

GLOBAL TERMS OF ACTIVITY of Premium Dubai DMCC

(valid from 22.10.2021)

1. TERMS AND DEFINITIONS

In this document, the following capitalized terms will have the following meanings:

Air freight - air transportation, which can be domestic if the point of departure, point of destination and all points of landing are located on the territory of the Russian Federation, and international, if the point of departure and point of destination are located: respectively on the territories of two states or on the territory of one state, if point(s) of landing on the territory of another state is provided;

Air Carrier - an Operator that carries out air transportation of Passengers, baggage, cargo or mail and has a license to carry out a type of activity subject to licensing in accordance with the legislation of the Russian Federation in the field of aviation;

In these Terms, unless the context otherwise requires, words and terms used in the singular include the plural and vice versa, and words used in the masculine gender include the feminine and neuter gender and vice versa.

Hotel services - a set of services to ensure temporary residence in the Accommodation, including related services, the list of which is determined by the Accommodation;

The Cardholder (hereinafter referred to as **the Holder**) - the person in whose name the Card is issued;

A Contract - an agreement concluded between the Company and the Client, which includes, as component and integral parts, a letter signed and transferred by the Client to the Company, these Terms (hereinafter referred to as the Terms), including all annexes to the Terms;

The Client - an individual who is the Cardholder and has entered into a Contract with the Company;

The Card - has the meaning specified in the letter posted on the website <https://premiumdubai.ae/>;

The Premium Dubai Card - is a non-personalized document in the form of a plastic card or an electronic certificate. The Premium Dubai Card is not a payment instrument, but is used solely to identify the Client by a digital code in the process of interaction between the Client and the Company.

Premium Dubai Card Number - a unique card number placed on the front side of the card and/or by an optical label containing information about the object to which it is linked.

Premium Dubai card categories - Premium Dubai Week, Premium Dubai Holidays, Premium Dubai Long stay, Premium Dubai Life.

Validity of the Premium Dubai card - depending on the category of cards chosen, the card activation period is as follows: Premium Dubai Week - 7 days from the first application, Premium Dubai Holidays - 14 days from the first application, Premium Dubai Long stay - 30 days from the first application, Premium Dubai Life - 365 days from the date of the first application.

Activation of Premium Dubai - is the Client's first request to the Company for services under the Premium Dubai program, provided that the Company has information about the Client.

The Company - Premiumme Dubai DMCC, Almas Tower, Jumerirah Lakes Towers P.O., Box 48800, Dubai, UAE. Registration number: DMCC190995, registration date: August 23, 2021.

Indivisible goods for personal use - goods for personal use, weighing more than 35 kilograms, consisting of one unit or one set of goods, including those moved in disassembled, unassembled, incomplete or incomplete form, provided that the goods have the main feature of the assembled, complete or finished goods.

Unaccompanied baggage - goods for personal use belonging to an individual, transferred or transferrable to the carrier under an international transportation agreement (transport expedition) for actual movement across the customs border in connection with the entry of this individual.

Accommodation - an organization, regardless of the legal form, as well as a sole proprietor providing hotel services to the consumer (hotel, other accommodation facilities);

A tourist memo on vacation - is a document that indicates the necessary conduct rules when in the host country.

The Passenger - the Client or other individual to whom, in accordance with these Terms, the Company will provide the Service for booking air tickets for the purpose of further implementation by the Client or other individual of the Air Carriage service provided by the Air Carrier;

Accompanied baggage - goods for personal use, including hand luggage, directly moved by an individual crossing the customs border.

The Party - the Company and the Client, separately referred to;

The Parties – the Company and the Client, collectively referred to;

Goods - any movable property moved across the customs border, including information carriers, the currency of the member states of the Eurasian Economic Union, securities and (or) currency values, traveler's checks, etc.

Goods for personal use - goods intended for personal, family, household and other needs of individuals not related to business activities, transported across the customs border in accompanied or unaccompanied baggage or otherwise.

Transfer - transportation of the Client or another person by car along a pre-agreed route and at a pre-agreed fixed price, with a fixed free waiting time.

Travel agency services - services for the promotion and sale of the Tourist product by the Company;

Client/Tourist - a person visiting the country (place) of temporary stay for health-improving, recreational, educational, physical culture and sports, professional and business, religious and other purposes without engaging in activities related to generating income from sources in the country (place) of temporary stay, for a period of 24 hours to 6 months in a row or spending at least one overnight stay in the country (place) of temporary stay. For the purposes of this Contract, a Tourist can be both the Client and a person who is not the Client, for whom the Client ordered services, a Tourist Product;

The Premium Dubai Concierge Service program - is a set of services provided by the Partner for the acceptance and processing of Client Requests regarding the provision of information on the possibility of purchasing goods and services, information on sellers, contractors and other similar requests;

Direct executors - persons providing goods, works, services to the Client/Tourist under the agreement concluded between the Company and the Client/Tourist.

Terms – Premium Dubai Global Terms posted in the public domain on the official website of the Company (as defined below in this paragraph), in the Internet information and telecommunications network at the following address: <https://premiumdubai.ae/>;

Services - travel services, the list of which is set out in clause 2.1.1 of the Terms, services, the list of which is set out in these Global Terms, as well as other services that the Company may provide to the Client in accordance with the Contract;

Operator - a citizen or legal entity that has an aircraft on the property right, on a lease basis or on another legal basis, uses the specified aircraft for flights and has a certificate (license) of the operator.

Marhaba/Ahlan - is an all-inclusive package at Al Maktoum Airport as part of the Premium Dubai card.

2. GENERAL PROVISIONS

- 2.1.** These Terms govern the procedure for participation of Clients in the Premium Dubai Concierge Service Program. By participating in the Premium Dubai Concierge Service Program, the Client agrees to be bound by these terms and conditions.
- 2.2.** By participating in the Premium Dubai Concierge Service Program, the Client provides the Company and third parties, engaged by him to provide services, with consent to the processing of information, as well as other information provided by the Client for the provision of services in the Premium Dubai Concierge Service Program.

The Client understands and agrees that he is responsible for verifying the correctness of the data and information provided by the Client as part of the Premium Dubai Concierge Service Program.

2.3. The Company provides the following list of services to Clients:

2.3.1. Travel organization services (provided to all Clients):

- booking rooms in Accommodations (hotels, sanatoriums, boarding houses, etc.);
- booking air and railway tickets;
- booking tickets for cruises and ferries;
- providing services for organizing VIP meetings and seeing off (for organizing VIP services at airports);
- organization of car rental through companies for the rental and rental of vehicles;
- assistance in drawing up a medical insurance contract for traveling abroad¹;
- assistance in obtaining exit visas;
- organization of transfers (by car with a driver);
- organization of rental of villas and apartments;
- a personal calendar of events for the duration of staying in Dubai;

2.3.2. Premium & Leisure Services (provided to Cardholder Customers: Premium Dubai Holidays)

(in addition to the services specified in clause 2.1.1 of the Terms):

- organization of flights on private planes/helicopters;
- provision of services for organizing VIP meetings and seeing off at private aviation airports;
- booking of yachts and boats;
- organization of guided tours;
- organization of car rental with a non-standard pick-up and drop-off point (a hotel without a rental point, a private villa);
- organization of rental cars of executive and luxury class (with and without a driver);
- organizing the rental of cars of a strictly defined brand and model (with and without a driver);
- organization of transfers by car with a driver (strictly defined brand, which is not in the hotel park);
- ordering transportation by taxi;
- booking tables in restaurants/clubs/bars;
- booking tickets for events (theater, sports);
- assistance in organizing the transportation of goods on ferries;
- services for organizing the purchase and delivery of flowers;
- services for the organization of delivery and courier services;
- provision of information on the services and goods requested by the Clients;
- assistance in finding staff;
- search and organization of assistance in the acquisition by the Client of goods of interest to the Client² that are not subject to compulsory licensing;
- search and offer Fitness & Spa;
- organization of recreation at golf resorts, assistance in organizing training, lessons and golf sessions;
- booking rooms for negotiations;
- search for organizations providing interpretation and translation services;
- Personal calendar of events for the duration of your stay in Dubai;
- Transfer from the airport to the hotel (once, car up to 5 persons);
- Transfer from the hotel to the airport (once, car up to 5 persons);
- Discounts on services up to 10%;

2.3.3. Services provided to Cardholders: Premium Dubai Long Stay:

- booking rooms in Accommodations (hotels, sanatoriums, boarding houses, etc.);
- booking air and railway tickets;

- booking tickets for cruises and ferries;
- providing services for organizing VIP meetings and seeing off (for organizing VIP services at airports);
- organization of car rental through companies for the rental and rental of vehicles;
- assistance in drawing up a medical insurance contract for traveling abroad³;
- assistance in obtaining exit visas;
- organization of rental of villas and apartments;
- ordering transportation by taxi.
- organization of flights on private planes/helicopters;
- provision of services for organizing VIP meetings and seeing off at private aviation airports;
- booking of yachts and boats;
- organization of excursion tours;
- organization of car rental with a driver;
- booking tables in restaurants/clubs/bars;
- booking tickets for events (theater, sports);
- providing information about film premieres and the schedule of screenings in cinemas;
- services for organizing the purchase and delivery of flowers;
- search and offer Fitness & Spa;
- organization of recreation at golf resorts;
- booking rooms for negotiations;
- search for organizations providing interpretation and translation services;
- Personal calendar of events for the duration of your stay in Dubai;
- Transfer from the airport to the hotel (once, car up to 5 persons);
- Transfer from the hotel to the airport (once, car up to 5 persons);
- Marhaba Gold (for 1 person, once);
- Discounts on services up to 15%.

