

USER AGREEMENT

The information and business website www.pushkinopera.ru is an information resource on the Internet, designed to introduce visitors to an event and purchase tickets (hereinafter referred to as the Site).

The Site Administration (Opera LLC) provides ample opportunities and sufficient service for obtaining comprehensive information about the upcoming event and purchasing tickets for attending it.

Opera LLC is the organizer and executor of services for carrying out the activities indicated on the Site. Sale of tickets for the events listed on the Site is performed by Opera LLC's partner, INTIKETS LLC using the ticket sale form integrated into the Site. The terms of sale, return and exchange of tickets correspond to the offer contract of INTIKETS LLC, available at <https://intickets.ru/documents/aferta/>.

Opera LLC offers site services on the terms that are the subject of these guidelines; in this regard, please carefully read the terms of the guidelines, some of which are a public offer in accordance with Art. 437 of the Civil Code of the Russian Federation.

Please read these guidelines before using the Site and purchasing tickets using the company's ticket service for the events listed on the Site of INTIKETS LLC. From the moment of expression of consent and purchase of tickets, you accept the guidelines for using the services of the Site, acquire the rights and obligations, and the contract between you and INTIKETS LLC is considered concluded in accordance with Art. 438 of the Civil Code of the Russian Federation.

These guidelines for use determine the conditions for using the Site services, your rights and obligations, as well as the rights and duties of the Site Administration. The guidelines apply to relations connected with the rights and interests of third parties, whose rights and interests may be affected as a result of your actions when using the Site services.

The guidelines for use are a legally binding agreement between you (as a client of the Site (hereinafter – the Client)) and the Site Administration, the subject of which is the provision by the Site Administration of services for the use of the Site and its services. In addition to these guidelines for use, the relations between you and the Site Administration can be regulated by special documents regulating the procedure for granting access to and use of certain services and sections of the Site.

The text of guidelines for use can be unilaterally changed and/or supplemented by the decision of the Site Administration without any notice to visitors and ticket buyers. The guidelines for use are an open and public document. The current version is located at https://pushkinopera.ru/static/core/docs/offer_en.pdf. Please check regularly for updates to the guidelines for use. The publication of an updated version of the guidelines for use is considered to be the consent of visitors to their terms.

1. **The Site www.pushkinopera.ru**

1.1. Opera LLC acts as an organizer and executor of the events, information on which is contained on the Site pages, provided that Opera LLC is mentioned as an organizer.

1.2. Opera LLC, via the Site www.pushkinopera.ru, publishes information about the sale of tickets for the event, information about which is contained on the Site pages, in accordance with the public offer of ticket sales by Opera LLC's partner, INTIKETS LLC. Opera LLC has the right to change or supplement the conditions of these guidelines at any time.

1.3. The Site is an Internet resource and a collection of information and software, contained in the information system, that ensures the availability of such information in the Internet.

1.4. All rights to the Site in general and to the use of a network address (domain name) belong to the Site Administration. The Site Administration provides access to the Site to all interested parties in accordance with these guidelines and the current legislation of the Russian Federation.

1.5. Present guidelines establish the conditions under which the right to use the information and the results of intellectual activity (including but not limited to literary, musical, audiovisual works and phonograms, graphic and design products, photographic works, and computer programs) as part of the individual sections of the Site may belong to you and other persons, who independently created and/or posted the specified objects on the Site without direct participation of the Site Administration.

2. **Site Administration**

2.1. In these guidelines for use and other documents, the Site Administration is OPERA LLC, INN 7725384597, KPP 772501001, OKPO 16481444, OGRN 1177746695873, date registered: 13.07.2017, OKTMO 45914000000, address (location): 4 Roshchinskaya 2-ya Street, Moscow, 115191, banks details: Alfa-Bank JSC, Moscow, s/a 40702810002620002643, c/a 20202810002620000000, BIK 044525593.

2.2. Appeals, proposals, and claims of individuals and legal entities to the Site Administration in connection with these guidelines and all questions regarding the functioning of the Site, violations of the rights and interests of third parties during its use, as well as requests of persons authorized by the legislation of the Russian Federation can be sent to the address specified in item 2.1. of these guidelines for use.

2.3. Consent to these guidelines for use does not entitle you to use the company name, trademarks, domain names, and other distinctive signs of the Site and the Administration, as well as materials, photos, videos, and other content of the Site.

3. **Your responsibilities**

3.1. When using the Site services, you shall:

3.1.1. Comply with the provisions of the current legislation of the Russian Federation, present guidelines, and other special documents of the Administration;

3.1.2. Provide reliable, complete and up-to-date data; monitor their actualization;

3.1.3. Inform the Administration about unauthorized access to personal data;

3.1.4. Not provide access to personal information to third parties;

3.2. In case of doubt as to the legality of certain actions, including on the use of information or the provision of access, the Administration recommends to refrain from carrying out such actions.

