process of concluding) hereunder;
 - (g) Contact Centre – an Agent’s contact centre, phone number 8 (800) 600-62-83;
 - (h) Event – Ceremonies (Opening and Closing) scheduled for the Competition;
 - (i) Nominal Ticket Value – a cost of attending the Event specified by the Organizer for all Buyers, which are held within the Competition;

- (j) Organizer – Autonomous Non-profit Organization “Executive Directorate of the XXVII World Summer Universiade 2013 in Kazan ” (ANO “Directorate for Sports and Social Projects”);
- (k) Offer – this document “for selling the tickets to the WorldSkills Kazan 2019 Opening and Closing Ceremonies;
- (l) Buyer – an individual who is a citizen of the Russian Federation, as well as any other state, as well as a legal entity, regardless of the place of incorporation, who addressed the Agent in order to purchase a Ticket (E-ticket) in the Russian Federation;
- (m) Agent’s Website – a website on the Internet hosted at ceremony.worldskillskazan2019.com, as well as Bileton.ru and uslugi.tatarstan.ru/tickets, administration rights of which belong to the Agent based on the relevant transaction (agreement, contract);
- (n) Parties – Agent and Buyer, jointly, unless otherwise is indicated herein;
- (o) Point of Sale – an office for the sale of Tickets (E-tickets) owned by the Agent and/or the Agent’s subagents, third parties engaged by the Agent in selling Tickets (E-tickets) on any right;
- (p) Ceremony – Opening Ceremony and Closing Ceremony of the Competition;
- (q) Competition – WorldSkills Kazan 2019;
- (r) E-ticket – an electronic document printed by the Buyer on their own and certifying the Buyer’s right to attend the Event and containing all the necessary information about the Event, the seat allocated to the Buyer at the Event (sector, row, etc.), about the Event organizer and cost of services formed by the System in accordance with the requirements of the Order of the Ministry of Culture of the Russian Federation dated 17 December 2008 No. 257 “On Approval of Strict Reporting Forms”.

2. GENERAL PROVISIONS

- 2.1. This Offer regulates the conditions and procedure for the sale of Tickets (E-tickets) and contractual liabilities (rights and obligations) arising for that matter both in the Agent and the Buyer.
- 2.2. Sale of the Tickets to the Buyer is made exclusively on the terms hereof and only in the case of its full and absolute acceptance. Partial acceptance, as well as acceptance on other conditions is not allowed. Use of the Agent’s services by the Buyer on the terms and conditions proposed herein indicates that an appropriate agreement has been concluded between them by means of implicative actions.
- 2.3. In order to purchase Tickets (E-tickets) from the Agent, legal entities shall make their payment as agreed with the Agent in any manner not prohibited by the legislation of the Russian Federation. In this case, the rules hereof shall be valid, unless otherwise expressly provided for in the relevant contract between the Agent and the legal entity.

- 2.4. Sales of the Ticket (E-ticket) to the Buyer shall be carried out on the terms hereof solely for personal purposes not related to the business activities of the Buyer. The Buyer accepts and agrees that they may not use the Ticket (E-ticket) for the purpose of advertising their goods (works, services), as well as the third party goods (works, services), or for the purpose of resale by the Buyer of the purchased Tickets (E-tickets).
- 2.5. It shall not be allowed to sell the Ticket (E-ticket) to the Buyer, if the Buyer does not fully accept the terms hereof. Sold Tickets (E-tickets) cannot be returned, and the refusal to perform the Agreement shall not be accepted based on the Buyer's disagreement with the terms hereof after acceptance of its conditions and conclusion of the Agreements. Refunds for Tickets (E-tickets) sold shall be possible only in the manner and under the conditions provided for herein and the Agreements.
- 2.6. The terms hereof are fully valid and apply to the Buyers which purchase Tickets (E-tickets) via the Website.
- 2.7. The Organizer has assigned the category "6+" to the Ceremonies within the Competition.
- 2.8. Holders of Tickets and E-tickets have equal rights to enter (attend, view, listen) the Ceremonies.