2.3.4. Services provided to Cardholders: Premium Dubai Life:

- booking rooms in Accommodations (hotels, hotels, sanatoriums, boarding houses, etc.);
- booking air and railway tickets;
- booking tickets for cruises and ferries;
- providing services for organizing VIP meetings and seeing off (for organizing VIP services at airports);
- organization of car rental through companies for the rental and rental of vehicles;
- assistance in drawing up a medical insurance contract for traveling abroad⁴;
- assistance in obtaining exit visas;
- organization of rental of villas and apartments;
- organization of flights on private planes/helicopters;
- provision of services for organizing VIP meetings and seeing off at private aviation airports;
- booking of yachts and boats;
- organization of excursion tours;
- organization of rental cars of executive and luxury class (with and without a driver);
- organizing the rental of cars of a strictly defined brand and model (with and without a driver);
- ordering transportation by taxi;
- booking tables in restaurants/clubs/bars;
- booking tickets for events (theater, sports);
- providing information about film premieres and the schedule of screenings in cinemas;
- services for organizing the purchase and delivery of flowers;
- search and offer Fitness & Spa;
- organization of recreation at golf resorts;
- search for organizations providing interpretation and translation services, as well as recruitment services;
- Personal calendar of events for the duration of your stay in Dubai
- Transfer from the airport to the hotel (5 times, car up to 5 persons)
- Transfer from the hotel to the airport (5 times, car up to 5 persons)
- Marhaba Gold or Family (for departure or arrival up to 5 times)
- Discounts on services up to 20%.

2.3.5. Tour operator and travel agency services (provided to all Clients), as well as other Services on the terms and in the manner established by the Contract.

2.4. When providing the Services, the Company, at its discretion, acts either as an agent or as a commissionaire, i.e. on its own behalf and at the expense of the Client, or as an authorized Client, i.e. on behalf and at the expense of the Client in the presence of a letter signed and handed over to the Company by the Client. In the process of

providing the Services specified in these Terms, the Company has the right to involve third parties in the provision of the Services.

2.5. Clients service is provided around the clock, all year round.

3. FEATURES OF PROVIDING CERTAIN TYPES OF SERVICES

3.1. Company's services for booking air tickets. Air transportation.

3.1.1. The Company does not provide the Client/Passenger with Air Transportation services. The Company renders to the Client only Services for booking and issuing air tickets. Air transportation services and any related services are provided to the Client/Passenger by the Air Carriers.

3.1.2. The Company informs the Client, and the Client undertakes to carefully read the information set out in the Annex to the Terms and bring it to the attention of the Passengers (if the Client is not a Passenger or is not the only Passenger). The Company shall not be liable to the Clients or any third parties in case of failure to familiarize or incompletely familiarize the Client with the information set forth below, as well as in case of failure to bring this information/incomplete/distorted information to Passengers by the Client. In such case, the Client and/or Passengers shall be deemed to have been duly informed by the Company.

3.1.3. By acceding to these Terms, the Client confirms that before the start of the Air Transportation service, he will carefully and fully familiarize himself with the rules for the provision of services of the Air Carrier providing the Air Transportation service, and will ensure that Passengers are familiarized with such rules, as well as with the information contained in the Annex to Terms.

3.2. Services of the Company for booking rooms in the Accommodations. Hotel services.

3.2.1. The Company does not provide hotel services to the Client. The Company provides the Client exclusively with the Services for booking rooms in the Accommodations. Hotel services are provided to the Client by the Accommodation.

3.2.2. The Accommodation has the right to independently establish in the places of providing of hotel services the rules for staying in a hotel and using hotel services.

3.2.3. The Accommodation communicates the rules for staying in a hotel and using hotel services, as well as the rules for providing hotel services, in an accessible form to the attention of the Client.

3.2.4. The Client has the right to independently familiarize himself with the rules of accommodation in the hotel and the use of hotel services, as well as the rules for the providing of hotel services posted on the official website of the Accommodation in the information and telecommunication network Internet.

3.2.5. The Company draws the attention of the Client to the need to comply with the rules of residence in the Accommodation and the use of hotel services, as well as generally accepted norms of morality and ethics of behavior in the hotel. Special rules of conduct in the hotel are usually spelled out in the information materials available in each room (brochures, booklets).

The Administration of the Accommodation has the right to refuse to accept or evict the Client/persons using hotel services from the Accommodation on the following grounds (the list is not exhaustive):

- hooligan actions (insulting guests and employees of the Accommodation, throwing garbage out of the window of the room, a fight on the territory of the Accommodation, a threat to the safety of guests of the Accommodation, etc.);
- systematic violation of the rules of the Accommodation;
- violation of the norms of public order and accommodation, preventing other guests of the Accommodation from resting;
- illegal business activity on the territory of the Accommodation, related to the receipt of income from sources in the country of temporary residence;

3.2.6. The Client is advised to familiarize himself on the spot with the conditions for using additional services of the Accommodation and adhere to the rules established in the Accommodation.

3.2.7. In the event that the Client is not a person who will use the hotel services of the Accommodation, or is not the only person who will use the hotel services of the Accommodation, the Client undertakes to communicate to other persons who will use the hotel services all the information that the Company provides to the Client in accordance with these Terms.

3.2.8. The Company is not responsible for damage caused by the Client to the Accommodation, property of the Accommodation or third parties on the territory of the Accommodation. Compensation for any such damage is carried out by the Client independently.

3.3. Services of the Company for organizing VIP meetings and seeing off (for organizing VIP services at airports).

3.3.1. The Company does not provide the Client with VIP meetings and farewells (VIP service at airports). The Company renders to the Client only Services for organizing and booking VIP meetings and seeing off (organizing and booking VIP services at airports). VIP meetings and farewells (VIP service at airports) are provided to the Client by third parties-providers of relevant services engaged by the Company to provide them.

3.3.2. VIP meet and greet (VIP service at airports) means the following services, either individually or in any combination of them:

- "VIP-lounge" - providing of services to Passengers for meeting and/or seeing off through VIP-lounges at airports: passing by Passengers of customs control in the VIP-lounge in accordance with the current customs legislation of the country; Check-in by passengers for a flight in accordance with the rules of the Air Carrier, Passengers passing through passport control in the VIP-lounge in accordance with the current legislation of the country and other additional services;
- "Fast Track" - accelerated (extraordinary) passage of pre-flight formalities through the common hall of the airport, accompanied by a representative.
- "Business Lounge" - organization of passenger service in the Airport Business Lounge: passing pre-flight formalities through the common hall of the airport; waiting for boarding a flight in the Airport Business Lounge and other additional services.
- "Meet&Assist" - personal accompaniment of the Passenger during the passage of pre-flight formalities through the common hall of the airport. The service does not provide for the passage of formalities in an accelerated (extraordinary) mode.
- "Fast Track + VIP-lounge" - accelerated passage of pre-flight formalities through the general hall of the airport + visit to the VIP-lounge (in some airports - passage of pre-flight formalities directly in the VIP-lounge).

3.3.3. When ordering the Company's Service for organizing VIP meetings and seeing off (for organizing VIP services at airports), the Client is entitled to choose any set of services listed in clause 3.4.2. of the Terms, if any, at the respective airports.

3.3.4. VIP meet and greet (VIP service at the airport) can be arranged by the Company at the airport in Dubai (Al Maktoum International Airport).

3.3.5. For more detailed information about what specific services/set of VIP meet and greet services (VIP services at airports) can be organized by the Company for the Client at a particular airport, the Client can contact the Company's employees by phone, as well as by e-mail at any time.

