

TERMS & CONDITIONS

The following Terms and conditions apply to services provided by Russian Classics LLC and the operations of website www.rusclassics.com. Please read our terms of conditions and privacy policy before using our company services. We reserve the right to modify or amend the terms and conditions from time to time, without notice. You agree that You will review it regularly, so that You are aware of and agree to any and all modifications made to this terms and conditions.

Russian Classics LLC purchases transportation (by aircraft, coach, train, vessel or otherwise), hotel and other lodging accommodations, restaurant and catering services, ground handling and other services from various independent suppliers. All such persons and entities are independent contractors. As such, you understand and agree that we shall not be liable for any negligent or willful act of any such person or entity or of any third party.

Travel and Related Booking Services. General terms.

You may book the hotel or property normal vacation, holiday or business travel use. Please check your reservation documentation carefully to ensure that you have properly booked the correct number of guests.

If the group cancellation occurs, you are going to assess the cancellation fee for processing such as a cancellation and related undertakings (depends on the project). This fine, if prescribed by the hotel or other entities, with which you have established business relations for providing services to the Customer, or pay fines stipulated by a supplementary agreement between the parties.

During high season you will not receive a refund for non-refundable extra services, as identified to you at the time of booking in accordance with terms and conditions. Each hotel may have additional terms and conditions with respect to cancellation.

Payment and cancellation terms for customized tours are indicated at the separate agreements and are incorporated herein by reference. Payment procedures may differ depending on the tour chosen. All cancellations must be made in writing and sent by email to the email set forth on your reservation confirmation email.

All accommodations offered are subject to availability at the time of booking. You understand and agree that if for any reason the accommodation originally reserved is not available, we will provide you with alternative accommodations of a similar standard.

Payment for tours and excursions requires a thirty percent (30%) deposit at the time of booking and the entire tour must be fully paid 30 days prior to your scheduled departure. You acknowledge and agree that if you cancel your tour 2 months prior to your scheduled departure, a fee equal to fifteen percent (30%) of the entire tour/excursion package will be charged (except for high season and special periods). You further acknowledge and agree that if you cancel your tour or excursions from 2 months to 3 weeks prior to your scheduled departure, a fee equal to fifty percent (50%) of the entire tour/excursion package will be charged. Finally, you acknowledge and agree that if you cancel your tour or excursions 3 weeks or less prior to your scheduled departure, a fee equal to one hundred percent (100%) of the entire tour/excursion package will be charged.

All other cancellation policies for tours not covered by the above will be listed on the individual agreements. Tour rescheduling is equivalent to a cancellation and the same policy applies.

Electronic tickets for transportation (Russian railways) ordered less than ninety (90) days before departure will be issued and emailed to you after the payment is received. Tickets ordered earlier than ninety (90) days for routes within Russia and will be issued on the first business day after the tickets become available to the public. When official sales to the public are open we will issue the ticket and we will send you a secure link.

There is a ticket exchange fee of \$50 USD for electronic tickets, plus you shall be responsible for paying any higher ticket prices charged by the applicable carrier. All ticket change requests must be submitted no less than three (3) business days before the departure date.

For Electronic tickets, you understand and agree you must send a request for a refund of ticket at least three (3) business days before the scheduled departure date or no refund will be made. All cancellations and refunds for tickets are subject to a fee equal to the greater of 30% of the ticket price.

We will make all refunds according to the current RUB/USD or RUB/EUR exchange rate, based on the date the cancellation is confirmed and completed per the above.

In connection with car and minivan transfers, all such transfers are non-refundable within seventy-two (72) hours of execution date.

It is important that all personal data provided by you when order a train ticket exactly match your information as set forth in your passport (e.g., use your full legal name, not abbreviations or nicknames). You understand and agree that passengers will not be allowed to board the train if there are more than three (3) differences between the information appearing on a passenger's rail ticket and the information set forth in the passenger's passport and other official documentation. Once issued, it is impossible to amend the ticket. Accordingly, you understand and agree that if we need to correct personal data entered improperly at the time of registering for a rail ticket, we will be required to cancel the ticket and rebook the entire trip, which booking will be at the new price offered by the railroad at the time of the new booking.

You acknowledge and agree that you are responsible for a \$50 USD exchange fee PLUS any additional rate difference between your originally booked ticket and the new ticket if more expensive than your originally booked ticket.

We accept bank transfers. Payments for all services must be made in accordance with the terms above. Payments for services must be prepaid 100%.

You understand and agree that you are solely responsible for any costs incurred as a result of incorrect dates or data that you input in connection with our Services. You further understand and agree that we are not and shall not be held responsible for any costs incurred as a result of incorrect dates or data input by you under any circumstances.

Passports and visa are solely your responsibility. Visas are required for ALL travelers to Russia. We offer a Visa Application to assist you in obtaining visa support letters for Russia. A visa support letter will allow you to obtain a visa from your preferred Russian Consulate. You are encouraged to check with your local Russian Consulate for full details of current requirements and charges.

We may be required by applicable law to notify you of certain events. You hereby acknowledge and consent that such notices will be effective upon delivering them to you through e-mail.

Our failure to exercise or enforce any right or provision of these terms and conditions shall not constitute a waiver of such right or provision.

Unless otherwise prohibited by applicable law, you agree that regardless of any statute or law to the contrary, any claim or cause of action arising out of or related to use of the Services or these Terms must be filed within one (1) year after such claim or cause of action arose or be forever barred.

These Terms, including all terms, conditions, and policies that are incorporated into these terms by reference, constitute the entire agreement between you and us and govern your use of the Services, superseding any prior agreements that you may have with us.

If any part of these Terms is determined to be invalid or unenforceable pursuant to applicable law, then the invalid or unenforceable provision will be deemed superseded by a valid, enforceable provision that most closely matches the intent of the original provision and the remainder of the Terms shall continue in effect.

If you do not agree with any part of these terms or if you have any other dispute or claim with or against us or a third party with respect to these terms, then your sole and exclusive remedy is to discontinue using the services or as otherwise specified in the terms.

If you have any questions or comments regarding these terms and conditions, you can contact Russian Classics LLC at info@rusclassics.com