3. SUBJECT MATTER OF THE OFFER

- 3.1. The subject matter hereof is:
 - (a) rendering services to the Buyer for processing the Tickets (E-tickets) to the Ceremony for the sale within the framework of the Service Agreement;
 - (b) concluding the Service Agreement related to the Ceremonies with the Consumer on behalf of the Organizer.
- 3.2. The Agent is a Party to the Agreement and responsible for the quality of services under the Agreement specified in paragraph 3.1.(a). The Agent has no rights and obligations, neither is responsible for the quality of services rendered under the Agreement specified in paragraph 3.1.(b).
- 3.3. The Agent is not responsible for the Organizer's actions and/or other persons acting on their behalf and on their instruction or on their own behalf, but on the Organizer's instructions, including in connection with the sales of such Tickets, as well as for the organization, holding and content of the Event.

4. ACCEPTANCE PROCEDURE

- 4.1. The Buyer confirms and agrees that prior to taking actions on acceptance provided for herein, they were familiarized with the terms hereof and other mandatory rules specified in paragraph 16.1. The Buyer confirms and agrees

that the provisions hereof and other mandatory rules are fully understood by them.

- 4.2. The Buyer confirms and agrees that all actions (inactions) of their representative(s) are done with their knowledge, consent and in the interests of the Buyer. The Agent cannot be responsible for the specified actions (inactions) of the representative(s) of the Buyer.
- 4.3. Acceptance is made by the Buyer through consecutive performance of the following actions:
 - (a) appeal to the Point of Sale or registration on (referring to) the Agent's Website;
 - (b) selection of a specific Ceremony (Opening or Closing) and Ticket (E-ticket) category from the categories of Tickets (E-tickets) available at the time of the Buyer's request, as well as providing a contact phone number and email address. The Buyer acknowledges and agrees that they can not purchase more than four (4) Tickets (E-tickets) of any category at a time.
- 4.4. Performance of the actions specified in paragraphs 4.3.(a) and 4.3.(b) is recognized by the Parties as full and absolute acceptance by the Buyer of all provisions hereof with no exemptions and/or restrictions (acceptance) and is equivalent to entering into agreement in the simple written form (paragraph 3 of Article 434 of the Civil Code of the Russian Federation). Acceptance of this Offer shall follow the conclusion of the Agreements.
- 4.5. Having concluded the Agreements, the Buyer shall:
 - (a) pay the Ticket (E-ticket) cost;
 - (b) receive the Ticket (E-ticket) independently.
- 4.6. When ordering a Ticket (E-ticket) in the manner different from contacting the Agent's (subagent) ticket office, the Buyer's failure to comply with the terms of the Agreements regarding payment for the Ticket (E-ticket), arising from paragraph 4.5.(a) within two (2) hours shall entail termination of the Agreements and Cancellation by the Buyer in accordance with the paragraphs 4.3. and 4.4. of the Order. When contacting the Point of Sale, the payment shall be made by the Buyer on site.
- 4.7. The Buyer accepts and agrees that the order of Tickets (E-tickets) through the Agent's Website is stopped two (2) hours before the start of the Event.
- 4.8. On the Organizer's behalf, the Agent establishes the dates for the commencement and termination of the sale of Tickets (E-tickets) to various Events within the Competition, various categories of Tickets (E-tickets), as well as through various sales channels (Agent's Website, Points of Sale). Comprehensive information about the terms of sale of Tickets (E-tickets), the terms of their implementation depending on the category of Ticket (E-ticket), as well as depending on the sales channels, is indicated on the Agent's Website, Points of Sale and can be brought to the Buyer's attention when they call Contact Centre. The Buyer accepts and agrees that the information provided to them in accordance herewith shall be complete and sufficient.

- 4.9. If the Points of Sale are separately indicated on the Agent's Website or when contacting the Contact Centre for any Event, only Tickets or E-tickets can be purchased.

