

*This document is an official offer of LLC Volga-tur (register number **MBT 014845** in the Unified federal register of the Tour operators, called further the Tour operator) to sign the Contract given below on the specified conditions. The Contract and applications, which are an integral part, are placed on the Internet at the address: <http://100igras.ru/>, and are also to be provided to the Customer for perusal when booking and (or) sent to the Customer by means of electronic and other forms of communication. According to Article 435 of the Civil Code of the Russian Federation this document is the offer. The Contract is signed by means of acceptance by the person who has responded to the offer of the Tour operator (further in the text – "Customer"). The written form of the Contract is considered observed due to Art. 434 of the Civil Code of the Russian Federation. The full and unconditional acceptance of the offer is implementation of actions by the Customer for following the terms of the Contract specified in the offer, including commission of full or partial payment under the Contract. The offer can be withdrawn by the Tour operator at any time before its acceptance.*

Contract on realization of tourist product

Yaroslavl

" " _____ 20__

Full name, the "Client" called further on the one hand, and the Volga Tour Yaroslavl Limited liability company (register number MBT **014845** in the Unified federal register of the Tour operators) called further The Tour operator in the person of the CEO Skorokhodova Y.V., acting on the basis of the Charter, on the other hand, together called "Parties", have signed the present Contract as follows.

1. Subject of the Contract

1.1. According to the conditions of the present Contract the Tour operator undertakes to implement the tourist product created by the Tour operator to the Client, full list and consumer properties of the tourist product are in the application filled in by the Client at registration.

1.2. Information on financial security of the Tour operator is in Section 9 of the present Contract.

2. Rights and obligations of the Parties

2.1. The Tour operator is to:

2.1.1. According to the application of the Client to organize a meeting, accomodation and food for him/her and his/her representatives, to issue the health insurance for stay during the trip and also to provide other tourist services for the Client and his/her representatives upon the demand of the Client according to conditions of the present Contract, applications and additions to it.

2.1.2. To provide departure of the Client and his/her representatives in case of a necessary number of people for implementation of the above-stated tour (in case of a group tour order). In case of shortage in quantity of 20 person for the group tour, the Tour operator undertakes to return the money to the Client being paid by him.

2.1.3. To process to the Client the necessary documents certifying booking and payment of the tourist product by him. These documents have to be handed to the Client and his/her representatives **not less than in 24 hours prior to the travel.**

2.1.4. To provide to the Client and his/her representatives information on safety of tourism.

2.1.5. To inform the Client on emergence of the circumstances interfering rendering the separate requested tourist services to him or following along the route .

2.1.6. To inform the Client:

- about consumer characteristics of the tourist product about rules and conditions of its effective and safe use;
- about rules of entry into the country (place) of temporary stay and departure from the country (place) of temporary stay;

- about the main documents necessary for the entry into the country (place) of temporary stay and departure from the country (place) of temporary stay, including data on necessity to have the visa to enter the country and (or) to depart from the country of temporary stay;

- about customs of local population, about religious practices, about shrines, nature sanctuaries, history, culture and other subjects of tourist sights which are on special protection, about the condition of the surrounding environment, information about access to tourist sights taking into account the restrictive measures accepted in the country (place) of temporary stay (in the amount necessary for commission of the travel);

- about dangers which the Client can come across during the travel, including need to undergo prevention according to the international medical requirements;
- about the location, postal addresses and numbers of contact phones of public authorities of the Russian Federation, diplomatic missions and diplomatic representatives of the Russian Federation which are in the country (place) of temporary stay which the Client can address in case of emergence in the country (place) of temporary stay in case of emergency situations or other circumstances menacing to safety of his/her life and health and also in cases of emergence of danger of infliction of harm to property of the Client;
- about the procedure and terms of presentation by the Client of requirements to the organization which has provided financial security to the Tour operator about the specified organization and also about the bases for payments under the Contract of insurance of responsibility of the Tour operator and according to the bank guarantee;
- about the possibility of signing of voluntary insurance Contract on financial risks and consequences of not conclusion of such Contract.

For execution of the specified duty the Client also provides a Note to the Client. By signing of the present Contract the Client confirms his/her having read the specified information and receiving the corresponding materials.

2.2. The Tour operator has the right to:

2.2.1. To refuse performance of obligations under the present Contract in case of violation of the payment procedure established by the present Contract, his/her not providing necessary documents by the Client, or violations of other duties established by the present Contract.

