

## **Rules of visit and provision of catering services of the 360 Restaurant**

In order to ensure a safe and comfortable pastime of visitors, to ensure the safe provision of services and service to guests, the administration of the 360 Restaurant (hereinafter referred to as the "**Administration**") establishes these Rules for visiting, the provision of catering services and the behavior of guests of the 360 Restaurant (hereinafter referred to as "**Rules**").

### **1. General Provisions**

1.1. The terms used in these Rules have the following definitions:

**Ticket** — a document certifying the right to visit the 360 Restaurant on a certain date and time, as well as confirming the fact of the Order and payment by the visitor for the service of pre-booking a free table at the 360 Restaurant for a certain date and time.

**Order** — the Visitor's appeal to the Seller with the intention to purchase the services of a preliminary reservation of a free table at the 360 Restaurant for the provision of catering services on a specific date and time.

**Electronic order** — a digital record in the database of the 360 Restaurant, confirming the fact that the Order was placed and the visitor paid for the service for preliminary reservation of a free table in the 360 Restaurant for a certain date and time.

**Visitor** — a person who has used (intended to use) Order for the purpose of visiting the 360 Restaurant.

**Website** — a web resource located on the Internet at [www.pnr360.ru](http://www.pnr360.ru).

1.2. The 360 Restaurant provides public catering services at the address: 89th floor of the Federation East Tower, bld 12, Presnenskaya embankment, Moscow, Russia.

1.3. These Rules are developed in accordance with civil legislation, the Code of Administrative Offenses of the Russian Federation No. 195-FZ of 30.12.2001, the Law of the Russian Federation "On Consumer Rights Protection" of 07.02.1992 No. 2300 - 1, the Decree of the Government of the Russian Federation "On Approval of the rules for the provision of public catering services" of 15.08.1997 No. 1036.

1.4. In accordance with paragraph 5 of the Rules for the Provision of Public Catering Services, authorized by the Decree of the Government of the Russian Federation (August 15, 1997 N 1036), the Contractor has the right to independently establish rules of conduct for consumers in places where services are provided, that do not contradict the legislation of the Russian Federation.

1.5. The 360 Restaurant is open for admission and service of visitors only during the established opening hours: daily from 10 AM to 11 PM. The restaurant reserves the right to make changes to

its opening hours, without additional written notice. After the closing time, the restaurant Administration has the right to require visitors to leave the restaurant.

1.6. The restaurant is not responsible for the safety of personal belongings and valuables of its visitors left unattended.

1.7. In case of violation of these Rules, the Administration reserves the right to remove the violator from the territory of the restaurant without a refund of the money spent in the 360 Restaurant.

1.8. The restaurant is not responsible for damage caused to the health or property of the visitor by illegal actions of third parties.

1.9. Visitors of the 360 Restaurant bear civil liability for the loss or damage of the used equipment, inventory, dishes, interior items, furniture, decoration (intentional and negligent) and are obliged to compensate the damage caused by them to the restaurant in monetary form based on the actual value of the damaged or lost property.

1.10. On the 360 Restaurant territory, Visitors shall be allowed to take photographs with their phones and amateur cameras and to take photographs of their friends and relatives with their phones. The use of any stationary equipment, including, without limitation, tripods, reflectors, and auxiliary lighting equipment, shall be prohibited during photographing.

1.11. When visiting the restaurant, the Visitor agrees to take part in the possible photo and video shooting, TV or radio broadcasting of the event as a visitor and gives their consent to the use of these materials in any way, including usage for the internal needs of the restaurant in video, TV and radio broadcasts, in publications in the press or on the Internet.

1.12. In accordance with Federal Law No. 152-FZ of 27.07.2006 "On Personal Data", the Visitor who made the Order gives their consent to the processing by the Seller (including receiving from them and/or from any third parties, taking into account the requirements of the current legislation of the Russian Federation) of personal data: last name, first name, patronymic, personal phone numbers, contact information, and any other information related to their identity, available or known at any particular time to the Seller and confirms that by giving such consent, they act at their own will and in their own interests and in the interests of the persons in respect of whom the payment of the Order is made.