5. TERMS OF PERSONAL DATA PROCESSING

- 5.1. In accordance with the provisions of the Federal Law dated 27 July 2006 No. 152-FZ "On Personal Data", the Buyer acknowledges and agrees that the Buyer's actions specified in paragraph 4.3. mean full and informed consent of the Buyer to provide the Agent with their personal data, as well as third-party personal data communicated by the Buyer to the Agent in the process of placing an Order, purchasing a Ticket (E-ticket), namely: surname, name, gender, contact phone number, country of residence and contact email address.
- 5.2. The Buyer hereby acknowledges and agrees that the Buyer provides the Agent with the personal data specified in the paragraph 5.1. for the purpose of rendering services to the Buyer in accordance with the agreements specified in paragraph 3.1.(a). and 3.1.(b). The Buyer gives the Agent their consent to the processing of personal data provided when placing an Order, purchasing a Ticket (E-ticket), in connection with the provision of the Services provided for herein to the Buyer, including for the purpose of receiving information and advertising messages by the Buyer established by the Public Offer on receiving information and advertising mailing. Personal data shall be used for an indefinite term.
- 5.3. Processing of personal data shall be carried out in accordance with the Federal Law dated 27 July 2006 No. 152-FZ "On Personal Data" and includes the collection, systematization, accumulation, storage, refinement (update, change), sorting, usage, deprivation, blocking, destruction. The Agent processes personal data using automation tools.
- 5.4. The Buyer hereby gives their full and informed consent to the Agent to grant the rights to process their personal data specified in paragraph 5.1., by the methods specified in paragraph 5.3., to third parties for the purposes specified in paragraph 5.2. At the Buyer's request, the Agent shall provide the Buyer with information on the transfer of their personal data in accordance with this paragraph to third parties.
- 5.5. The Buyer may exercise their rights as established by the provisions of the Federal Law dated 27 July 2006 No. 152-FZ "On Personal Data" by sending the appropriate requests (requirements) to the Agent via email to the address (info@biletton.ru) or by submitting such applications through the Contact Centre.

6. RIGHTS AND OBLIGATIONS OF THE PARTIES

- 6.1. The Buyer is entitled to:

- (a) independently inquire about the cost of Tickets (E-tickets) for the Events from the open sources, independently decide on the purchase of Tickets (E-tickets) by full and unconditional acceptance of the terms hereof;
- (b) receive information about the sale of Tickets (E-tickets), available categories of Tickets (E-Tickets) and other information regarding the Event, which the Agent owns within their authority via Internet, a phone call to the Agent and other means specified on the Agent's Website. In this case, the Agent may refuse to sell the Ticket (E-ticket) to the Buyer with no reason given;
- (c) independently choose the method of payment for the Ticket (E-ticket), herewith, the Buyer confirms and agrees that they are obliged to independently familiarize themselves with the rules of making payment in any way;
- (d) send feedback on the Agent's work to the contact addresses listed on the Agent's Website.

6.2. The Buyer shall:

- (a) familiarize with all the terms and conditions hereof, as well as other mandatory rules specified in paragraph 16.1. and accept them when purchasing the Ticket (E-ticket), the Buyer shall also systematically visit the Agent's Website;
- (b) strictly follow the terms hereof and the Agreements;
- (c) pay in full the cost of the Ticket (E-ticket) in accordance with the terms of the Agreements prior to receipt of the Ticket (E-ticket);
- (d) familiarize with the limitations of the particular Event regarding the admission of minor children thereto. The Buyer shall be fully responsible for such persons;
- (e) when issuing the Ticket (E-ticket), fully verify all information on the Ticket (E-ticket), which is essential for the Service Agreement related to the Event. The Buyer acknowledges that they have no claims against the Agent and their staff for an incorrectly issued Ticket (E-ticket), since they did not make sure that it was correct when being issued. The Ticket is subject to cancellation in case of a technical error of the Agent's employee who issued the Ticket (E-ticket) in the information specified in the Ticket (E-ticket).