3.4. Services of the Company in organizing the rental of a car with a driver.

3.4.1. The Company does not provide the Client with services for renting a car with a driver. The Company renders to the Client only Services for organizing car rental with a driver. Car rental services with a driver and any related services are provided to the Client by a third party - the provider of the relevant service, engaged by the Company to provide it to the Client.

3.4.2. The Company's Service for organizing a car rental with a driver does not include the Service for organizing Transfers.

3.4.3. The Company's Service for organizing a car rental with a driver does not include the Service for ordering transportation by taxi.

3.4.4. The company provides the Client with services for organizing a car rental with a driver of the UAE.

3.4.5. The Client can purchase from the Company the Service of arranging the rental of a car with a driver both for himself and for other passengers. For the purposes of paragraph 3.5. of the Terms, a passenger is the Client or another person, except for the driver, who is in the vehicle to which the Company has provided the Service for organizing a car rental with a driver at the request of the Client. A car for the purposes of paragraph 3.5. of the Terms should be understood as a passenger car.

3.4.6. For the purposes of paragraph 3.5. the provider of the car rental service with a driver is referred to as the lessor.

3.4.7. During the entire period of renting a car with a driver, the lessor is obliged to maintain the proper condition of the leased car, including the implementation of current and major repairs and the provision of necessary accessories.

3.4.8. The services provided to the Client (other passengers) by the lessor for the management and technical operation of the car must ensure its normal and safe operation in accordance with the purposes of the lease.

3.4.9. The qualification of the driver must meet the mandatory rules, and if such requirements are not established by the mandatory rules, the requirements of the normal practice of operating a car.

3.4.10. The lessor bears the costs of paying for the services of the driver, as well as the costs of his maintenance.

3.4.11. The Client bears the costs arising in connection with the commercial operation of the vehicle, including the cost of paying for fuel and other consumables during the operation of materials and for paying fees.

3.4.12. Information about tariffs, prices for additional services, conditions for renting a car with a driver, rules and regulations for carrying luggage and hand luggage, as well as any other information of interest to the Client on the Service for organizing a car rental with a driver, the Client can find out by contacting the Company's employees by phone or email.

3.4.13. Tariffs, prices for additional services, surcharges and discounts are set, modified and supplemented solely at the discretion of the lessor. The Company cannot guarantee that tariffs, prices, surcharges and discounts in force at a certain point in time will not change in the future.

3.4.14. Damage caused to the property of the lessor through the fault of the Client (other passengers) is subject to compensation by the Client. The Company is not responsible for damage caused to the lessor through the fault of the Client (other passengers).

3.4.15. Liability for damage caused to third parties by the rented car, its mechanisms, devices, equipment, is borne by the lessor. The Lessor is entitled to submit a recourse claim to the Client for reimbursement of amounts paid to third parties, if he proves that the damage was caused by the fault of the Client (other passengers).

3.5. Services of the Company for the organization of Transfers.

3.5.1. The Company does not provide Transfer services to the Client. The Company renders to the Client only Transfer Services. Transfer Services and any related services are provided to the Client (other passengers) by the provider of the relevant services, engaged by the Company to provide them to the Client (other passengers).

3.5.2. The Company provides the Client with Services for the organization of Transfers in the UAE.

3.5.3. The Client can purchase from the Company the Service of organizing the Transfer both for himself personally and for other passengers. For the purposes of clause 3.6. of the Terms, a passenger means the Client or another person, except for the driver, who is in the vehicle to which the Company has provided the Service for organizing the Transfer at the request of the Client.

3.5.4. Information about the Transfer routes in the UAE, tariffs, prices for additional services, rules and regulations for carrying luggage and hand luggage, as well as any other information of interest to the Client on the Transfer Organization Service, the Client can find out by contacting the Company's employees by phone or e-mail.

3.5.5. Prior to the providing the Transfer service to the Client (other passengers) by the carrier, the Company's employees inform the Client of the fixed price of the Transfer along the selected route, as well as the free waiting time.

3.5.6. The Company draws the attention of the Client to the need to comply with the rules and requirements of the carrier carrying out the Transfer, as well as the rules of passenger behavior in the car and comply with generally accepted norms of behavior and public order. Violation by the Client (other passengers) of these rules and requirements may lead to negative consequences for the Client (other passengers), including in the form of a refusal by the provider of the Transfer service to provide the Client (other passengers) with the Transfer service, the application of penalties to the client for violation of the rules of the carrier-provider of the Transfer service. The Company shall not be liable to the Client (other passengers) in case of violation by the Client (other passengers) of the rules and requirements specified in this paragraph.

3.5.7. Transfer prices, prices for additional services, surcharges and discounts are set, modified and supplemented solely at the discretion of the carriers performing the Transfer. The Company cannot guarantee that the current prices, surcharges and discounts will remain unchanged in the future.

3.5.8. Damage caused to the property of the carrier through the fault of the Client (other passengers) is subject to compensation by the Client. The Company is not liable for damage caused to the carrier due to the fault of the Client (other passengers).

3.6. Cruise booking company services.

3.6.1. The Company provides the Client (other passengers) exclusively with Cruise Booking Services. Cruise services and any related services are provided to the Client (other passengers) by a third party - the provider of the relevant service, engaged by the Company to provide it to the Client. Both cruise companies directly and tour operators that form the corresponding tourist product can act as suppliers.

3.6.2. The Client may purchase from the Company the Service for booking cruises both for himself personally and for other passengers specified by him in the booking request.

3.6.3. The Company provides the Client with the following information, with which the Client (another passenger) who wishes to use the Company's Service for booking cruises undertakes to familiarize himself with the following:

- the cruise company, depending on the availability of seats on cruises and special offers, establishes its own procedure for paying for cruises, which is indicated by the Company for the Client when selecting cruise options;
- the amount of port dues, taxes and fuel surcharges, which are an integral part of the price of the cruise, can be changed at any time by the cruise company, of which the Company immediately notifies the Client and informs the procedure for making the corresponding additional payment by the Client;
- the Client (other passengers) is obliged to comply with the rules of accommodation on the cruise ship and fire safety on the ship;
- damage caused by the Client (other passengers) to the property on the ship is compensated by such persons on the spot;
- you must arrive at the port where the cruise starts at least 3 hours before the departure of the cruise ship. All passengers must be on board the ship at least one hour before departure. Liability for timely arrival on the liner lies entirely with the Client (other passengers);
- the Client and /or other passengers who are late for boarding by the time of the ship's departure, at any point of the route, are considered to have failed to board. In this regard, all costs associated with the return of the Client (other passengers) to the vessel and not included in the initial cost are borne by such Client (other passengers) and are not subject to reimbursement by the Company.

3.6.4. The Client is notified by the Company that the tour operator that forms the tourist product or the cruise company has the right, in the event of circumstances preventing the Client from providing the cruise with the agreed specification within the agreed time frame, for reasons beyond the control of these persons or their counterparties:

- cancel the booked cruise, if by the time of cancellation the Client has not made payment;
- reschedule the dates and duration of the cruise, but not more than 24 hours;
- replace the cruise ship with another one with similar characteristics, if it is necessary for technical, operational or other objective reasons;
- change the cabin to an equivalent one or a cabin of a higher category.

3.6.5. The Company is not liable for the expenses of the Client (other passengers) when they independently change the cruise program; for damage caused to a ship or other vehicle by the Client (other passengers); unlawful actions of the Client (other passengers) that led to their arrest, detention and imposition of fines by the authorities the host country, or the ship's administration; for damage or loss by the Client (other passengers) of luggage and other valuables.

3.8.4. Employees of the Company provide the Client, at his request, with complete and reliable information about the name of the cruise company - the service provider for a particular cruise, tariffs/prices for services, about all the characteristics of the cruise ship, about additional services and their cost, about restrictions and baggage allowances, about features behavior on a cruise ship, about the features of the route. The client can also independently familiarize himself with the rules of cruise companies posted on the official websites of such service providers on the Internet.

3.8.5. Other conditions:

- A) Accommodation in the cabin of persons under 21 years of age.

According to the rules of cruise companies, a passenger under the age of 21 can only be accommodated in the same cabin with a passenger who has reached the age of 25. The exception is married couples, provided that a notarized translation of a legalized marriage certificate in English (or other language at the request of the cruise company) will be provided by them upon check-in on the liner.

- B) Reservations for pregnant women:

Women over 12 weeks pregnant must present a medical certificate translated into English (or other language requested by the cruise line) to enable them to travel. Women with a pregnancy of 20 weeks or more after the end date of the cruise (travel), for reasons of their health safety, are not allowed to travel by the cruise company, booking cruises for them is not possible (these terms are subject to change by the cruise company). Medical expenses related to pregnancy over 3 months are not an insured event.