## **2. Conditions for the provision of catering services for 360 Restaurant.**

2.1. The admission of visitors to the 360 Restaurant is carried out on the basis of pre-booking of the date and time of the visit to the 360 Restaurant, provided that the Visitor purchases a Ticket and makes a reservation of a free table for a certain date and time according to the pricing offered on the Website.

2.2. If the Visitor contacts a third-party service that provides preliminary table reservation services at the 360 Restaurant or the Seller by telephone with the intention to place an Order, the free table preliminary reservation services are provided by the Seller, provided that the Visitor purchases a Ticket on the Website in the manner prescribed by 2.5 of these Rules. The ticket must be purchased by the Visitor within 1 (one) hour from the moment of contacting the third-party service or the Seller by telephone with the intention to complete the Order.

Otherwise, the Seller does not guarantee the availability of free tables in the 360 Restaurant for the provision of catering services.

2.3. The service provided to the Visitor by the 360 Restaurant for the preliminary reservation of a free table for a certain date and time is considered to be provided at the moment of the date and time indicated in the Visitor's Ticket.

2.4. The Seller provides the Visitor with the opportunity to purchase a Ticket to visit the 360 Restaurant through making of an Electronic order using the Website.

2.5. To issue a Ticket, the Visitor performs the following actions:

- Creates an Order by selecting the number and categories of Tickets on the Website;
- Selects the date and time of the visit;
- Specifies the e-mail address;
- Checks whether the withdrawn amount to be paid corresponds to the previously entered data;
- Agrees to the terms of this Offer by clicking the "Pay" button;
- Presses the "Pay" button;
- Pays for the Order with a bankcard;
- Certifies the fact of successful implementation (formation and payment) of the Electronic Order, which is confirmed by the receipt of an email with information about the Electronic Order with an individual number and a barcode, to the e-mail address specified by the Visitor in the process described above.

2.6. The funds paid by the Visitor for the Order are counted towards the payment of the total cost of the catering services provided by the 360 Restaurant. The full payment of the cost of catering services of the 360 Restaurant is made by the Visitor at the end of the provision of services, which is recognized as the moment of presenting of the invoice for payment for services with the offset of the amount of the Order made by the Visitor in accordance with clause 2.1 of these Rules.

2.7. In accordance with Article 438 of the Civil Code of the Russian Federation, the fact of payment for a Ticket or Order is considered an unconditional acceptance of the terms of this Agreement/Electronic order. Making a payment for a Ticket or Order the Visitor simultaneously agrees to these Rules.

2.8. Other guests who are the Visitors of the PANORAMA360 Observation Deck can be served in the 360 Restaurant, subject to the availability of free (not reserved) tables, provided that each Visitor makes the prior issuance of a Ticket according to the tariff below:

- 3,000 rubles for individuals aged over 15 years
- 2,000 rubles for individuals aged from 10 to 14 years old

The visiting time of the 360 Restaurant for individuals specified in this paragraph is limited and is 2 (two) hours from the moment of ordering public catering services.

2.9. The Visitor has the right to cancel the paid Order in full or in part.

2.10. The Order can be canceled by the Visitor directly at the address of the 360 Restaurant.

2.11. To make a full or partial cancellation of the Order, the Visitor must have an identity document and a letter with the number, barcode and order data received after payment. The Documents, confirming the information listed above must be provided in hard copy.

2.12. Full or partial cancellation of the Order is carried out on the basis of a written application of the Visitor in the form provided by the Seller.

2.13. In case of cancellation of the Order, the 360 Restaurant has the right to collect from the Visitor its actual expenses caused by the refusal of the Visitor.

2.14. In case of cancellation of the Order no later than 10 (Ten) days before the date of the visit to the 360 Restaurant specified in the Order, the amount of the actual expenses of the 360 Restaurant in respect of tickets is 0% of the cost of the canceled Order.

2.15. In case of cancellation of the Order in the period from 10 (ten) days to 3 (Three) days before the date of the visit to the 360 Restaurant specified in the Order, the amount of the actual expenses of the 360 Restaurant in respect of tickets is 90% (Ninety percent) of the cost of the canceled Order.

2.16. In case of cancellation of the Order later than 3 (Three) days before the date of visiting the 360 Restaurant specified in the Order, the amount of the actual costs of the Seller in respect of Tickets is 100% of their cost.

