

Servicing Standards (Services Rendering Policy)

1 General

- 1.1 These Standards govern the procedure of services rendering to consumers (clients) on the basis of the Articles of Association of Reisebuero WELT LLC (hereinafter – the Company).
- 1.2 The details and state registration documents of the Company are defined in the “**Quality Creed**” (section 1) and at the Company’s site, www.reisebuero-welt.com.
- 1.3 Compliance with the requirements of business processes, business systems and the requirements of documented procedures shall guarantee the management of the processes of producing and rendering services (hotel accommodation, visa support, transfers, excursion programs, meals, sale and delivery of air and railway tickets, etc.), as required by ISO 9001:2000 “Quality Management Systems – Requirements”.

2 Services Order

- 2.1 The Company shall make orders and arrangements for services at its office in Moscow, branches in Saint-Petersburg and Yekaterinburg.
- 2.2 Russian and English shall be working languages in the Company.
- 2.3 Applications for servicing shall be accepted at the Head Office on a 24-hour basis.
- 2.4 Application shall be processed and the Confirmation of Services Order for individual guests' reception and servicing (accommodation – up to 10 rooms, other services – up to 7 persons^{*}) shall be delivered **within 24 hours** from the moment of application receipt, for reservation dates that are less than 2 weeks before the factual rendering of service (proximate dates) and **48 hours** for reservation dates that are more than 2 weeks before the factual rendering of service (more far-off dates), excluding weekends and holidays.
- 2.5 Applications and commercial offers (accommodation – more than 10 rooms, other services – more than 7 persons^{*}) shall be considered by the Company within 48 hours upon being received by the Company, excluding weekends and holidays.
- 2.6 The Confirmation of Services Order for group reception of guests and event servicing (a Congress Tour) shall be delivered by the Company within the time limits requested by the Client but in any case at least **48 hours** following the moment of application receipt, excluding weekends and holidays.
- 2.7 In case there is no possibility to provide the Client with all required information related to their application within above mentioned time, the Company must inform the Client about other dates of receiving the Confirmation of Services Order.

^{*} Exception: excursion programs in St. Petersburg – up to 9 persons/ more than 9 persons.

- 2.8 The term of guests' stay may be extended by the Company on the basis of the Client's separate application submitted no less than 24 hours, excluding weekends and holidays, before the date of the departure initially confirmed by the Company, including, when the guests are already in the territory of the Russian Federation (RF).
- 2.9 The date of guests' departure may be altered by the Company unless otherwise provided for in the Confirmation of Guaranteed Services Order, on the basis of the Client's separate application submitted no less than 24 hours, excluding weekends and holidays, before the date of the departure initially confirmed by the Company.
- 2.10 The written "**Confirmation of Guaranteed Services Order**", as sent by the Company to the Client by fax, e-mail or by delivery of the original to the Client by hand, shall be the basis for rendering services.
- 2.11 The "**Confirmation of Guaranteed Services Order**", shall be submitted by the Company to clients after the Company receives payment from them by a bank transfer, by credit card, or by cash.
- 2.12 The (guaranteed or non-guaranteed) Confirmation of Services Order shall indicate:
- the list of services reserved;
 - services commencement and completion dates;
 - the cost of services reserved;
 - the date that penalties become effective;
 - the amount of the penalties.

3 Services Order Terms and Conditions

- 3.1 For services order, the Client shall send a written application to the Company by using one of the METHODS listed below:
- send the application in a free format, this application indicating the details of the Client, contact means of communications;
 - use the [form of application for booking](#);
 - reserve services via the Company's web site www.reisebuero-welt.com;
 - book hotel room via "Hotels Booking System" (**HBSystem online**), www.hotels-booking.ru/eng.
- 3.2 An application sent by the Client to the Company in a FREE FORMAT shall contain the following information (depending on the kind of service):
- the hotel name;
 - the date of check-in to/check-out from the hotel;
 - the number of rooms of the required category that are to be reserved;
 - guests' surnames and given names;
 - guests' country of residence;
 - guests' citizenship;
 - information on whether visa support is necessary for obtaining a tourist visa;
 - information related to transport provision, the sightseeing programme, meals, and any other services required by the arriving guests;
 - a contact phone number, the name of the organization, the surname and given name of the person who performs the reservation;