6.3. The Agent is entitled to:

- (a) if the Buyer does not have full and absolute agreement with the provisions hereof, refuse the Buyer to enter into the Agreements;
- (b) require the Buyer to comply with the terms of this Offer, as well as the Agreements;
- (c) carry out, both planned and unscheduled, modify, replace, reinstall the software on the Agent's Website, suspend operation of such software when it detects malfunctions, errors and/or failures, as well as in order to carry out routine maintenance and prevent unauthorized access to the Agent's Website;

- (d) require from the Buyer the proper performance of obligations to pay for the Ticket (E-ticket), and refuse to issue the Ticket (E-ticket) in case of violation of the specified provision;
 - (e) cancel the order made by the Buyer in the case established by the paragraph 4.6., as well as in case the Buyer indicates incorrect and/or false information in accordance with the paragraph 4.3.(b), as well as in case of violation by the Buyer of other conditions of this Offer and the Agreements.
- 6.4. The Agent shall:
- (a) provide the Buyer with complete and sufficient information in accordance with the requirements of the Law on the Event(s), the Organizer, the Agent and the services rendered to them under the Service Agreement, as well as instructions on processing, payment and receipt of a Ticket (E-ticket). The Parties have agreed that the information posted on the Agent's Website, the Agent's (subagent) Ticket Offices and/or communicated at the Contact Centre is comprehensive;
 - (b) not to use the Buyer's personal data for the purposes not consistent with the terms of the Agreements.

7. PAYMENT PROCEDURE

- 7.1. Before its payment in full, the Ticket (E-ticket) shall not be subject to issue (transfer) to the Buyer.
- 7.2. The Buyer may make payment hereunder in any of the ways allowed by the Agent, and specified herein.
- 7.3. Comprehensive information about payment methods is available on the Agent's Website, Points of Sale and/or reported in the Contact Centre.
- 7.4. The Buyer may make payment as follows:
 - (a) payment in cash in the currency of the Russian Federation at the Point of Sale and upon delivery of the Ticket;
 - (b) cashless payment:
 - (c) - using a bank (credit or debit) card (cards of the following payment systems are accepted for payment: Visa, MasterCard, MIR;
 - (d) - by electronic cash (payment against invoice from the organization);
- 7.5. The Buyer shall be recognized as having duly fulfilled the obligations on payment provided by the Agreements, funds at the time of their receipt to the Agent's bank account and/or at the Point of Sale and/or at the ticket office of its official representatives, including subagents.
- 7.6. The Buyer acknowledges and agrees that non-payment and/or incomplete payment under the Agreements result in the consequences set forth in the paragraph 4.6.
- 7.7. In the event of performance of payment obligations provided in the Agreements using a bank card, the Buyer shall use a bank card issued in their name or have properly certified documents confirming the right to use

a bank card issued in the name of another person. The Agent may require the Buyer to provide original documents proving the Buyer's identity in the event that they make a payment using a bank card.

8. SELECTED E-TICKET PROVISIONS

- 8.1. For the purpose of the Buyer's attendance, the E-ticket and the Ticket made on the strict reporting form and printed on a thermal blank shall be recognized as equivalent and provide the Buyer with the same rights to attend the Event.
- 8.2. When issuing the E-ticket, the Buyer shall fully verify all information on the Ticket (E-ticket), which is essential for the Service Agreement in connection with the Event. The Buyer acknowledges that they have no claims against the Agent and their staff for an incorrectly issued E-ticket, since they did not make that it was correct when being issued.
- 8.3. Before its payment in full, the E-ticket shall not be subject to issue to the Buyer. The Buyer shall be recognized as having duly fulfilled the obligations on payment provided by the Agreement, funds at the time of their receipt to the Agent's bank account.
- 8.4. After full payment of the cost of the E-ticket, the Buyer shall independently print the E-ticket, access to which is provided in the personal account on the Website and/or is sent to the Buyer's email specified when placing the Order. When printing the E-ticket, the Buyer shall ensure the proper print quality of the E-ticket. In case of non-performance or improper performance of the obligation provided for herein, the Buyer shall be fully responsible for such actions (inactions), including in case of refusal by the Event Organizer for the Buyer to enter the Event. The Agent shall not be responsible for any losses incurred by the Buyer in the event of violation of the provisions hereof, due to the fact that the Agent is not a party to the service agreement related to holding the Event.
- 8.5. When entering the Event, the Buyer shall carry a properly printed E-ticket, ID and a bank card with the use of which a par value of the E-ticket was paid.
- 8.6. The Buyer is solely responsible for the safety and protection of the E-ticket from copying. In the case of copying the E-ticket, access to the Event shall be opened on the ticket, which was presented first.
- 8.7. Services shall be considered to be rendered by the Agent properly and in full after sending to the Buyer at the email address specified by them when issuing the E-ticket or after providing access thereto in the Buyer's personal account on the Website.