2.17. The refund of the amount for a fully or partially canceled Order is made within 30 (Thirty) days from the date of Order cancellation.

2.18. The refund of the amount for a fully or partially canceled Order placed and paid by a bank card on the Website, is made exclusively to the bank card account from which the payment was made.

2.19. Transferring the date and / or time of visiting the 360 Restaurant is not allowed.

2.20. The amount of the Order unspent by the Visitor at the end of catering services in the 360 Restaurant is the actual expenses of the 360 Restaurant associated with the organization and provision of catering services. At the same time, the 360 Restaurant has the right to offer the Visitor to purchase the products it sells for the amount of the Order specified in this clause.

2.21. The Ticket to visit the 360 Restaurant assumes the possibility of a single admission of the Visitor to the territory of the PANORAMA360 Observation Deck on the corresponding day of visiting the restaurant according to the placed Order. A visit to the PANORAMA360 Observation Deck is carried out in strict accordance with the established Rules of Conduct at the PANORAMA360 Observation Deck. The use of the Ticket for admission to 360 Restaurant in order to re-visit the PANORAMA360 Observation Deck is not allowed.

### **3. Restriction of access and Rules of conduct in the 360 Restaurant**

3.1. Following individuals are not allowed on the territory of the 360 Restaurant:

- those who are in a state of alcoholic, toxic or drug intoxication. The main signs of alcohol intoxication are: the smell of alcohol in the exhaled air, impaired coordination of movements, instability of posture, staggering gait, speech disorders, a sharp change in the color of the skin of the face, behavior that does not correspond to the situation;
- visitors with pets;
- aggressive behavior towards guests and / or restaurant staff, violating public order and norms;
- those who came with alcoholic and non-alcoholic beverages, food purchased outside the restaurant.
- those who came with all kinds of weapons, cutting and thrusting objects, as well as personal security equipment. If these items are found after access to the restaurant, the visitor may be immediately denied service with the following removal of them from the premises or the call of law enforcement officers to clarify the legality of possession of weapons.

- those who are in outdoor, work, beach, sports clothing and service uniforms (with the exception of uniforms of law enforcement officers, military personnel, state civil servants), with oversized items (suitcases, backpacks, briefcases, etc.), as well as in untidy, torn or dirty clothes and shoes, soiling interior items or restaurant visitors.
- those who did not present a valid QR code issued in accordance with the Decree of the Moscow Mayor dated June 22, 2021 No. 35-UM in the period from June 28, 2021 until the expiration of the above decree.

3.2. In case of violation by the restaurant Visitors of Rules, causing harm to other restaurant Visitors by their actions, as well as in case of aggressive, inappropriate behavior that interferes with the rest of other visitors, the restaurant Administration has the right to stop further service without refund of the money spent in the restaurant and demand the violator to leave the restaurant territory.

3.3. On the territory of the 360 Restaurant it is prohibited:

- presence of any kind of animals;
- in order to protect the rights of the owner and the privacy of restaurant visitors, to take unauthorized photos and videos on the territory of the restaurant, to shoot visitors without their permission and in case of their objection to the shooting;
- to violate public order and the peace of other visitors;
- to damage the property of the restaurant;
- to disrespect the employees and guests of the restaurant, use offensive language, obscene language in communication with the staff and guests;
- to block the road or in any other way interfere with the movement of guests and employees of the restaurant, obstruct the escape routes provided for in case of emergency situations;
- occupy vacant tables without the permission of the restaurant administration;
- provoke conflicts and engage in fights;
- play gambling games as well as team story games.

3.4. The maximum accommodation of visitors at 1 (one) table in the 360 Restaurant is no more than 5 (five) persons. Moving and/or joining tables in the 360 Restaurant area is not allowed.

#### **4. Responsibility**

4.1. Material damage caused to the property of the 360 Restaurant or to the property of third parties due to the fault of the guest must be compensated in accordance with the procedure established by the legislation of the Russian Federation.

4.2. The administration of the 360 Restaurant reserves the right to:

- refuse a Visitor to enter the 360 Restaurant, in case of non-compliance of the visitor with the requirements established in these Rules;
- for violation of these Rules, stop further service and require the violator to leave the restaurant.

**Chief Executive Officer of  
LLC «Restaurant 360», A. A. Akopyan**