- C) The captain of the cruise ship (liner) exercises full control and management of the vessel (liner). The operation of the vessel is carried out by the crew, while the reasoned decision of the Captain on the issues of ensuring the safety of navigation is final and binding on the passengers on board. In this regard, the captain has the right:

3.8.6. Other conditions:

- A) Accommodation in the cabin of persons under 21 years of age.

According to the rules of cruise companies, a passenger under the age of 21 can only be accommodated in the same cabin with a passenger who has reached the age of 25. The exception is married couples, provided that a notarized translation of a legalized marriage certificate in English (or another language at the request of the cruise company) will be provided by them upon check-in on the liner.

- B) Reservations for pregnant women:

Women over 12 weeks pregnant must present a medical certificate translated into English (or another language requested by the cruise line) to enable them to travel. Women with a pregnancy of 20 weeks or more after the end

date of the cruise (travel), for reasons of their health safety, are not allowed to travel by the cruise company, booking cruises for them is not possible (these terms are subject to change by the cruise company). Medical expenses related to pregnancy over 3 months are not an insured event.

C) The captain of the cruise ship (liner) exercises full control and management of the vessel (liner). The operation of the vessel is carried out by the crew, while the reasoned decision of the Captain on the issues of ensuring the safety of navigation is final and binding on the passengers on board. In this regard, the captain has the right:

- make a decision to partially or completely change the route of the cruise, in case of a threat to the safety of passengers;
- to tow and assist other vessels in any situation at their discretion;
- refuse to board a passenger on a ship or interrupt his journey at the nearest port if the behavior of the passenger (passengers) endangers the life and health of other passengers on the ship;
- to interrupt the journey of a passenger whose state of health does not allow him to continue the journey, or causes disturbance or danger to other passengers;
- to follow without a pilot.

The Client and other passengers are obliged to obey the orders of the captain in all matters relating to safety on board.

In the above and similar situations, the Company is released from liability for the fulfillment of its obligations. Losses (actual expenses) incurred by the Client (other passengers) are not reimbursed by the Company.

D) Cruise companies apply strict requirements for passenger passports and their validity periods. Passports of the Client (other passengers) must be valid for at least 6 months at the end of the trip. The surname and name in the passport must match the surnames and names written in the boarding passes for boarding the ship. Passports should have enough free pages for affixing the visas required along the route and border stamps. The cruise company reserves the right to refuse a passenger to board the liner if the conditions listed in this paragraph are not met.

4. OTHER TERMS

4.1. Applicable Law and Dispute Resolution Procedure

- 4.1.1. The relations between the Client and the Company shall be governed by the law of the United Arab Emirates. For all issues not regulated by these Terms and (or) the Contract, the Parties are guided by the current legislation of the United Arab Emirates.
- 4.1.2. The Parties will do their best to resolve disputes arising between them in connection with the fulfillment of their obligations through negotiations.
- 4.1.3. The Client undertakes to immediately inform the Company about non-provision or improper provision of services by third parties engaged by the Company as part of the provision of Services by the Company to the Client.
- 4.1.4. The Company or a person involved by the Company has the right to record the telephone conversations of the Client and/or the person with the employee(s) of the Company and/or the person involved (employee(s) of the person involved), as well as store and reproduce such an audio recording.

4.1.5. In the event that disagreements are not settled through negotiations, disputes are subject to consideration in a court of general jurisdiction in accordance with the laws of the United Arab Emirates.

4.2. Liability of the Parties

4.2.1. For violation by the Company of its obligations to the Client in terms of the provision of Services under these Terms and (or) the Contract, the Company shall be liable under the laws of the United Arab Emirates.

4.2.2. For violation by the Client of his obligations to the Company, the Client shall be liable under the laws of the United Arab Emirates and these Terms.

4.2.3. The Company is not responsible for non-fulfillment or improper fulfillment of its obligations, if such non-fulfillment is caused by:

- decisions of the legislative and/or executive authorities of the United Arab Emirates, which make it impossible for the Company to fulfill its obligations;

- reasons beyond the control of the Company, as well as the occurrence of any emergency situations, failures in the maintenance of software and/or hardware;

- for non-performance/improper performance/untimely performance, as well as any shortcomings in the services provided to the Client by third parties (for example, Air Carriers, Accommodations, other third parties providing relevant services to the Client).

- in other cases stipulated by the legislation of the United Arab Emirates.

4.2.4. The parties are released from further fulfillment of their obligations in part or in full in the event of force majeure circumstances (force majeure) that led to the impossibility of fulfilling obligations.

4.2.5. All risks associated with a significant change in the circumstances from which the Client proceeded when concluding the Contract, the Client assumes, and such circumstances are not grounds for changing and terminating the Contract, as well as the Client's failure to fulfill obligations under the Contract, unless such right of the Client is additionally established by law.

4.2.6. Set-off by the Client of monetary and other obligations of the Client to the Company under the Contract is not allowed. Set-off by the Client of the Client's claims against the Company under the Contract is not allowed.

4.3. Amendment and termination of the Contract. Duration of the Contract.

4.3.1. This Contract is concluded for an indefinite period and is valid until it is terminated for any of the reasons provided for in this Contract, or the power of attorney provided for by the letter is terminated.

4.3.2. The Company has the right to unilaterally amend these Terms and the Contract. Any modifications published by the Company on its official website <https://premiumdubai.ae/> come into force and become binding on the Company and Clients from the date of publication of such modifications. Modifications to these Terms and the Contract are monitored by the Client independently.

4.3.3. If the Client disagrees with the changes made by the Company to these Terms and (or) the Contract, the Client is entitled to terminate the Contract by sending the Company a written notice signed by the Client himself. The Contract is considered terminated from the moment the Company receives the Client's notice of termination and puts a corresponding mark on it by the Company. At the same time, the obligations of the Parties that arose and were not fulfilled before the date of termination in accordance with this paragraph are recognized as valid and are subject to fulfillment by the Parties in full.

4.3.4. The Client is entitled to unilaterally refuse to fulfill these Terms and/or the Contract and carry out the termination procedure at any time by notifying the Company about it no later than 60 days before the date of termination, unless otherwise stipulated in the Contract, subject to compensation to the Company of all actually expenses incurred by the Company at any time, including in the event of termination at the initiative of the Client, the Client is entitled to send the Company a notice of cancellation of the power of attorney provided for by the letter. The power of attorney is considered terminated from the moment the Company receives notice of the cancellation of the power of attorney.

4.3.5. Termination of the power of attorney provided for by the letter, for any reason provided for by the current legislation of the UAE, entails the termination of this Contract in the manner and on the terms set forth in the letter.

4.3.6. In the event that, after termination, the Client did not notify the Company of the cancellation of the power of attorney provided for by the letter, in the absence of outstanding obligations to pay for the services of the Company, the Company is entitled to waive the powers under the power of attorney provided for by the letter, in accordance with the laws of the UAE, notifying the Client of the waiver of powers by power of attorney in writing with the obligatory sending of the corresponding notification by mail to the postal address of the Company. The power of attorney provided for by the letter is considered terminated from the moment the Company sends the Client a notice of waiver of powers under the power of attorney.

4.3.7. Any bilateral written documents (agreements) between the Company and the Client can only be modified through a written agreement between the Company and the Client, signed by both Parties.

4.3.8. Premium Dubai Travel Concierge Service is entitled to unilaterally cancel a Premium Dubai card of any category with a cardholder in case of disrespectful and unethical communication on the part of the client.

4.3.9. The Parties understand, acknowledge and confirm that any correspondence can be carried out between the Parties via e-mail and/or mobile phone, has full legal force and can be used as proper evidence both in the pre-trial dispute resolution procedure and in the appropriate court.

4.3.10. These Terms are publicly available on the official website of the Company in the information and telecommunication network Internet at the following link: <https://ru.premiumdubai.ae/>; <https://premiumdubai.ae/>;

ANNEX 1 to the TERMS

General advice for travelers abroad

When going abroad, remember that you may find yourself in an unfamiliar environment - in a country with a different climate, different standards of behavior in public places, requirements for appearance, unusual food, a special work schedule of organizations and institutions. Therefore, you should familiarize yourself in advance with the features characteristic of the state you plan to visit. This will help you properly prepare for the trip, take the necessary things with you. It will not be superfluous to read reviews of other people about staying in a particular country, city or hotel.

Check documents (passport, visa, tickets, insurance, etc.) before leaving, make copies of them. Inform relatives or friends about your trip, leave them a copy of the tour package and passport. Phone numbers of the embassy and the nearest consular office of the Russian Federation in the intended country of residence may be useful.