2.2.2. To change or dissolve the present Contract in connection with essential changes of terms of the Contract.

2.3. Client is to:

2.3.1. To transfer to the Tour operator the authentic and sufficient data and documents necessary for the organization of a trip of the Client.

2.3.2. To pay for the tourist product to the Tour operator in terms and in the size provided in the present Contract.

2.3.3. In 3 days prior to the travel to specify at the Tour operator the place and time of gathering of group and whether the information on that essential conditions of the present Contract has changed (the price, consumer properties, etc.).

2.3.4. During commission of the travel, including transit the Client and his/her representatives are obliged: to observe the legislation of the place of temporary stay, to respect customs, traditions, religious beliefs; to keep the surrounding environment, to be careful with nature sanctuaries, historical and cultural monuments in the place of temporary stay; to follow rules of personal and property security and measures of prevention of quarantine and parasitic diseases; to meet the formal requirements, conditions and restrictions shown to tourists from hotels, carriers and other institutions.

2.3.5. Immediately to inform in writing the Tour operator on non-performance or inadequate performance of the conditions provided by the present Contract from the third parties.

2.3.6. To pay to the Tour operator actually incurred expenses (including: the money transferred by the Tour operator to the third parties, carrier, the insurer or other persons, penalties (fines) and deductions paid by the Tour operator to specified persons which have been carried out by the Tour operator until receiving from the Client of the written statement about cancellation of the Contract, declaration of denial of the tourist product, the notice of refusal of performance of the Contract) in the cases provided in item 4.1.3, 4.1.4., 4.1.5 of the present Contract, within 7 days after setting a claim by The Tour operator to the Client.

2.3.7. To inform the representatives on information on safety of tourism.

Signing of the present Contract the Client confirms that he/she has comprehensive information concerning rules of departure, entrance and transit and guarantees to the Tour operator presence of a possible free departure, transit and entrance of all participants of a trip.

2.4. Client has the right for:

2.4.1. To demand information on tourism safety from the Tour operator.

2.4.2. To change or dissolve the present Contract in connection with essential changes of terms of the Contract.

2.4.3. In case of non-execution of obligations for rendering to the Client of the services in transportation and (or) accommodation containing in the tourist product, and also existence in the tourist product of essential shortcomings, in writing to demand from the Tour operator and (or) his insurer specified in item 9.1. of the present Contract, monetary compensation at the rate of the actual damage, the missed benefit and (or) moral harm. The specified requirement has to be imposed on the Tour operator and (or) the insurer specified in item 9.1. of the present Contract within 20 days from the moment of the termination of the period of validity of the

present Contract.

3. Procedure of payments

3.1. The price of the tourist product specified in item 1.1. of the present Contract is defined in the application filled in by the Client at registration and is confirmed on the page of payment.

3.2. Payment of a tourist package is carried out by the Client in rubles in cash or via bank transfer to the account of the Tour operator. The moment of payment is considered the moment of receipt of money in cash desk of the Tour operator, or on the settlement account of the Tour operator.

3.3. If payment in cash or non-cash hasn't come onto the account (to the cash desk) of the Tour operator within 2 bank days from the moment of signing the account the Tour operator reserves the right to dissolve the present Contract.

4. Responsibility of the Parties

4.1. Responsibility of the Client:

4.1.1. The client bears responsibility to the Tour operator and the third parties for the material damage caused to them which has arisen in case of non-performance or inadequate performance of conditions of the present Contract except for the cases provided by the present Contract.

4.1.2. In case if the Client and his/her representatives haven't specified information on whether essential terms of the Contract have changed and it is impossible to contact the Client and his/her representatives by the contact phone , in connection with the changed essential terms of the Contract, the Contract can be dissolved. If the essential terms of the Contract have changed concerning increase in the price of the tourist product and the Client refuses to change the Contract regarding increase in the price of the tourist product, the Contract is dissolved, and the Client pays to the Tour operator the losses suffered by the Tour operator by the third parties (hotels, carriers, the enterprises of food, etc.).

4.1.3. In case of violation by the Client of the payment procedure of the tourist product , the Client pays to the Tour operator the losses suffered before the Tour operator before the third parties, which have resulted from violation by the Client of the payment procedure.

4.1.4. In case of non-presentation or untimely submission of necessary documents for the organization of the tour the Client pays to the Tour operator the losses suffered by the Tour operator by the third parties, which are the result from non-presentation or untimely submission of necessary documents by the Client.

4.1.5. In case of causing losses to the Tour operator because of refusal of the Client, his/her representatives from transportation, the Client pays to the Tour operator the losses suffered by the Tour operator before the third parties (carriers), which have resulted from refusal of the Client from transportation.