3.3. When using the Site services, it is prohibited or not recommended to:

3.3.1. Use personal data of other individuals and/or legal entities, or act on behalf and instructions of other individuals or legal entities in the absence of the necessary authority in the manner and form prescribed by the legislation of the Russian Federation;

3.3.2. Mislead other users about any information published on the Site;

3.3.3. Misrepresent any information published on the Site;

3.3.4. Reproduce, duplicate, copy, sell, trade, and resell the services for any purpose, except for cases when such actions were directly authorized to you in accordance with the terms of a separate agreement with the Administration.

3.4. You are personally responsible for any information you disclose to third parties, as well as for any interactions with third parties carried out at one's own risk, if such interaction and information transfer is not reliable, distorted or otherwise differs from the information published on the Site.

3.5. In case of disagreement with these guidelines or their updates, you are required to stop using it, notifying the administration in the prescribed manner.

4. **Buying conditions**

4.1. Due to the age restriction (18+) of the event, tickets for the event can be purchased by a person who has reached the specified age. In case of purchase of tickets for the event by a person under 18, the organizer has the right to deny such person access to the event without refund.

4.2. Acting as an individual and / or legal entity, you place an order on the Site on the sale conditions and a public offer, the terms of which are contained on the partner's website – INTIKETS LLC <https://intickets.ru/documents/aferta/> .

4.3. Payment for the order executed on the Site means your complete acceptance of the terms of the sales contract (public offer) of the partner INTIKETS LLC <https://intickets.ru/documents/aferta/>, and is the date of conclusion of the contract of sale between INTIKETS LLC and you.

4.4. Placing an order, you consent to the processing of your personal data, use, and transfer of personal data for the purpose of providing services, notice of cancellation, replacement or postponement of an event, procedure for refunding money for tickets in case of cancellation, replacement or transfer of an event, etc.

5. **Intellectual property**

5.1. Exclusive rights to the Site materials.

5.1.1. All objects on the Site, including design elements, text, graphics, illustrations, videos, scripts, programs, music, sounds, and other objects and their collections are subject to the exclusive rights of the Administration, if they constitute the design and structure of the Site.

5.2. Responsibility for violation of exclusive rights.

5.2.1. You are personally responsible for any intellectual property or other information, which you use by uploading, printing, copying, photographing, created using printscreen, etc., in accordance with the legislation of the Russian Federation.

6. **Responsibility for using the Site services**

6.1. You are responsible for your own actions in connection with the use of information in accordance with the current legislation of the Russian Federation.

6.2. The Site Administration offers a technical opportunity of its use, does not participate in the formation of content of the forms you fill, and does not control, and is not responsible for the actions or inactions of any persons regarding the use or formation of the content of your personal data if they were not used by you, but by third parties, including when using the Site.

6.3. The Administration has the right to change the Site design, its content, and the list of services at any time, modify or supplement the scripts, software, and other items used or stored on the Site, as well as any server applications, with or without advance notice.

6.4. The Administration is not responsible for violation of these guidelines and reserves the right, at its own discretion, as well as when receiving information from third parties about violation of these guidelines, to modify (moderate) or delete any information violating the prohibitions imposed by these guidelines, suspend, restrict or terminate access to all or any of the sections or services of the Site at any time for any reason or without an explanation of the reasons, with or without advance notice, without liability for any harm that may be caused to you by such action.

6.5. The Administration has the right to dispose of statistical information related to the functioning of the Site, as well as user information to ensure the targeted display of advertising information to various audiences of the Site.

6.6. You hereby agree, and the Administration has the right to send you, by e-mail or otherwise, information about the development of the Site and its services, as well as to advertise its own activity and services of the Site.

6.7. To avoid misunderstanding, we notify that the Site and its content and structure is provided to you for use in the form in which it was created, except for cases of adaptation to the needs, goals, and objectives of the Site on the initiative of the Administration.

6.8. Under no circumstances may the Site Administration or the Administration representatives be held liable to you and other users or any third party for any, including indirect, incidental, and unintentional damage, harm, including lost profits or lost data, harm to honor and dignity, or damage to business reputation, caused in connection with the use of the Site, content of the Site, or other materials that you or others have accessed through the Site, or using the Site services.

7. Guidelines for attending the event

7.1. Admission to the event, information about which is published on the Site pages, is carried out strictly by the tickets purchased on the Site using the ticket service INTIKETS LLC <https://intickets.ru/documents/aferta/>.

