

**RULES FOR PURCHASE AND USAGE
OF ELECTRONIC TICKETS / ELECTRONIC SUBSCRIPTIONS
(HEREINAFTER “RULES”)**

These Rules describe the order and the conditions of the fulfillment by Executor (Limited Liability Company “Theater – concert agency “Diliaver”, PSRN 1097746354903, TIN 7703701309, social address: city of Moscow 115280, 3 Oslibinskiy pereulok, premises IV) for Buyer (individual who uses Executor’s services according to the provisions of these Rules) of the services of generating, payment and provision of an electronic ticket and electronic subscription for the chosen event by means of SBCI of the city of Moscow “MMDM” (hereinafter as well as entertainment institution) www.mmdm.ru.

An electronic ticket represents a digital record in the database, confirming the booking and the ticket payment for the relevant entertainment event.

Executor keeps his right to change the Rules without Buyer’s preliminary notice. New Rules enter into vigor since the moment of their placement at the website of SBCI of the city of Moscow “MMDM” www.mmdm.ru.

An electronic ticket and electronic subscription certify Buyer’s right for visiting a certain entertainment event. A material medium of an electronic ticket is a form of an electronic ticket. A material medium of electronic subscription is a form of electronic subscription.

An order registration and an electronic ticket / electronic subscription purchase at the website www.mmdm.ru can be made in the following way:

1) to choose a date of interest and an entertainment event according to the repertoire in the correspondent section of the website;

2) to choose the hall places, available for the purchase;

3) to click the button “Buy” for the payment by bank card;

4) to study the rules of electronic tickets and electronic subscription purchase;

5) Buyer enters his personal data on the secured payment page (last name, name, e-mail address, bank card details) and confirms his order. The data exchange is made through a secured connection;

6) after the payment Buyer receives a confirmation about a successful transaction. Electronic ticket / electronic subscription form is sent to the e-mail, provided by Buyer.

An order registration at the website www.mmdm.ru has to be finished within 30 minutes otherwise this order will be considered expired.

ATTENTION:

Executor isn’t liable for the provision of the incorrect Buyer’s e-mail address, bank card details and phone number. The indicated information should be verified by Buyer before the moment of the order payment.

After the order payment Buyer has to verify the receipt of the electronic ticket / electronic subscription and its conformance to the chose and paid order. In case if electronic ticket / electronic subscription form is not received at the e-mail address or if the paid order doesn’t coincide with the electronic ticket/ electronic subscription, Buyer contacts Executor’s support service beforehand at the phone number 8 (495) 215 0000 for finding out the reasons and eliminating such inconformity.

An electronic ticket or electronic subscription is printed by Buyer himself before the start of the entertainment event for each place separately. For visiting the entertainment event by an electronic ticket or by electronic subscription it’s necessary to present a printed form for the entertainment event’s controller in order to be scanned and to confirm a bar code of the electronic ticket / electronic subscription. A repeated entrance by the electronic ticket is not possible.

Electronic ticket and electronic subscription is valid only by presenting it on paper carrier of A4 format.

Electronic ticket and electronic subscription refund for the cancelled, postponed or changed events as well as by Buyer's request (refund is made basing on the Declaration about electronic ticket/electronic subscription refund, sent to Executor by e-mail) is made according to Annex № 1 "Conditions of electronic ticket / electronic subscription refund" to these Rules.

Information about using an electronic ticket or electronic subscription and Executor's works can be received by the phone number:

8 (495) 215-00-00.

Registering an order at the website www.mmdm.ru, Buyer confirms his consent to the above indicated conditions and gives his approval for the data processing by Executor, presented for the order registration.

CONSENT FOR PERSONAL DATA PROCESSING

According to art. 9 of Federal Law dated July 27, 2006, № 152-FL "About personal data" Buyer hereby gives his full consent to the automated as well as without automatization means processing and usage of his personal data. Buyer confirms the revision of the requirements of Federal Law dated July 27, 2006, № 152-FL "About personal data" and he is fully aware and understand the rights and the responsibilities in the personal data protection area.

Name and address of Executor (operator) who receives Buyer's consent (personal data subject): Limited Liability Company "Theater – concert agency "Diliaver", PSRN 1097746354903, TIN 7703701309, social address: city of Moscow 115280, 3 Osliabinskiy pereulok, premises IV.

The aim of the personal data processing is the following:

The aim of the personal data processing is the fulfillment of the conditions of this offer by Executor.

The list of the personal data that requires the consent of the personal data subject:

Last name; name; patronymic name; contact phone number; e-mail address.

Name and address of the person who processes the personal data by operator's request (if this processing is charged to this person):

Executor has a right to charge the third persons with the personal data processing. Executor's instruction to a third person determines the detailed list of actions, including: last name, name, patronymic name, contact phone number and e-mail address of Buyer. The aim of the personal data processing by third persons is the provision of Buyer's visiting of third persons' entertainment events. The responsibility of the third persons for the personal data processing is carried out by Executor.

The list of actions with personal data that require the consent, the general description of the ways of personal data processing used by the operator:

The processing of the above mentioned personal data will be made by mixed (automated and unautomated) processing of personal data, namely: collection, systematization, accumulation, keeping, clarification (renewal, change), extraction, usage, transfer (distribution, presentation, access), blocking, elimination of personal data.

