

## TERMS AND CONDITIONS OF THE WEBSITE IMMERSION-IN-RUSSIA.COM

**We as the dedicated team of the Immersion in Russia project ("Immersion in Russia", "we", "us", "our") are pleased to welcome you on our website immersion-in-russia.com ("Website")!**

**We have developed these terms and conditions of use of our Website ("Terms and Conditions") to help a visitor of our Website ("you", "your", "customer") to navigate through it, to make informed decisions while using it, to avoid potential risks and to enjoy the experience.**

**Please ensure that you review all of the following sections of our Website Terms and Conditions carefully before using our Website – your use of and access to any page or part of our Website indicates that you agree to comply with and be bound by all of these Terms and Conditions. Besides that, the direct and unconditional acceptance of the Terms and Conditions is done via a submission of a contact and/or subscription form, by email, by phone, by mail.**

**Please ask for an assistance ("Contact us" section hereof) if you are unsure about your understanding of what is written in the Terms and Conditions.**

**If you do not agree with these Terms and Conditions, you shall not access or use the Website and online services at this Website.**

These Terms and Conditions will apply to:

[\(A\) Your Use of Our Website,](#)

[\(B\) Our Supply of Services,](#)

[\(C\) Our Contact with You,](#)

[\(D\) Miscellaneous.](#)

This Website is owned and operated by the Limited Liability Company "ООО "V ПОГРУЖЕНИИ" (Общество с ограниченной ответственностью «В ПОГРУЖЕНИИ») with its registered address: 119019, Russia, Moscow, ul. Vozdvizhenka, 7/6, bldg. 1 (Россия, г. Москва, ул. Воздвиженка, д. 7/6, стр. 1), the registration number: 1197746240515, the trademark is Immersion in Russia ("Immersion in Russia", "we", "us", "our").

### A: YOUR USE OF OUR WEBSITE

#### *Authorised Use*

You may only use this Website:

- for your own personal, non-commercial use only (which will at all times be reasonable and not abusive), or
- to obtain information on, check the suitability and availability of services, or
- for purposes legitimately connected with purchasing services, or
- to manage your preferences or to get into contact with us about your arrangements, or
- submit and share your views, reviews and comments on services.

#### *Non-Authorised Use*

You agree that you shall not:

- access, extract, use or copy any material or information on this Website for any commercial purpose or for any purposes, which are unlawful. In particular, you are not allowed to copy (whether by printing off, storing on disk or in any other way), distribute (including distributing copies), alter or tamper with in any way or use any

material contained in this Website except that you may print off any page for your own personal use, or

- use this Website in a way that causes or may cause an infringement of the rights of any other party or which breaches any standards, regulations or codes published by any relevant authority, or
- use this Website in any way that interferes with or affects the performance of the Website or which interferes in any way with other users' use of the Website.

#### *Ownership and Use of Material and Information on Our Website*

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This Website may contain links to other websites that may be websites operated by our selected partners or other third party websites. Please note that we are not responsible for nor do we endorse the content of these websites and your access and use of these websites will be subject to the terms and conditions of those websites.

#### *Website Facilities*

We have made available various services, tools and functionality on this Website for your use. The information set out by us on these pages tells you how you can use these services, tools and functionality to find out about and book services (as well as those provided by our selected partners), view content provided by us, interact with us and submit and share views with other clients.

## **B: OUR SUPPLY OF SERVICES**

### *Services*

Immersion in Russia acts as an agent to a natural person and (or) a legal entity (a customer) with the aim of concluding an agreement to provide the research and selection of accommodation, excursions, transport services, transfers, visits, restaurant services, learning the Russian history and culture services (hereinafter, the "Services"). When you order any services from us, you will do so subject to these Website Terms and Conditions and such further terms and conditions as may be applied by other partners, including, but not limited to travel agencies, tour operators, hotels, transportation companies, etc. (together, the "Conditions of Contract"). By proceeding, you acknowledge that you have read and understood all of the Conditions of Contract and agree to be bound by them. However, if you do not or cannot accept our Conditions of Contract in full, you must stop using our Website immediately. These Conditions of Contract may vary from time to time. By browsing this Website you accept that you are directly and unconditionally bound by the Conditions of Contract current at the time when you browse or order services.

Please check the terms and conditions relevant to the purchase of particular services.

Search and selection of the Services are provided during the reservation (a pre-order). During this period Immersion in Russia does not act as a provider, but offers a catalogue of Services, which can be provided by our partners – service providers.

### *Reservation of the Services*

The reservation request can be made via the online booking system on the Website, via email or via telephone not less than 24 (twenty-four) hours before the beginning of the Services in question. Depending on a Service in question the reservation period may vary.

A customer has 3 (three) days after the end of provision of a Service to make any claim regarding such Service.