You need to observe and respect local laws, traditions and customs. Some seemingly harmless actions, statements or even gestures in a given situation may be unacceptable in the country where you arrived, and subsequently overshadow or completely ruin the trip. While abroad, as well as at home, never forget about reasonable caution and prudence.

Going to countries where natural emergencies are not uncommon (earthquakes, tsunamis, floods, etc.) or to countries with an unstable socio-political situation, you should study the rules of behavior in an extreme situation in advance.

Find out in advance about what to do if you lose your passport, in the event of a traffic accident, assault or theft, detention or arrest, and how to avoid becoming a victim of human trafficking.

Keep in mind that the diplomatic missions and consular offices of the Russian Federation abroad, according to the applications of Russian citizens, take the necessary measures to protect their rights and legitimate interests, but cannot protect them from all the troubles that occur during foreign travel.

Paperwork

Check in advance that all the necessary documents are prepared properly.

To travel from Russia abroad, as a rule, it is required to issue a foreign passport. Carefully check the correctness of all the information entered in the passport (last name, first name, patronymic, date of birth, gender, date of issue and validity of the passport, information about children, including their photographs).

During your stay abroad, keep your passport in a safe place (for example, in a hotel safe), do not give it to anyone as collateral. If during the trip the passport is lost, it is necessary to apply to the Russian diplomatic mission or consular office for a certificate of entry (return) to the Russian Federation.

Tickets must be issued in the same name as on the passport. Check the correctness of the information indicated in them (dates, route). It is recommended to make several copies of tickets, passport pages (both foreign and domestic) with personal data and marks contained in it, driver's license, credit cards, tour package, invitations, insurance policy. Take photos of yourself and accompanying family members with you. They will come in handy, for example, in case of loss of a passport. Store copies of documents separately from their originals.

Find out in advance if a visa is required for your destination country. For detailed information on the procedure for obtaining a visa, we recommend that you contact the diplomatic missions or consular offices of the relevant foreign states. If you are transiting through the territory of other states, then check whether a transit visa is required for such a trip.

Pay special attention to the registration of medical insurance.

It is recommended to take out health insurance in any case, even if it is not required for obtaining a visa or entering the country. Lack of insurance can result in large expenses in the event of an insured event. When applying for an insurance policy, find out in detail what medical services you are required to provide in the host country in the event of an insured event, and what is the procedure for obtaining and paying for them (sometimes you need to pay for a visit to the doctor yourself, then on the basis of checks and receipts, the money spent is returned through the insurance company).

Keep in mind that a cheap policy may not provide sufficient coverage for repatriation. Remember that insurance companies most often do not recognize injuries caused by alcohol intoxication or extreme sports, chronic diseases as an insured event. In such cases, you will have to cover the financial costs of treatment and return to your homeland on your own.

Regional features

When deciding to go to a foreign country, remember that the socio-political situation, climatic conditions, laws and customs, and behavioral patterns that exist in it may not coincide with your ideas about the conditions for an ideal vacation.

In many countries, smoking is severely restricted in public places, restaurants and bars, and there is a high fine for throwing any garbage in places not intended for this.

In a hot climate that promotes the emergence of dangerous infectious diseases, it is necessary to strictly observe sanitary and hygienic precautions. It is highly recommended to wash fruits and vegetables with antiseptic soap, drink water, milk and juice from factory sealed bottles. Unboiled water and freshly squeezed juices can pose a danger to your health; vegetable and fruit salads; ice cream; confectionery with fruit filling; food ice.

It should be borne in mind that in many Muslim countries, the rules of behavior are determined by Sharia law, which strictly regulates the relationship between men and women and prohibits the use of alcohol. Do not forget about the need to refrain from eating in public places during daylight hours during Ramadan (the month of

fasting). Take a “strict” wardrobe with you on a trip (for example, in Iran, women must appear in all public places in a headscarf, in a number of states they are forbidden to appear in public in open clothes).

Russian citizens should respect the way of life of the local population when abroad, be patient, do not be rude, do not raise their voices, do not show arrogance and disdain for the local culture, and do not allow insulting statements towards the leaders of the host country.

Rules and conditions for visiting the UAE

1. All travelers departing to the UAE (or connecting in the UAE) are required to carry a negative COVID-19 test result (PCR method; English version highly recommended) taken no earlier than 72 hours prior to departure. It is necessary to provide a printed document (original certificate with a wet seal), test results on digital media are not accepted. Children under 12 years of age are exempt from mandatory testing.
2. The test can be done in a recommended laboratory from the list approved by the UAE government, or in any certified laboratory of the country of departure*.
3. Travelers are required to carry a health insurance policy covering COVID-19 cases. (In order to confirm the fact that the risk of COVID-19 disease during travel is included in the health insurance of SK Consent, tourists are also recommended to issue an information letter from the insurance company with a package of documents for the tour).
4. Upon arrival in the UAE, all passengers must be re-tested for COVID-19 (PCR method, done free of charge). When taking the test at the airport, tourists must proceed to their hotel and stay in their rooms until the results are received. If the test result is positive, the tourist is obliged to follow the advice of the Health Authority and observe the self-isolation regime.

- All travelers arriving at Dubai Airport are required to install the COVID-19: DXB Smart App - available for iOS and Android platforms to track their location, health status and receive test results upon arrival. Also, the test result can be checked on the Pure Health App platform (PH SCREENING).

- All travelers arriving at Sharjah Airport need to install the Al Hosn app - available for both iOS and Android platforms - to track their location, health status and receive test results upon arrival. Also, the test result can be checked on the Pure Health App platform (PH SCREENING). To receive the test result via SMS, a local telephone number (UAE) is required.

- All travelers arriving at Ras Al Khaimah Airport are required to have a local phone number (UAE) in order to register and receive a test result (which will then need to be shown to a hotel representative). A SIM card can be purchased at the airport terminal.

- Tourists arriving in Sharjah or Ras Al Khaimah airports who do not want to buy a local SIM card can use the phone number of the host company +971559979789. In this case, the guide will inform the tourists about the result of the test.

Upon arrival in the UAE, passengers are required to fill out a Health Declaration form and a form that obliges them to self-isolate until the test result is ready (and also if the result is positive).

From 24.04.2021, due to the COVID-19 pandemic, the wearing of masks everywhere (with the exception of the hotel room) is mandatory in the UAE, even for children. Children from 3 years old must wear a mask, children under 3 years old - a protective screen. Parents are also advised not to take their children to crowded places, such as playgrounds.

Children with upper respiratory diseases or chronic diseases are exempted from wearing a mask.

At the UAE airport

To ensure safety at Dubai International Airport, all passengers must follow the following rules:

1. only passengers with flight tickets will be allowed into the airport terminals;
2. passengers must arrive at the airport no earlier than 4 hours before the flight departure;
3. all passengers must wear protective masks and gloves;
4. passengers with symptoms of illness are advised to seek medical advice without visiting the airport.

How to avoid unwanted incidents

When packing your bags for a trip, keep in mind that many things may be prohibited for air transportation, and there are special rules for hand luggage, which are best checked with the airline in advance. Don't lose your check-in baggage tickets, you will need them if you lose them.

Keep in mind that when crossing the border, you will encounter a number of formalities at the border and customs control. Don't forget to complete the customs declaration if necessary. The most common violations of customs rules are non-compliance with the ban (or quantitative restrictions) on the import and export of goods, unreliable or incomplete declaration of things transported across the border. Such violations may result in a fine, confiscation of goods or other sanctions.

When crossing the border, one should refrain from fulfilling the requests of random people to carry other people's things through the inspection points under the pretext of overweight luggage, etc., and also not to accept (including for a fee) letters, parcels, luggage, etc. from strangers for subsequent transfer items that can be used as hiding places for the illegal movement of narcotic drugs, explosive devices, poisonous substances and pathogens of dangerous diseases.

Upon arrival at the hotel, special attention should be paid to the internal rules of residence and fire safety rules. Examine the location of entrances and exits, elevators, stairs. It is not recommended to leave documents, money and valuables in a hotel room, it is safer to store them in a safe. It is advisable to always have a business card of the hotel with you.

When visiting large shopping centers or crowded places, take precautions and keep personal belongings and documents safe. Organize cash in different pockets. In stores, the selected product should be kept in a shopping basket or trolley until payment, and sales receipts are recommended to be kept until arrival at the place of residence (there are facts of checking buyers after they leave shopping malls).

When walking, choose crowded places, take a map of the city with you. If someone nearby starts behaving provocatively or commits hooligan actions, you should leave this place. Refrain from taking alcoholic, soft drinks and cigarettes offered by strangers. Their purpose may be to commit illegal acts.