9. REFUND PROCEDURE AND TERMS

- 9.1. Return of the Par Value of the Ticket (E-ticket) to the Buyer shall be carried out no later than forty-eight (48) hours before the start of the Event. In this

case, only the Ticket is accepted for return in absolutely proper condition, without damage (including, but not limited to: tears, deletions, marks, corrections, inscriptions not made by the Agent, decay, etc.).

- 9.2. Subject to the requirements set forth in paragraph 9.1., the Agent shall accept the Ticket (E-ticket) and refund, unless otherwise established by agreement of the Agent and the Organizer and indicated on the Agent's Website.
- 9.3. Subject to the requirements of paragraph 9.1. and provided that the Agent accepts the Ticket (E-ticket) and refunds, the funds can be returned to the Buyer only based on their application submitted to the Agent in a simple written form with the mandatory attachment of the original Ticket (E-ticket) within ten (10) business days from the date of filing out such an application. This application shall be submitted by the Buyer personally or by person acting under a power of attorney to the Agent's ticket office at the address indicated on the Agent's Website along with the presentation of ID.
- 9.4. Subject to the provisions of the paragraph 9.3., if the cost of the Ticket (E-ticket) has been paid by wire transfer, the refund within the agreed limits shall be carried out by transferring them to the bank account specified by the Purchaser within ten (10) banking days from the date of submission of the above application.
- 9.5. At the Buyer's request, the Agent shall provide them with information about the person responsible for the return of the Ticket (E-ticket) Par Value. If the specified person does not know the Agent, at the Buyer's request, they shall send to the Organizer an appeal with the request to indicate the person responsible for the return of the Ticket (E-ticket) Par Value. Within a reasonable time after receiving the Organizer's response, but in any case no later than ten (10) working days from the specified time, the Agent shall provide a copy of the Organizer's response to the Buyer. Provisions hereof do not affect the Buyer's right to independently contact the Organizer for clarification.
- 9.6. When returning the Ticket (E-ticket) due to cancellation, replacement or transfer of the Ceremonies, as well as due to unilateral refusal of the Buyer, the Buyer shall return the Par Value of the Ticket (E-ticket) excluding the actual expenses incurred by the Organizer and the Agent. Refunds in the indicated amounts shall be made at the place and terms provided additionally on the Agent's Website.
- 9.7. Funds for lost, damaged or used Tickets (E-tickets) shall not be returned. Similarly, the Buyer's applications filed with a violation of the term provided for in the paragraph 9.1. shall not be subject to the satisfaction and consideration.
- 9.8. The Buyer accepts and agrees that the official information indicating the cancellation, replacement or transfer of the Ceremonies shall be information posted on the Agent's Website.
- 9.9. The Buyer confirms and agrees that they are fully informed and understand the procedure and the grounds for returning the Ticket (E-ticket) (Par Value

of the Ticket (E-ticket), as well as the person who is obliged to effect such a return.