4.2. Responsibility of the Tour operator:

4.2.1. The Tour operator bears responsibility for changes as a part of the tourist product only in cases, unforeseen in items 5.1 on condition of full payment of the tourist product.

4.2.2. The Tour operator bears responsibility to the Client for the material damage caused to him which has arisen in case of non-performance or inadequate performance of conditions of the present Contract by the Tour operator except for the cases provided by the present Contract.

4.2.3. The Tour operator doesn't bear responsibility to the Client in case of non-execution or inadequate execution of services in return or from the third parties, arisen owing to unauthenticity, insufficiency and inopportuneness of the confirming data and documents provided by the Client and also which have arisen owing to other violations of terms of the Contract by the Client.

4.2.4. The Tour operator doesn't bear responsibility in case of impossibility of implementation of the tourist services containing in the tourist because of the Russian legislation making impossible realization of the tourist product provided by the present Contract.

4.2.5. The Tour operator doesn't bear responsibility for cancellation or change of departure time of flights (trains, intercity buses) and the change of amount and terms of the tourist services containing in the tourist product connected with it. The Tour operator doesn't bear responsibility for change of price policy of airlines and also companies rendering rail and bus transportation, changes of tariffs for the booked tickets, replacement like the plane.

On the basis of the current legislation (Art. 786 Civil Code of the Russian Federation) the air ticket is an independent Contract of transportation between the Client and the carrier. The Tour operator isn't the party of this Contract, therefore can't influence the process of implementation of transportations, including for the period of plane departure/arrival. In these cases responsibility is born by the relevant companies carriers according to the Russian rules. The Tour operator also doesn't bear responsibility for the consequences caused by untimely arrival of the Client and his/her representatives to the place of transportation (the station, the airport, the station, port).

4.2.6. The Tour operator doesn't bear responsibility for safety of personal baggage, values and documents of the Client and his/her representatives during all tour.

4.2.7. The Tour operator doesn't bear responsibility if by the decision of the authorities or responsible persons to the Client, his/her representatives it is refused for them to travel along the route or accommodation in the reserved hotel for the reasons of lack of appropriate documents, violations of law and order or harassment to people around, states of alcoholic (narcotic, toxic) intoxications or violations of other rules of conduct in public places, journey or conveyance. If actions of the Client, his/her representatives have caused damage to the Tour operator or the third parties, then the perpetrator can be made responsible, provided by the current legislation. In this case the Client pays all additional expenses which have arisen because of him or his/her representative's illegal behavior.

4.2.8. The Tour operator doesn't bear responsibility for compensation of monetary expenses of the Client for the paid tourist services containing in the tourist product if the Client, his/her representatives at discretion or in connection with the interests hasn't used everything or a part of the tourist product provided by The Tour operator.

4.2.9. The Tour operator doesn't refund to the Client the expenses which fringe the tourist product.

4.2.10. The Tour operator doesn't bear responsibility in case of discrepancy of the provided services to unreasonable expectations of the Client and his/her value judgment.

5. Force majeure circumstance

5.1. The Tour operator and the Client are free from liability for partial or full non-execution of obligations under the present Contract if such non-execution is a consequence of force majeure circumstances: earthquakes, floods, the fire, a typhoon, a hurricane, a snow drift, military operations, mass diseases, strikes and also restrictions of transportations, the ban of trade operations with the certain countries owing to application of the international sanctions and other events which aren't depending on will of the parties. The specified events have to have extreme, unforeseen and unpreventable character and have to arise after the conclusion of the present Contract.

5.2. At approach of the force majeure circumstances listed in item 5.1 of the present Contract, one party has to as soon as possible, but no later than two days since the beginning of action of force majeure circumstances, inform on them the other party in writing, at the same time the time of performance by the parties of obligations under the present Contract is postponed in proportion to time during which such circumstances work.

5.3. Return to the Client of money for non-execution of the Contract because of action of force majeure circumstances isn't made.

6. Change and cancellation of the Contract

6.1. All changes and additions to the present Contract are possible by agreement of the parties and come into force if they are made in writing and signed by each Party of the present Contract.

6.2. Each of the parties has the right to demand change of the present Contract in cases of change of the essential circumstances specified in the Contract.

6.3. In case of cancellation of the present Contract at the initiative of the Client on any circumstances the cost of the policy of medical insurance isn't subject to return.

7. Settlement of disputes

7.1. At emergence of the disputes connected with execution by the parties of obligations under the present Contract, the parties will make all efforts for their solution by negotiations.

