

Terms of tickets sale and return and additional services of the Russian Railway Museum- structural division of the October Railway - a branch of JSC Russian Railways

1. The Russian Railway Museum- structural division of the October Railway - a branch of JSC Russian Railways (hereinafter referred as Museum) undertakes to do everything possible so that the declared events and guided tours take place on the appointed days and time and at the proper level.
2. The Russian Railway Museum reserves the right to make changes in the content of the tour program or the program of events without prior notice. Changes in the program cannot be basis for the voucher or ticket return.
3. Customer can purchase in the Museum ticket office:
 - entrance ticket – gives right to enter the Museum and exploring exhibition halls along the route;
 - tour ticket – gives right to attend a guided tour of about 1.5 hours length as part of the organized group;
 - event ticket – gives a right to participate in an event which takes place in the Museum according to event regulations.;
 - additional services according to price list.
4. Purchase of electronic entrance tickets is available on the Museums' official website (<https://rzd-museum.ru/>). Purchase and return of electronic entrance tickets ordered on the official website of the Russian Railway Museum is placed on the website in Ticket Purchase section
5. Tickets validity:
 - entrance ticket is valid from the moment of purchasing and till the end of working day, the ticket have been purchased on;
 - tour or event ticket is valid since the date and time indicated in the ticket and to the end of working day indicated in the ticket.
6. Ticket office is working on Museums working days from Wednesday to Sunday from 10.30 am to 5 pm. Museum address: Bibliotechny Pereulok 4/2-1, Saint-Petersburg.
7. When buying a ticket, customer has the right to receive from the cashier or administrator comprehensive information about the program of tours, events, benefits, rules for visiting the Russian Railway Museum. This information is also posted on the official website of the Museum on the Internet.
8. In case of late arrival to the entrance of the Museum, to the start of the event or guided tour or nonattendance of the Museum on the indicated date at any reason

or in case of expelling from the Museum territory due to violation of the Museum rules of conduct, ticket price is not refunded.

9. Every visitor should keep his/her entrance ticket till the end of the Museum visit.

10. List of people who have a right to buy reduced tickets is placed on the Museum official website and on the information carriers near the Museum ticket office. Reduced tickets can be purchased at the ticket office only. Documents, proving right to buy reduced tickets, must be shown.

11. Tickets in the ticket office can be purchased both by cash and cashless transaction.

12. By purchasing entrance ticket, electronic entrance ticket, tour or event ticket Customer confirms acceptance of the commutative contract with Contractor (Museum) and agrees with the Museum Visitation Rules. The contract is executed in a form of issuing of a ticket to a Customer. The ticket is a document in a set form with information on contract conditions.

13. Ticket contains:

a) service name and type;

b) service (event) date and time;

c) event place;

d) price;

e) other information in accordance with the Russian Federation legislation.

14. According to the Russian Federation Civil Code and Consumer Protection Law, Consumer has right to unilaterally break the contract with the Museum and return the ticket any time before the date indicated in the ticket.

15. In case of return of the ticket purchased by cashless transaction before the date and time indicated in the ticket, the Museum refunds 100% of the ticket price on the Customer's account.

16. In case of return of the ticket purchased by cash before the date and time indicated in the ticket, the Museum refunds 100% of the ticket price at the ticket office. In case of ticket or control line damage, or ticket loss money will not be returned.

17. Only original tickets with undamaged control line purchased in the Museum ticket office can be refunded.

18. In case of tour or event cancellation Customer gets full (100%) refund of purchased tickets. Only original tickets with undamaged control line purchased in the Museum ticket office can be refunded on the Customer's account or at the Museum ticket office depending on Customer's payment option.

19. In any ticket return cases, Customer must fill the request form and show his/her passport. Refund time limits are up to 10 calendar days from receiving of the request.

20. The Museum administration takes no responsibility for any counterfeit tickets or tickets purchased from persons who are official representatives of the Museum.

21. Unused ticket gives no right to enter the Museum or attend tour or event in any other time.

22. The Museum has right to change unilaterally Terms of tickets (electronic tickets) sale and return by replacing them on the information carriers at the Museum ticket offices and on the official website.

To the Director of the Russian Railway Museum-
structural division of the October Railway - a
branch of JSC Russian Railways

V.A Odintsov

From _____
(Full name)

Passport data: _____
(Passport series and No, issuing authority)

Registered at address: _____

Contact phone: _____

Request

I hereby request to refund me money for _____ ticket(s) _____
(number) (event or entrance ticket)

_____ in a sum of _____

Ticket(s) No _____

Check(s) No _____

Date of visit _____

Reason for ticket(s) return: _____

Last 4 digits of the bank card number from which the payment was made

(write last 4 digits)

Date: « _____ » _____ 201__

Signature: _____ / _____
(full name)