The validity term of the consent of a personal data subject as well as a way of its revocation, unless otherwise is established by the federal laws:

The personal data is processed till the termination of Executor's activity. The personal data is kept according to p. 7 art. 5 of Federal Law dated July 27, 2006, № 152-FL "About personal data".

The consent can be revoked by Buyer's sending a written declaration to Executor at ticket@profticket.ru.

“Conditions of electronic ticket / electronic subscription refund”

The refund of the purchased electronic tickets / electronic subscriptions can be made in case if:

- an entertainment event is cancelled;
- an entertainment event is changed;
- an entertainment event is postponed for another date;
- by Buyer's request in cases provided by the legislation.

The money refund for the purchased electronic tickets / electronic subscriptions can be made only basing on Buyer's Declaration for tickets refund.

The refund of electronic ticket / electronic subscription price is effectuated onto the payment card that was used for paying an electronic ticket / electronic subscription.

The order of tickets (subscriptions) refund

In case of electronic ticket / electronic subscription refund by **Buyer's request tickets are accepted for refund within 3 days or more before the date of the entertainment event, excluding the date of the entertainment event itself.**

In case if Buyer applied within **less than 3 days** before the date of an entertainment event, a **ticket (subscription) price is not refunded***.

* except the cases when visiting an entertainment Event by Buyer is caused by the impossibility of this visit due to the documentarily confirmed circumstances, related to either Buyer's illness or by the death of the person, being a member of his family or his close relative, according to Family Code of Russian Federation (in these cases Electronic tickets refund is accepted not later than the beginning of the entertainment event).

In case of the **entertainment event's cancellation**, the refund of tickets (subscriptions) price is made within **10 calendar days** since the date when the announced entertainment event was planned.

In case of the **postponement of the entertainment event** for a later date the refund of tickets (subscriptions) price is made within **10 calendar days**, but not later than the date for which the entertainment event was postponed.

In case of the **postponement of the entertainment event** for an earlier date the refund of tickets (subscriptions) price is made not later than the initial date of the entertainment event inclusively.

In case of the **change of the entertainment event or the announced performers** (if Buyer doesn't agree with the change) the refund of tickets (subscriptions) price is possible **before the beginning** of the changed entertainment event.

In special cases, related to the cancellation, change, postponement of the entertainment event, ticket refund is made according to the terms and conditions, established by entertainment event's Organizer and placed at the website www.mmdm.ru.

The administration of SBCI of the city of Moscow “MMDM” keeps its right to change the program, the performers in the entertainment event in exclusive cases.

In order to register electronic ticket / electronic subscription refund and to get the money funds Buyer has to fulfill Declaration for electronic tickets / electronic subscriptions refund. The declaration form can be downloaded from the website www.profticket.ru in the section “Buy ticket” or from the website of the entertainment institution www.mmdm.ru in the section “Tickets”.

It's necessary to send a declaration from the e-mail address, used while the electronic ticket / electronic subscription registration, to the e-mail address ticket@profticket.ru either

during the term, indicated in this Annex, or during the term, established by the event's Organizer.

If a Declaration can't be sent from an e-mail address, a form of the indicated Declaration can be received at the cashier-desk of the entertainment institution, fulfilled and given to the cashier.

The declarations, received later than the established term, will not be considered, the money refund will not be effectuated.

The refund of electronic ticket / electronic subscription price is made onto the payment card, used for the purchase of the electronic ticket / electronic subscription, within 10 days since the date of the receipt of the relevant Declaration by Executor. Then money transfer depends on an issuer bank, as a rule, this term includes from 3 (three) working days till 30 (thirty) working days.

The refund of electronic ticket / electronic subscription price, not related to the cancellation, change, postponement of the event, is made on the payment card within 10 days since the date of the receipt of the relevant Declaration by Executor, excluding the amount of the expenses, actually incurred by him.

THE MONEY REFUND FOR ELECTRONIC TICKETS / ELECTRONIC SUBSCRIPTIONS IS MADE ONLY IN CASE IF ELECTRONIC TICKET / ELECTRONIC SUBSCRIPTION FORM WAS NOT USED FOR THE ENTRANCE TO THE ENTERTAINMENT EVENT.

The additional information about electronic ticket / electronic subscription refund and Executor's work is available by phone number 8 (495) 215 0000.

Registering an order at the website www.mmdm.ru, Buyer confirms his consent to the above mentioned conditions.

RETURN

**To Executive Director
of OOO Theatre and Concert Agency
“Dilyaver”
Skripkaru T.I.**

From: _____

Residential address: _____

Passport: Series _____ **No.** _____

Contact telephone number: _____

APPLICATION

Please return money to the payment card _____
(card name)

Card No.

						*	*	*	*	*	*	*	*				
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(Indicate No. of the payment card that has been used for the order payment. First 6 and last 4 figures)

for the tickets paid **via website** _____

in the amount _____ (_____) rub.
(amount in words)

Transaction No. _____ **Order No.** _____

To the entertainment _____
(entertainment name)

Date _____ [year] Time _____ [a.m/ p.m] Sector _____ Row _____ Seat (s) _____

due to _____
(indicate the reason)

I accept withholdings provided by the electronic tickets/ electronic subscriptions purchasing and engagement regulations on www.mmdm.ru website.

Date “ _____ ” _____ 20 _____ [year]

Signature _____