7.2. If the specified disputes can't be resolved by the Parties by negotiations, then they are brought to trial according to requirements of the current legislation of the Russian Federation.

8. Special conditions

8.1. The Tour operator informs the Client that insurance and transportation services carry out respectively carrier and the insurer, according to it:

8.1.1. The Tour operator doesn't bear liability in cases, injuries and/or other accidents which have happened to the Client, his/her representatives during the trip and doesn't compensate the expenses incurred by the Client, his/her representatives during the trip. All questions connected with material compensation of expenses of the Client, his/her representatives on medical expenses during the trip are resolved between the Client and insurance company in the order provided by the agreement concluded between them.

8.1.2. The Tour operator renders to the Client, his/her representatives all assistance in receiving medical care. In case the Client, his/her representative is insured, his/her actions for receiving medical care have to be carried out according to the rules specified in the insurance policy issued by the insurance company. In case the Client,

his/her representative isn't insured, the Client undertakes all expenses on receiving medical care.

9. Financial security and claim order.

9.1. Financial security of the Tour operator is the Contract of insurance of civil liability for non-execution or inadequate performance of obligations under the Contract on realization of the Tourist product №76021GOT-000039/17 от 28.12.2017, validity period from 05/05/2017 to 04/05/2018 (further in the text — the Contract of insurance). The amount of Financial security is 500 000 (Five hundred thousand) rubles.

9.2. Financial security is provided to the Tour operator of LLC Central Insurance Company, located at: 141006, Mytishchi, Sharapovsky Drive, bld. 7, office 405 (further in the text — the Insurer).

9.3. The Insurer is obliged to pay insurance compensation under the Contract of insurance according to the written requirement of the Client and (or) other customer at a loss occurrence.

9.4. The claim for compensation of the actual damage which has resulted from non-execution or inadequate execution by the Tour operator of obligations under the Contract on realization of the Tourist product can be shown by the tourist to the Tour operator or the Tour operator and the Insurer in common.

9.5. The actual damage suffered by the Client as a result of non-execution or inadequate execution by the Tour operator of obligations under the Contract on realization of the Tourist product doesn't include the expenses made by the Client in the country (place) of temporary stay at own discretion and not caused by the Contract on implementation of the tourist product.

9.6. At the request for insurance payment the processed documents (depending on a concrete insured case the list of documents can be concretized by the Insurer) have to be provided:

- the requirement (statement) for payment of insurance compensation in which Client's surname, name and middle name and also the information about other customers is to be entered; date of issue, validity period and other requisites of the present Contract; number of the Contract on realization of the tourist product and date of its signing; the name of the Tour operator which has signed the present Contract; name of the Tour operator; information on circumstances (facts) demonstrating non-execution or inadequate execution by the Insurer of obligations under the Contract on realization of the tourist product; the reference to the circumstances which have caused the addressing to the Insurer; an amount of money, subject to payment to the Client in connection with non-execution or inadequate execution by The Tour operator of obligations under the Contract on realization of the tourist product , including the amount of the actual damage suffered by the Client in connection with his/her expenses on evacuation;
- the copy of the passport of the Client or other identity document according to the legislation of the Russian Federation (with presentation of the original of the specified documents);
- the copy of the Contract on realization of the tourist product , including all annexes and additional agreements to it (with presentation of its original);
- the documents confirming the actual damage suffered by the Client as a result of non-execution or inadequate execution by the Insurer of obligations under the Contract on realization of the tourist product . The documents (accounts, receipts, payment documents, references, the conclusions, etc.) issued by competent authorities, the expert organizations, the organizations — carriers, hotels (hotels), etc. can be among such documents, in particular. If case was considered in court, also the copy of the court judgment which has taken legal effect is submitted.

All documents provided to the Tour operator and Insurer by Client have to be made in Russian. In case documents are made in a foreign language, the Tour operator or the Client is obliged to provide these documents in notarially certified translation into Russian.

10. Additional terms

10.1. The Contract comes into force from the moment of its signing by the Client and works till the termination of the tourist product.

10.2. The present Contract is made in duplicate, having identical validity, one for each of the Parties.

11. Requisites and signatures of the parties:

The Client:

The Tour operator:

LLC Volga-tur

MBT014845

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Trefolev St., 24-a

Postal address: 150014, Yaroslavl, p.o. box 122

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Corr. Account No. 30101810545250000855

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CEO:

_____ Skorokhodova Y.V.

Seal

Seal