If you have rented a car, carefully check the availability and correctness of all documents, especially insurance, so that in the event of an accident you will not incur large expenses for damages. When traveling by car, do not forget to take a map of the area. Take note of your vehicle number. Lock doors and open windows only partially if necessary. When leaving the car, even for a short time, lock it. On multi-lane highways, it is better to stay closer to the center of the road. It is not recommended to give a ride to strangers, especially in the immediate vicinity of customs and border checkpoints.

If the passport is lost

If you lose your passport outside the Russian Federation, you must immediately contact the Russian diplomatic mission or consular office in the receiving state to obtain a certificate for entry (return) to the Russian Federation. If the Russian foreign mission is located far from your location, we recommend that you first contact its employees by phone and get additional clarifications regarding the required documents.

To obtain a certificate, you must submit:

- an application for issuing a certificate (the form can be obtained from a Russian foreign office);
- two photographs (size 35×45 mm);
- an internal passport (if available) or written statements of at least two citizens of the Russian Federation confirming the identity of the applicant and his Russian citizenship (certified by the foreign institution).

In order to confirm his identity, the applicant may also submit other documents: a driver's license, an official identification card with a photograph, etc. In this case, the foreign office conducts an additional verification of information about the applicant.

Actions in case of a traffic accident, assault or theft, detention by law enforcement agencies

Often accidents with Russian citizens abroad are associated with the use of vehicles. Therefore, it is necessary to exercise increased attention both in the case of driving a car and in choosing the transport provided for the transport of tourists. In the event of a traffic accident, you must firstly call an ambulance (if someone is injured and require medical assistance), wait for the police (traffic police). It is recommended to insist on drawing up a protocol at the scene. Sometimes additional investigation is required to determine the cause of the accident and the degree of fault of each party.

If a theft or an attack has been committed against you, first of all, you need to report the incident to law enforcement agencies for a possible disclosure of the crime in hot pursuit and an investigation. It is necessary to draw up a protocol, in case of theft - indicating the list of missing items and their approximate cost. It is also recommended to report the incident to the group escort, if any, or to a representative of the travel company.

In the event of detention or arrest, do not resist, as this may aggravate the situation and provoke law enforcement officers to use physical force or even weapons. It is not recommended to speak with representatives of law enforcement agencies, as well as to sign any protocols and other documents in a foreign language in the absence of an interpreter or a lawyer, since such testimony, under the laws of a number of countries, can be the basis for a charge of committing a crime.

You are entitled to demand providing the opportunity to contact the nearest Russian diplomatic mission or consular office or send him a written notification of the fact of the incident. Specific assistance from Russian consular institutions may include assistance in establishing contacts with relatives or friends of the detainee, monitoring compliance with procedural norms, including in terms of their compliance with local and international law, finding lawyers, clarifying all the circumstances of the case.

Guidance for actions in emergency situations

If you are taken hostage or kidnapped, you should not resist. It is recommended to follow the initial orders of the terrorists. They can turn out to be people with an unstable psyche and behave unpredictably. If you feel unwell, you should try to ask to call a doctor or bring the necessary medicines. Try to establish at least some contact with the terrorists. If possible, note for yourself what they look like, what their habits are, how the kidnappers talk and who they communicate with. All movements should also be memorized, including time in motion, direction, distance traveled, speed, any landmarks along the road, signs and sounds such as bells, voices, construction noise, railway, tram, etc. The desire to "please" is often misunderstood by terrorists and makes it difficult to rescue victims. If the terrorists force the hostage to make a written or oral (audio- or video-recorded) appeal to the authorities outlining their demands, this can only be done in the form and volume on which the kidnappers insist. At the same time, one should avoid one's own statements and assessments, since this may aggravate the situation of the captured.

When conducting a special operation to free a hostage, it is recommended to lie on the floor, do not move until the appropriate instructions are received from the special forces; under no circumstances try to help the special forces in their release; proceed from the fact that the special forces will treat the hostage as a possible terrorist until his identity is established; remain law-abiding and tolerant of the actions of the special forces, even if during the operation the hostage will be subjected to physical measures (for example, handcuffed or hands tied).

Immediately after release, it is advisable not to give comments to the media until a conversation is held with the official Russian representative, and appropriate recommendations are received from him.

How not to become a victim of human trafficking

According to international experts, every year thousands of citizens of the CIS countries, as well as Central and Eastern Europe, traveling abroad for various purposes, are either involved in illegal labor activities by fraudulent means, or are kidnapped and subjected to various forms of exploitation. Criminal groups typically use shell companies to find potential victims, most commonly through newspaper job advertisements. They may hide under the guise of legitimate organizations: fashion agencies, travel agencies, job centers, international dating services, and so on.

When looking for a job abroad, do not accept offers of illegal part-time work. If you work illegally, you will not be able to receive a decent wage, realize the required social guarantees (for example, medical care if necessary) and become completely dependent on your employer. Carefully study the offer of the employer and check the correctness of the paperwork for the job.

Before signing a contract, make sure all the clauses are clear. If in doubt, seek independent legal advice. When leaving for employment, make sure that the type of visa you have provides for the possibility of employment. In the vast majority of cases, a visa for temporary stay of foreigners does not give the right to work. It should be emphasized that, as a rule, a work permit must be issued before departure, by contacting the consular office of the relevant state. You should not trust promises that you can enter the country on a tourist visa, and all the necessary formalities will be settled upon arrival in the country. If you work without proper documentation, such as a work permit, this will be a violation of the laws of the host country, for which you can be fined, deported from the country and denied entry for a long time.

Traveling abroad to enter into marriage and/or live with a foreign spouse, we recommend that you familiarize yourself in advance with the peculiarities of the legal status of foreigners in the host state. It should be borne in mind that in some states the rights and obligations of foreign spouses are regulated by legislation differently from Russian law. Particular attention should be paid to the legal status of children born in marriages with foreigners, including the procedure for acquiring Russian citizenship by them, as well as how local legislation defines the rights of parents and children in the event of a divorce.

During your stay abroad, in no case do not give your passport to the employer or the person with whom you intend to marry. Criminals can use your documents to blackmail you and restrict your freedom of movement. Take cash to cover your travel expenses when you return home, or purchase a round trip ticket. Inform family and friends of the date of departure and leave your address and phone number abroad.

Powers of the Russian foreign institutions

When applying to a Russian foreign institution, one should keep in mind that its powers are strictly regulated by the legislation of the Russian Federation and the host country, as well as international agreements. Not all problems that Russian citizens encounter abroad can be solved by a consul.

For example, if you are not satisfied with the hotel service, there is no point in calling the consulate with a complaint, as it is not its function to deal with such issues. If you have lost your passport during your stay abroad, it is the Russian consular office that will help you to obtain a temporary identity document - a certificate of entry (return) to the Russian Federation.

In a number of situations, such as legal proceedings before the competent authorities of a foreign country, the assistance of a qualified lawyer will be much more necessary than consular assistance, and the consul can help you choose one.

With regard to citizens staying abroad, the diplomatic missions and consular offices of the Russian Federation may perform the following consular actions:

- inform you about the laws and customs of the country of residence and the specifics of the legal situation of foreigners; advise you where to seek further information on matters of interest to you;
- to carry out voluntary registration of Russian citizens abroad;
- take the necessary measures to ensure the safety of Russian citizens in emergency situations;
- perform notarial acts;
- inform you about the laws and customs of the country of residence and the specifics of the legal situation of foreigners; advise you where to seek further information on matters of interest to you;
- to carry out voluntary registration of Russian citizens abroad;
- take the necessary measures to ensure the safety of Russian citizens in emergency situations;
- perform notarial acts;
- issue a foreign passport and a certificate for entry (return) to the Russian Federation);
- register acts of civil status (in cases stipulated by Russian legislation, laws of the host country and international treaties of the Russian Federation);
- issue Russian visas for foreign citizens and stateless persons);
- consider citizenship issues in relation to Russian citizens living abroad;
- carry out consular legalisation of foreign official documents intended for use in Russia;
- request documents concerning the rights and interests of citizens;
- take measures to protect the rights and lawful interests of citizens of the Russian Federation over whom guardianship or custody is required;
- take sanitary, phytosanitary and veterinary protection measures;
- take measures to protect the rights and lawful interests of Russian citizens under arrest, imprisonment, detention or custody (at their request);

— immediately apply to the competent authorities of the host state for assistance in the search for missing citizens of the Russian Federation;

assist Russian citizens in the exercise of their voting rights in elections to federal government bodies and the right to participate in the referendum of the Russian Federation.

According to current legislation, Russian foreign institutions may not perform the following actions:

— pay expenses for the services of doctors, lawyers, hotel accommodation, etc.;

— provide hotel and vehicle reservation services;

— to lend money;

— issue a residence permit for Russian citizens or extend a visa in the host country, obtain visas for them to third countries.