RESPONSIBILITY

- 9.10. In the event of non-performance or improper performance of their obligations hereunder, as well as under the Agreements, the Parties shall be responsible in accordance with the legislation of the Russian Federation and the conditions of this Offer and the said Agreements.
- 9.11. The Agent's responsibility in relations with the Buyer is limited to liability under the Service Agreement and exists within the limits provided for herein.
- 9.12. The Buyer assumes all possible risks associated with their actions on the possible admission of errors and inaccuracies in the data provided to them that are necessary for processing the Ticket (E-ticket).
- 9.13. The Agent shall not be responsible for any losses and moral harm incurred by the Buyer as a result of their erroneous understanding or misunderstanding of information on the procedure for issuing (payment) of the Order, receipt of the Ticket (E-ticket), presence at the Event, as well as receipt and use of services under the Agreements.

10. LIMITATION OF LIABILITY AND EXEMPTION FROM LIABILITY

- 10.1. The Buyer acknowledges and agrees that under no circumstances shall the Agent, their staff, managers, officers or other related parties, sponsors, intermediaries, representatives, partners or any other persons, including those acting on the Agent's behalf, be responsible for any direct or indirect losses resulting from the sale of the Ticket or receipt of services provided by the Agent, as well as from unauthorized access to the Buyer's personal data, including lost profits.
- 10.2. The Agent shall not be responsible for cancellation, replacement or transfer of the Event, possibility of access to the Event in the event of the Buyer's violation of this Offer and/or of the Agreements, as well as any cases of non-performance and/or improper performance of the Service Agreement in connection with the Event due to the fact that the Agent is not an obligated person, but also a party to such a transaction concluded between the Organizer and the Buyer, in connection with the purchase of the Ticket by the latter.
- 10.3. The Buyer shall be responsible for the non-performance and/or improper performance of the terms of this Offer and of the Agreements, in the cases, manner and conditions provided for herein and the legislation of the Russian Federation.

- 10.4. The Agent is not responsible for the non-conformity of the services provided (rendered) by the Organizer to the Buyer's expectations and/or their judgemental evaluation. Advice and recommendations provided to the Buyer, including by third parties, cannot be considered as guarantees and do not entail any obligations for the Parties.
- 10.5. The Buyer confirms and agrees that the Agent shall not be responsible for the quality, but also for other consumer and other properties (qualities) of the Ceremonies, as they are not a party to the Service Agreement related to the Ceremonies.
- 10.6. The Parties shall be exempt from liability for non-performance and/or improper performance of their obligations hereunder, as well as the Agreements, in the event of force majeure, i.e. circumstances of an objective nature, beyond the Parties' control and arising after conclusion of the agreement hereunder. Force majeure include, but is not limited to, strikes, floods, earthquakes, hurricanes, other natural disasters and hostilities (local and international scale), diseases and/or sicknesses of artists participating in the Ceremonies, as well as man-induced and man-made disasters, acts of state authorities and local self-government, actions (inactions) of the Agent's counterparties, making it difficult to execute agreements concluded hereunder properly and without disproportionate losses.

11. EXCLUSIVE RIGHTS TO THE RESULTS OF INTELLECTUAL ACTIVITY

- 11.1. Exclusive rights to intellectual property (intellectual deliverables), including, but not limited to: information, press releases, descriptions, graphics, images, works, slogans, software, audio and video materials, trademarks and service marks (hereinafter referred to as the "Information") posted on the Agent's Website, Ticket (E-ticket), press release, advertising, other informational materials and any media, regardless of the form of their presentation, belong to the Agent, their affiliates and other related parties, sponsors, partners, representatives and other persons acting jointly or on behalf of the Agent. The Buyer shall not be granted the right to use the specified intellectual deliverables on any basis and in any form. The Agent does not guarantee and is not responsible for the quality of the Information, except for information relating to the services provided directly by the Agent.
- 11.2. By placing links to the third party websites on Internet, subject to the provisions of paragraph 12.1., the Agent shall not be responsible for the content of such websites. If there are links to third party websites on the Agent's Website, it shall not mean, assume or imply that the Agent approves or recommends for viewing (familiarizing) the content of such websites not belonging to the Agent. The Buyer acknowledges and agrees that the Agent shall not and cannot be responsible for the content of the websites.