- the payment method.
- 3.3 The application may be sent by FAX or by E-MAIL to one of the Company's offices:
- Head Office in Moscow +7 (495):
tel. 933-78-78, fax 933-78-77, round the clock,
info@welt.ru;
 - Saint-Petersburg Office +7 (812):
tel. 329-26-56, fax 329-26-58, 09.00 to 19.00,
info@spb.welt.ru;
 - Yekaterinburg Office +7 (343):
tel. 379-58-21, fax 379-58-20, 10.00 to 19.00,
info@ekb.welt.ru.
- 3.4 In case of the arrival of a group of guests, the final **GUEST ACCOMMODATION LIST** (as broken down by the room) shall be received by the Company within the time limits specified in the Confirmation of Services Order.
- 3.5 Services reservation shall be provided if available. In case the required number of rooms in a hotel is unavailable and if the provision of other services is impossible on the requested date, the Company shall so inform the Client within 24 hours from the moment of application receipt, excluding weekends and holidays.
- 3.6 In case the requested services cannot be ordered, the Company shall provide the Client with a list of alternative similar services available on the requested dates, and their cost.
- 3.7 "**HBSystem online**" is on-line booking for authorized users.
- **HBSystem online** is the on-line system of hotels booking in Moscow, Saint-Petersburg and Yekaterinburg through Internet, special tariffs for the clients, calculation of the cost automatically.
 - **HBSystem online** (www.hotels-booking.ru/eng) gives the Client an opportunity of getting information of hotel rooms' availability for necessary dates receiving the Confirmation automatically.
 - Rules of booking are at the www.hotels-booking.ru/eng.

4 Visa Support Service

- 4.1 To receive visa support for obtaining a Russian entry tourist visa, the Client shall forward the following information to the Company:
- the travel route (the cities and towns to be visited);
 - the hotel name in each city and town;
 - the dates of arrival and departure;
 - a readily legible photocopy of the passport;
 - a guarantee of payment for the services ordered.
- 4.2 Visa support is granted to cover the itinerary of a Guest's stay in the territory of the Russian Federation but no longer than for the duration of the stay at hotels and travel in the territory of the Russian Federation confirmed by travel papers on condition of 100 % prepayment for accommodation in the hotels, booked in the territory of the Russian Federation in accordance with the program. If hotel accommodation is not booked through Reisebuero WELT, tourist visa support is not provided.

- 4.3 Terms and conditions of obtaining tourist visas and the amount of the state duty shall be determined in accordance with the legislation of the RF and the orders issued by the authorized agencies of the RF.
- 4.4 The term of the tourist visa may be extended (a new entry visa may be granted) subject only to force majeure circumstances, as well as in cases of:
- a Guest's intransportability supported with respective documents in the stipulated form, these documents issued by the medical institution;
 - impossibility for the Guest to depart from the territory of the RF within the stipulated time limit in case of a flight delay or cancellation.

5 The Services Payment Procedure and Terms

- 5.1 The Company offers to the Client to make settlements for the Company's services using all lawful payment methods applied in the territory of the Russian Federation, i. e.:
- settlements by cash;
 - settlements by bank transfer;
 - settlements using international banking cards.
- 5.2 Settlement by cash.
- Settlements by cash shall be made in roubles of the Russian Federation within fixed limits (Directive of the Central Bank of Russia dated November 14 2001 №1050-U).
 - In case of settlements by cash, the Client shall be issued a cash voucher and a cash receipt (invoice) indicating the list of services to be rendered, while the Client being a legal entity shall be provided with a completed works acceptance certificate and a VAT invoice.
- 5.3 Settlements by international banking cards (VISA, Master/EUROCARD, Dines club).
- In making settlements by international banking cards (VISA, Master/EUROCARD, Dines club), payment shall be made in roubles of the Russian Federation.
 - In making settlements by international banking cards, a **"Letter of Authorization "** (in Russian or in English) shall be sent to the Client.
- 5.4 Settlements by bank transfer.
- Settlements by bank transfer shall be made on the basis of an invoice.
 - Settlements may be made by bank transfer to the Company's account depending on the currency of payment.
 - In case of settlements by bank transfer, the Client being a legal entity shall be issued a completed works acceptance certificate and a VAT invoice according to the procedure specified by the legislation of the Russian Federation.
- 5.5 Prices are converted according to the official currency exchange rate for the day of payment.
- 5.6 Prices of services in the price list, in invoices and contracts shall be stated in rubles of the Russian Federation and be inclusive of VAT.
- 5.7 The prices stated in the price list shall be for reference purposes only and may be changed unilaterally by the Company.
- 5.8 In case of forwarding the written Confirmation of Guaranteed Services Order to the Client, the Company shall not be entitled to change the price of the ordered services unless the Client agrees due to preliminary notification by the Company. The Client has the right to reject the services at new conditions by sending the written notification to the Company not later than within 24 (twenty four) hours from the moment when the increase of price was made known to

the Client; in such case the Client shall not be liable for the refusal. The price of the services for whose reservation the Client received the written Confirmation of Guaranteed Services Order may also be changed if the terms of this variation are provided for by a contract between the Company and the Client.