It should also be remembered that consular fees are charged for consular activities in accordance with the legislation of the Russian Federation.

Assistance for the return to the Russian Federation of citizens who find themselves in a foreign country without a means of subsistence

In accordance with the Resolution of the Government of the Russian Federation of 31.05.2010 No. 370, Russian Foreign Institution may assist the return to Russia of Russian citizens who find themselves in a foreign country without means of subsistence, i.e. in exceptional cases. Exceptional cases are defined as situations in which the return to Russia of citizens would contribute to eliminating an immediate threat to their lives.

The decision to provide assistance is made by a commission that operates on a permanent basis in each foreign institution. Assistance is provided free of charge. It is allocated only in the form of payment for the cost of hotel accommodation, the purchase of tickets, food and essentials in accordance with established standards. Providing assistance in the form of transferring cash to a Russian citizen is not allowed.

ANNEX 2 to the CONDITIONS

Recommendations for actions in emergency situations

These general recommendations can serve as a guide to action in the most common emergency and crisis situations.

While abroad, you must exercise basic vigilance, reasonable discretion and adjust your behavior in accordance with the environment.

If you find yourself in an emergency situation (military-political conflict, mass riots, terrorist attack, natural disaster), if possible, immediately inform the nearest Russian embassy or consular office about yourself and other Russian citizens staying with you. If you do not know the telephone numbers of the diplomatic mission in the region, it is recommended to inform at least a representative of the Tour Operator or relatives about yourself.

If you find yourself in an area of military-political tension, especially a military conflict, try to stay as far away from areas of hostilities as possible. If possible, it is recommended to leave the area and move to another location, choosing the safest route for this. When encountering armed people who are not part of the local official structures, take care not to draw unnecessary attention to yourself. Do not engage in an argument or conflict, even if you are provoked. Unless compelled by extreme circumstances, do not disclose your foreign nationality to others, especially to random fellow travelers.

If you nevertheless find yourself directly in an active war zone and cannot leave it, it is advisable to stay in a hotel and not separate from a group of tourists familiar to you. It is also necessary to strictly observe, in particular, the curfew regime, subject to its introduction.

Natural disasters

Flood

Flooding is a significant flooding of the area as a result of a rise in the water level in a river, lake or sea during the period of snowmelt, heavy rains, wind surges of water, during traffic jams, etc. Floods cause damage to bridges, roads, buildings and structures, cause considerable material damage, and at high water velocity (more than 4 m/s) and high water rise (more than 2 m) cause the death of people and animals. The main cause of destruction is the impact on buildings and structures of hydraulic shocks of water masses, ice floes floating at high speed, various debris, watercraft, etc. Flooding can occur suddenly and last from a few hours to 2 to 3 weeks.

How to prepare for a flood

If you are in a flood area, study and remember the boundaries of possible flooding, as well as elevated, rarely flooded places located in the immediate vicinity of places of residence, the shortest routes to them. Familiarize family members with the rules of conduct for organized and individual evacuations. Remember the storage areas for boats and rafts. Prepare in advance a list of documents, property and medicines taken out during the evacuation. Put valuables, necessary warm clothes, a supply of food, water and medicines in a special suitcase or backpack.

How to act during a flood

When a flood warning and evacuation signal is given, leave the danger zone immediately and in accordance with the prescribed procedure to a designated safe area or elevated ground, taking with you documents, valuables, necessary items and a two-day supply of non-perishable foodstuffs.

In the absence of organized evacuation, stay on the upper floors and roofs of buildings, on trees or other elevated objects until help arrives or the water recedes. In the meantime, signal the distress at all times: by hanging or waving a clearly visible cloth lined up on a pole during the day and, in the dark, by a light signal and periodically by your voice. When the rescuers approach, calmly, without panic and fuss, in compliance with the precautionary measures, get into the watercraft. At the same time, strictly follow the requirements of the rescuers, do not overload the boats. During the movement, do not leave the assigned places, do not board the sides, and strictly obey crew instructions. It is recommended to get out of the flooded area on your own only if there are such serious reasons as the need to provide medical assistance to the victims, the continuing rise in the water level with the threat of flooding of the upper floors. In this case, it is necessary to have a reliable swimming facility and know the direction of movement. While moving out on your own, do not stop signaling a distress call.

Help people who are swimming in the water and drowning.

If a person is drowning

Throw a floating object to a drowning person, encourage them, call for help. When swimming to the victim, consider the river current. If the drowning person does not control his actions, swim up to him from behind and, grabbing him by the hair, tow him to the shore.

Tsunami

Tsunami is a dangerous natural phenomenon, which is sea waves, arising mainly as a result of the up or down shift of extended sections of the seabed during underwater and coastal earthquakes. Having formed in any place, a tsunami can spread at high speed (up to 1000 km / h) for several thousand kilometers, while the height of the tsunami in the area of occurrence is from 0.1 to 5 meters. When reaching shallow water, the wave height increases sharply, reaching a height of 10 to 50 meters. Huge masses of water thrown ashore lead to flooding of the area, destruction of buildings and structures, power transmission and communication lines, roads, bridges, piers, as well as to the death of people and animals. An air shock wave propagates in front of the water shaft. It acts like a blast wave, destroying buildings and structures. The tsunami wave may not be the only one. Very often it is a series of waves rolling ashore with an interval of 1 hour or more. The possible scale of destruction is determined by the range of the tsunami: weak (1-2 points); average (3 points); strong (4 points); destructive (5 points).

Signs of a tsunami

An earthquake is a natural tsunami warning signal. Before the start of a tsunami, as a rule, the water recedes far from the coast, exposing the seabed for hundreds of meters and even several kilometers. This low tide can last from a few minutes to half an hour.

The movement of the waves may be accompanied by thunderous sounds that are heard before the tsunami waves approach. Sometimes, before a tsunami wave, the coast is flooded with a water "carpet". Cracks may appear in the ice cover near shore. A sign of an approaching natural disaster may be a change in the normal behaviour of animals, which sense danger beforehand and tend to move to higher places.

Pre-tsunami warning measures

Follow tsunami warning messages, being aware of tsunami precursors. Memorize and explain tsunami warning signals to your family members. Have a tsunami action plan in place in case of a tsunami. Make sure all family members know what to do during a tsunami. Assess if the dwelling is in a tsunami-prone area. Remember that the most dangerous places are river mouths, narrowing bays, and straits. Know the boundaries of the most dangerous areas and the shortest routes to safety. Have a list of documents, possessions, and medications available for evacuation. Consider evacuation procedures in advance.

Consider what to do if you find yourself indoors, outdoors or in water during a tsunami. Prepare a place in your flat where you can put your documents, clothes, personal belongings and a two-day supply of non-perishable foodstuffs in case of a quick evacuation.

What to do during a tsunami

When a tsunami warning is given, react immediately. Use every minute to ensure your personal safety and the protection of those around you. You can have time from a few minutes to half an hour or more, so if you act calmly and thoughtfully, you can increase your chances of being protected from the effects of a tsunami.

If you are indoors, immediately leave it, after turning off the light and gas, and move to a safe place. Take the shortest route to an elevated place 30-40 m above sea level or try to quickly move 2-3 km inland from the coast. If you are driving, drive in a safe direction, picking up running people along the way. If it is impossible to hide in a safe place, when there is no time left for moving, climb as high as possible to the upper floors of the building, close windows and doors. If possible, move to the most secure building.

If you take shelter indoors, remember that the safest areas are places near the main internal walls, near the columns, in the corners formed by the main walls. Remove nearby objects that may fall, especially glass ones. If you do find yourself outdoors, try to climb a tree or take cover in a place that is less prone to impact. In extreme cases, it is necessary to cling to a tree trunk or a sturdy barrier.

Once in the water, get rid of shoes and wet clothes, try to catch on objects floating on the water. Be careful, as the wave can carry large objects and their fragments. After the arrival of the first wave, prepare for the meeting with the second and subsequent waves. If necessary, provide first aid to the injured.

What to do after a tsunami

Wait for the alarm signal. Return to your original place after making sure that there were no high waves on the sea for two to three hours.

Entering the house, check its strength, the safety of windows and doors. Make sure there are no cracks in the walls and ceilings, and that the foundations are not waterlogged. Carefully check for gas leaks in the rooms and the condition of the electric lights.

Hurricane, storm, tornado

A hurricane is a large atmospheric vortex with a wind speed of up to 120 km/h, and in the surface layer - up to 200 km/h.

A storm is a sustained, very strong wind with a speed of more than 20 m/s, usually observed when a cyclone passes through and accompanied by strong sea surges and destruction on land.