7.2. In connection with the need to comply with the conditions for continuous and high-quality performance, in cases of late arrival, disturbance of order in the hall, exit from the hall during the event for any reason, guests are not admitted to the theater hall, may lose the right to visit it, and/or lose the seat corresponding to the ticket purchased. Persons violating the established guidelines will be removed without compensation for the ticket cost. organizer of the event and/or the Site Administration does not accept claims under the terms of this clause due to the fault of the visitors to the event.

7.3. The organizer has the right to require identification and deny admission without refund of ticket price, if the visitor does not comply with the age restrictions in accordance with item 4.1. of the guidelines.

7.4. Admission to the event begins in accordance with the guidelines of the theater hall.

7.5. The duration of the event is at least 1 hour 30 minutes.

7.6. Guests have the right to use the bar before and after the event.

7.7. The event uses light and sound effects, which can possibly cause a strong emotional shock; therefore, it is not recommended to attend the event for pregnant women and persons suffering from claustrophobia, epilepsy, and other diseases. Any undesirable consequences of attending the event that the client knew or suspected are the client's own risks, for which he/she assumes all responsibility.

7.8. The client is obliged to observe the guidelines established by the organizers of the event and the performance site.

7.9. It is forbidden to attend the event carrying firearms, cold, gas weapons, pyrotechnics of all kinds, stabbing and cutting objects, flammable liquids, bulky and dirty objects, any glass containers, as well as drinks, and wearing smelling or dirty clothes.

7.10. Outer clothing and personal belongings (umbrellas, hats, etc.) should be checked in.

7.11. It is forbidden to take photographs, film, or videotape, except for the territory of the bar.

7.12. The Site Administration, Opera LLC, and INTIKETS LLC are not responsible for tickets purchased at unidentified places.

7.13. During the event, the use of any means of mobile communication is prohibited.

8. Final provision

8.1. These guidelines are an agreement between you and the Administration regarding the use of the Site and its services;

8.2. These guidelines are governed and interpreted in accordance with the laws of the Russian Federation. Issues not regulated by the guidelines are subject to resolution in accordance with the laws of the Russian Federation.

8.3. In the event of any dispute or disagreement arising out of the implementation of these guidelines, you and the Site Administration will make every effort to resolve them through negotiations. If the disputes are not resolved by negotiations, they shall be settled in accordance with the applicable legislation of the Russian Federation.

8.4. These guidelines come into force from the moment you visit the Site or any of its pages and are valid until they are changed, and in the future, in the new edition, for an unlimited period.

8.5. These guidelines have been drawn up in Russian and may be provided to you for examination in another language. In the event of a discrepancy between the Russian version of the guidelines and the version in a different language, the provisions of the Russian version apply.

8.6. If, for some reason, one or several provisions of these guidelines are found invalid or unenforceable, this does not affect the validity or applicability of the remaining provisions.

Purchasing tickets

To order a ticket (tickets) on the Site, you must fill out the form on the following page of the Site:

How to pay for a ticket:

<https://intickets.ru/documents/aferta/>

Ticket refund policy

<https://intickets.ru/refund/>

How to refund a ticket:

<https://intickets.ru/refund/>

Confidentiality

When placing an order on the Site using the ticket service INTIKETS LLC

<https://intickets.ru/documents/aferta/>, the client provides the following information: full name, e-mail address, and contact phone number.

When entering the contact information (listed above) on the Site upon registration, the client understands that the data entered is not personal data, identifying the client on the basis of item 1, Art. 8 of the Federal Law of 27.07.2006 No. 152-FZ as amended by Federal Law of 25.07.2011 No. 261-FZ. The data are provided voluntarily and in a volume that is necessary and sufficient for the execution by Opera LLC and its ticket sales partner INTIKETS LLC

<https://intickets.ru/documents/aferta/> of their obligations to the client.

Opera LLC and its ticket sales partner INTIKETS LLC <https://intickets.ru/documents/aferta/> use the information provided to fulfill their obligations to the client in accordance with and on the basis of the Federal Law of 27.07.2006 No. 152-FZ as amended by Federal Law of 25.07.2011 No. 261-FZ. The information provided by the client when using the Site is subject to non-disclosure and is used only for rendering services and within the framework of these guidelines for use.

The provision of information by Opera LLC and its ticket sales partner INTIKETS LLC <https://intickets.ru/documents/aferta/> to agents and third parties acting on the basis of a contract with Opera LLC and its ticket sales partner INTIKETS LLC <https://intickets.ru/documents/aferta/> to fulfill obligations to the client is not considered a violation.

The disclosure of information in accordance with reasonable and lawful requirements of representatives of law enforcement agencies, judicial requests, and other requirements under the laws of the Russian Federation is not considered a violation.

Opera LLC and the Site Administration is not responsible for the information provided by the client on the Site in a public form (forum, etc.).