- 5.9 **100 % PRE-PAYMENT FOR THE COMPANY'S SERVICES.** These payment terms shall apply in case of the reception of groups or individual guests on the basis of single applications from organizations that have no history of cooperation with the Company (new clients).
- 5.10 **PARTIAL PRE-PAYMENT.** These payment terms may be applied in fulfilling individual orders for the holding of large-scale business or cultural events, in the servicing of international events.
- 5.11 **SETTLEMENT FOR ACTUALLY PERFORMED SERVICES.** These payment terms shall be applied in mutual settlements with organizations on the basis of permanent contracts for services, these organizations having a long cooperation history.
- 5.12 The services payment procedure and terms shall be stipulated in a services contract between the Company and a specific Client.
- 5.13 Guests shall pay additional services whose payment was not guaranteed by the Client in advance, when making a reservation, and was not confirmed by the Company directly to the Third Party that provided the services, or at one of the Company's offices.

6 Cancellation Terms

- 6.1 Information on a cancellation or a change in the terms of travel on public holidays and weekends shall be forwarded to the **HEAD OFFICE** by fax +7 (495) 933-78-77 or e-mail info@welt.ru.
- 6.2 Information on a cancellation or a change in the terms of travel from the Guest/group of Guests shall be accepted in writing within the time limits stated in the Confirmation of Guaranteed Services Order, this Confirmation sent to the Client's address.
- 6.3 In case of a late cancellation, late changes of terms of the trip or no show, the Client shall be charged a penalty at the rate of 100% of the cost of ordered services, for the first 24 hours of servicing, unless otherwise provided for in the Confirmation of Guaranteed Services Order, this Confirmation sent to the Client's address.

7 Additional Provisions

- 7.1 The Company shall be responsible for full-value and high-quality rendering of those ordered services only in whose respect the Client has received a written Confirmation of Guaranteed Services Order from the Company.
- 7.2 The Company and the Client shall bear responsibility to each other with regard to mutual obligations ensuing from their relations as counterparties and shall also accept for consideration any claims based on documentary data in every particular case. Each claim is considered during 10 days after getting it by the Company.
- 7.3 The Company and the Client may co-operate on the basis of either an **“Agreement concerning rendering of services”**, an **“Agreement on provision of services for arrangement of an Event”**, or single applications (item 3 hereof).

8 Addresses and Means of Communications

- **THE HEAD OFFICE MOSCOW (OPEN 24-HOURS)**

Bld. 1, 20 Sadovnicheskaya Str., Moscow 115035, Russia

Tel.: +7 (495) 933-78-78

Fax: +7 (495) 933-78-77

E-mail: info@welt.ru

- **THE SAINT-PETERSBURG OFFICE (OPEN HOURS: 9 TO 19)**

5th Floor, 36, Naberezhnaya Moika River, business centre "Northern Capital", Saint-Petersburg 191186, Russia

Tel.: +7 (812) 329-26-56

Fax: +7 (812) 329-26-58

E-mail: info@spb.welt.ru

- **THE YEKATERINBURG OFFICE (OPEN HOURS: 10 TO 19)**

Room No. 7/04, 7th Floor, 10 Krasnoarmeiskaya Str., Yekaterinburg 620075, Russia

Tel.: +7 (343) 379-58-21

Fax: +7 (343) 379-58-20

E-mail: info@ekb.welt.ru

9 Bank Details

- **FOR PAYMENTS IN RUBLES:**

Beneficiary: "Reisebuero WELT" Ltd. id. №: 771.815.0929/771801001

Beneficiary address: bld. 1, h. 20 Sadovnicheskaya st., Moscow, 115035

Account: 40702810902000060275 in JSCB RosEvroBank

Bank beneficiary address: bld. 1, 2/1 Myasnitskiy pr., Moscow, Russia

Correspondent acc.: 30101810800000000777; BIK 044585777; OKPO 52622515; OKVED 63.30

- **FOR PAYMENT IN USD:**

Beneficiary: "Reisebuero WELT" Ltd. id. №: 771.815.0929/771801001

Beneficiary address: bld. 1, h. 20 Sadovnicheskaya st., Moscow, 115035

Account: 40702840802000062275 in JSCB RosEvroBank; SWIFT: COMKRUMM in Moscow

Bank beneficiary address: bld. 1, h. 2/1 Myasnitskiy pr., Moscow, Russia

Correspondent account: № 04415190 with DEUTSCHE BANK TRUST COMPANY AMERICAS, NY, New York, USA; SWIFT: BKTRUS33