11.3. The Buyer shall not carry out audio recording, video and/or photoshoot at the Ceremonies for commercial purposes. In case of violation of the terms hereof, the Buyer shall be liable in accordance with the provisions of the legislation of the Russian Federation.

12. DISPUTES SETTLEMENT PROCEDURE

- 12.1. All disputes or disagreements arising in connection with the performance and/or non-performance, and/or inadequate performance of the provisions of this Offer, as well as the Agreements shall be resolved with mandatory compliance with the complaint procedure. The Party, which believes that its rights have been violated, shall file a complaint to the other Party in a simple written form with appropriately certified documents enclosing the stated requirements within five (5) days from the moment of arising of the dispute. The claim shall be considered within thirty (30) working days from the date of its receipt.
- 12.2. In case of violation of the term for filing a claim specified in the paragraph 13.1., such a claim shall not be subject to consideration.
- 12.3. If it is impossible to resolve the dispute or disagreement that has arisen in the manner established by the paragraph 13.1., such a dispute (disagreement) shall be considered by the competent court at the Agent's registered address.

13. ENTRY OF THE OFFER INTO FORCE, AMENDMENT OF THE OFFER PROVISIONS

- 13.1. This Offer shall enter into force from the moment it is published on the Agent's Website and shall be valid indefinitely. Provisions hereof also apply to changes and/or additions to the Offer.
- 13.2. All amendments and/or additions made hereto shall be subject to posting on the Agent's Website and enter into force from the moment of publishing such amendments and/or additions on the Agent's Website.
- 13.3. The Agent may make changes hereto at any time, but in any case, such changes shall be posted and communicated to the public via publication on the Agent's Website and in the Agent's Ticket Offices. The use of the Agent's services by the Buyer after making changes to the text hereof means acceptance of the Offer with the changes made.

14. AMENDMENT OR CANCELLATION OF THE AGREEMENTS

- 14.1. Amendments to the provisions hereof as indicated in paragraph 15.2. entails changes to the relevant provisions of the Agreements. Continued use of the Agent's services, as well as absence of any objections from the Buyer within one (1) day from the date the changes (amendments) to the Offer become effective, means the Buyer's consent to make appropriate changes to the

Agreements. The Buyer shall not be entitled to refer to their poor awareness about introduction of these changes (amendments) and/or about the time of their entry into force.

- 14.2. The Agent may unilaterally refuse to perform the Agreements at any time without prior notification of the Buyer, in case the latter violates the provisions of this Offer and the Agreements, as well as other rules published on the Agent's Website. The funds paid by the Buyer under the Service Agreement related to the Event, upon termination of the agreement in the order of this paragraph, shall not be refundable and shall be a penalty imposed on the Buyer because of the latter's violation of the terms of this Offer, as well as the Service Agreement related to the Event.
- 14.3. In cases the Service Agreement is terminated due to proper performance, the provisions of the paragraphs 15.1. and 15.2. shall apply only to the Service Agreement related to the Event.
- 14.4. The Buyer accepts and agrees that the termination of the Agreements (Service Agreement related to the Event), in accordance with the paragraph 15.2. shall entail the Agent's right to sell the Ticket, similar to the Ticket purchased by the Buyer, to another person hereunder, as well as on any other conditions established by the Agent. After the termination of the agreement(s), the Buyer shall not use the Ticket in any way, in particular, to present it to attending the Event.

15.FINAL PROVISIONS

- 15.1. To the extent that nothing else is established hereby, other rules published on the Agent's Website shall also apply to the relations between the Parties. These rules are obligatory for application. The Buyer's consent with the terms hereof and conclusion by the Buyer of the Agreements means their full and informed consent to the use of such rules.
- 15.2. In all other respects that are not established hereby, the Parties shall be governed by the provisions of the legislation of the Russian Federation. The law applicable to the relations between the Parties within the framework hereof, as well as under the Agreements, without exception shall be the law of the Russian Federation. If the Buyer is a citizen (subject) of a foreign state, the super-imperative norms of foreign law shall be applicable only in cases and in the manner established by the legislation of the Russian Federation.