In the event that any Service is not correctly delivered by the fault of a customer (including, but not limited to not showing up at the appointed place in due time, absence of contact with a customer, etc.), the latter will not be able to collect any refund.

A customer guarantees the completeness and accuracy of the information provided for the performance of the Services. In the event that such information is incomplete or inaccurate, we reserve the right to unilaterally modify the cost of any Service and to demand damages from the customer. If you are booking not only for yourself, but also (and/or) for a third party, you are held responsible for the accuracy of the information provided for the booking, including, but not limited to the validity of passports, visas, payment, etc.

A customer is solely responsible for any breach of the present Terms and Conditions and loss of his/her baggage.

It is your responsibility to respect the regulations, laws, customs and traditions at a place of your stay.

### *Rate of the Services*

The rate for any of the Services does NOT include flights, visas, insurance, meals (unless otherwise indicated). Any additional services are always subject to discussion with a customer and cannot be booked without your prior approval.

### *Payment Terms*

#### 1. Regular Services:

A deposit of 30% (thirty percent) will be required to confirm your order of any Service. Another part of the payment (70% (seventy percent) shall be paid 1 (one) month before the start of provision of any of the Services.

### ***Terms of Cancellation***

If cancellation of the ordered Services or any of the ordered Services occurs:

- 1) more than 30 (thirty) days before the start of provision of the Services, then the cancellation fee is €100 (one hundred euros) per person. If any of the applicable fees and/or charges (including, but not limited to banking, payment systems', etc.) are higher than €100 (one hundred euros) per person, then the necessary amount is paid by a customer,
- 2) between 30 (thirty) days and 7 (seven) days before the start of provision of the Services – 30% (thirty percent) of the total price of the Services,

- 3) in less than 7 (seven) days before the start of provision of the Services, the cancellation fee is 100% (one hundred percent) of the total price for the Services.

## 2. Premium Services:

A deposit of 50% (fifty percent) will be required to confirm your order of any Service. Another part of the payment (50% (fifty percent) shall be paid 1 (one) month before the start of provision of any of the Services.

### ***Terms of Cancellation***

If cancellation of the ordered Services or any of the ordered Services occurs:

- 1) more than 30 (thirty) days before the start of provision of the Services, then the cancellation fee is €100 (one hundred euros) per person. If any of the applicable fees and/or charges (including, but not limited to banking, payment systems', etc.) are higher than €100 (one hundred euros) per person, then the necessary amount is paid by a customer,
- 2) between 30 (thirty) days and 7 (seven) days before the start of provision of the Services – 50% (fifty percent) of the total price of the Services,
- 3) in less than 7 (seven) days before the start of provision of the Services, the cancellation fee is 100% (one hundred percent) of the total price for the Services.

## C: OUR CONTACT WITH YOU

All details provided by you or collected when you use this Website will be used and held by us in accordance with our Privacy Policy.

Information about cookies and their use by us on this Website can be found in our Cookies Policy.

These Terms and Conditions incorporate our Privacy Policy and our Cookies Policy. They are very important documents for you as it may affect your rights, so please, read it carefully!

## D: MISCELLANEOUS

### *Updates and Changes*

We may remove or make changes to any information, content, materials, tools and features on this Website at any time without liability and without notice to you. We may also change or modify all of any parts of our Terms and Conditions at any time and such changes or modifications shall be effective immediately upon their publication. You should review these regularly to ensure you are familiar with the most up to date version. Browsing and continuing to access or use our Website constitutes your acceptance of the updated terms and conditions and you agree to be bound by the updated Terms and Conditions.

### *Disclaimer*

To the maximum extent permitted by law, we disclaim all warranties, whether expressed or implied by statute, custom or usage relating to the information contained in this Website and the Conditions of Contract. We shall not be liable for any losses or damages whatsoever, whether in contract, tort (including negligence), or otherwise arising from this Website and

the Conditions of Contract, or from any interruption, technical breakdowns or delay in accessing this Website.

#### *Limitation of Liability*

To the fullest extent permitted by applicable law you disclaim any right or cause of action against Immersion in Russia of any kind in any jurisdiction that would give rise to any losses or damages whatsoever. Immersion in Russia will not be liable for any delay or failure to perform any obligation under these Terms and Conditions and Conditions of Contract where the delay or failure results from a breach of obligations by third parties. If applicable law does not allow all or any part of the above limitation of liability to apply to you, the limitations will apply to you only to the extent permitted by applicable law.

#### *Governing Law*

By accessing this Website you are agreeing that the courts of the Russian Federation will deal with any disputes, which may arise between you and us, and that the Russian law shall be the applicable law.

#### *Contact Us*

contact@immersion-in-russia.com

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#### *Copyrights*

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