A tornado is an atmospheric vortex that arises in a thundercloud and spreads down, often to the very surface of the Earth in the form of a dark cloudy sleeve or trunk with a diameter of tens and hundreds of meters. It does not exist for long, moving with the cloud.

The danger to people in such natural phenomena is the destruction of road and bridge surfaces, structures, overhead power and communication lines, ground pipelines, as well as the defeat of people by fragments of destroyed structures, glass fragments flying at high speed. In addition, people can die and be injured if buildings are completely destroyed. During snow and dust storms, snow drifts and accumulations of dust ("black storms") on fields, roads and settlements, as well as water pollution, are dangerous.

The main signs of hurricanes, storms and tornadoes are: an increase in wind speed and a sharp drop in atmospheric pressure; heavy rainfall and storm surge; rapid snowfall and ground dusting.

If you are in an area prone to hurricanes, storms, and tornadoes, ask about:

- warning signals about an approaching natural disaster;
- ways to protect people and increase the resistance of buildings (structures) to the impact of hurricane

winds and storm surge of water;

- rules of conduct for people in case of hurricanes, snow and sand storms, tornadoes;
- methods and means of liquidating the consequences of hurricanes, tornadoes, storm surge of water, snow and sand storms;
- hiding places in the nearest basements, shelters or the most durable and stable buildings;

exit routes and accommodation areas in case of organized evacuation from high-risk areas;

How to act during a hurricane, storm, tornado

If you are indoors during a hurricane (storm, tornado), it is recommended to move away from the windows and take a safe place near the walls, in the corridor, near built-in wardrobes, in bathrooms, toilets, pantries, in strong cabinets, under tables. Put out the fire, turn off the electricity, close the gas taps.

At night, use lanterns, lamps, candles; turn on the radio for information; if possible, stay in a recessed shelter, in shelters, cellars, etc. During a hurricane (storm, tornado) on the street, you should stay as far as possible from light buildings, buildings, bridges, overpasses, power lines, masts, trees, rivers, lakes and industrial facilities. To protect against flying debris and glass fragments, use plywood sheets, cardboard and plastic boxes, planks and other improvised means. Try to quickly hide in basements, cellars and other shelters. Do not enter damaged buildings, as they can collapse with the next gusts of wind.

During a snowstorm, take cover in buildings. In the event of a snowstorm on the street, it is recommended to make your way to the main roads, which are periodically cleared and where there is a high probability of assistance.

In case of a dust storm, it is recommended to cover the face with a gauze bandage, a handkerchief, a piece of cloth, and your eyes with goggles. When a signal is received that a tornado is approaching, it is necessary to immediately go down to the shelter, the basement of the house or cellar, or take cover under the bed and other durable furniture. If at the moment of a tornado you are in an open area, then you should take cover at the bottom of the road ditch, in pits, ditches, narrow ravines, tightly pressing against the ground, covering your head with clothes or tree branches. Do not stay in the vehicle, leave it and take cover as above.

Drought, heat

Drought is a prolonged and significant lack of precipitation, often at elevated temperatures and low humidity.

Intense heat - characterized by an excess of the average ambient temperature by 10 degrees or more for several days.

The danger lies in the thermal overheating of a person, i.e. the threat of an increase in his body temperature above 37.1 °C or heat violation - the approach of body temperature to 38.8 °C. A thermal emergency occurs when prolonged and/or severe overheating can lead to heat stroke or cardiac dysfunction. Symptoms of overheating are: redness of the skin, dry mucous membranes, intense thirst. Further loss of consciousness, cardiac and respiratory arrest may occur.

How to act during a drought (in case of intense heat)

It is recommended to avoid exposure to elevated temperatures. Light-colored, airtight clothing (preferably cotton) should be worn with a head covering. It is important to remember that burned skin stops sweating and cooling. Move slowly, try to be in the shade more often. Avoid drinking beer and other alcoholic beverages as they will worsen the general condition. Check with your doctor if you need extra salt during the heat.

If you get heatstroke, move immediately into the shade, into the wind or take a shower and drink plenty of water slowly. Try to cool your body to avoid heatstroke. If someone around you faints, carry out resuscitation measures (give heart massage and artificial respiration). Remember that during a drought, the likelihood of fires increases.

ANNEX 3 to the CONDITIONS

A list of the world's most common diseases, with separate recommendations for their prevention

Hepatitis A

This infectious disease has a worldwide distribution and is characterized by periodic zonal outbreaks. It is transmitted from person to person and by ingestion of contaminated food and drink. Countries in Asia are at high risk.

A vaccine is available against this type of hepatitis. Vaccination is recommended for travellers aged 30-35 who are travelling to the countries in the regions mentioned above, taking into account the expected duration of travel.

Hepatitis B

It is an infectious disease caused by the hepatitis B virus. It is common in all countries around the world. It is transmitted sexually, by blood transfusion or through infected instruments (syringes, tattooing equipment).

The disease is prevalent in all Asian countries. In most of the regions mentioned, between 5 and 15% of the population are chronic carriers of the virus.

Vaccination is recommended for travellers who plan to stay in endemic areas for six months or more, or who travel frequently to such areas.

Meningococcal meningitis

This infectious disease has a worldwide distribution and outbreaks are often seasonal. It is most common in Asian countries.

Vaccination is recommended for travellers over 2 years of age who will have to be in the environment of possible carriers of the virus in the destination country.

Poliomyelitis

The disease has been virtually eradicated worldwide, primarily due to timely vaccination. However, the possibility of contracting the disease remains in some developing countries.

Vaccination is recommended for travellers travelling to endemic areas (countries in Asia) and planning to stay there for an extended period of time.

Rabies

This viral disease affects the central nervous system and is transmitted to humans by certain animal species (dogs, cats, foxes, bats, skunks, etc.) through direct contact (bite, secretion). Widespread in many developing countries, where it is a serious problem.

There are two vaccination options "before" and "after" an infected animal bite. The "before" vaccination is recommended when travelling to the countries mentioned for more than one month and when living in rural areas with an increased risk of infection.

Tetanus

This disease is caused by a bacterial toxin that enters the body through wounds, skin abrasions and mucous membranes. It is therefore important that any wound is carefully treated with disinfectants. The disease is widespread throughout the world.

Vaccination is recommended for everyone and especially for travellers.

Vaccinations for other diseases

There are other vaccines that are recommended only in special cases, taking into account the individual characteristics of the organism, the duration of the planned trip, the sanitary conditions of the country visited, the age and health of the traveller. These include vaccinations against summer and Japanese encephalitis, pneumococcal disease, diphtheria, flu, etc.

Prevention of malaria

Malaria is a common disease in almost all tropical countries. It is transmitted through the bite of an infected mosquito. There is no effective vaccine against malaria. Given that the disease can be severe, including death, it is important to take preventive measures to prevent it.

Travellers should protect themselves from mosquito bites - this is the first line of defence against malaria.

In this context, the following is recommended:

- try, if possible, to minimize going outside in the early morning and evening, when mosquitoes are most active; wear long sleeves and trousers, and avoid wearing dark colors that attract mosquitoes;
- apply special repellents to exposed parts of the body, in particular dimethyl phthalate (it is important to take into account the manufacturer's requirements for young children);
- stay in rooms equipped with mosquito nets on windows and doorways. In the absence of this protection, doors and windows should often be kept closed, especially at night;
- if mosquitoes can enter the living space, it is important to install a mosquito net around the sleeping area, check its integrity and treat it with permethrin or deltamethrin;
- indoors, spray insecticides or use automatic insecticide diffusers (powered by electricity or batteries) and special mosquito spirals containing pyrethrins.

Chemoprophylaxis for malaria

A variety of medicines are available to reduce the risk of malaria. Their dosage rules are based on the recommendations of the World Health Organisation. Note that the type of medication varies and depends directly on the region to be visited. In order to avoid side effects, any anti-malarial medication should be prescribed after personal consultation with a specialist.

General recommendations:

- despite having taken antimalarial medicines, the risk of contracting the disease has not been completely eliminated. In addition, any medication has its own side effects and should not be used "just in case" in the absence of objective risks of infection;
- for chemoprophylaxis to be effective, the medication prescribed by your doctor should be continued for 4 weeks after your return from an epidemiologically dangerous country, as malaria infection retains its pathogenic potential for almost a month;
- if symptoms of malaria such as fever, excessive sweating and chills appear during the trip, a doctor should be consulted immediately;

Malaria can also be diagnosed a week or more after returning from a trip when the following symptoms occur: headache, lethargy, muscle aches, vomiting, diarrhoea, cough

ANNEX No. 4 to the CONDITIONS

Memo on the rules of conduct for tourists in Muslim countries

When going on holiday to Muslim countries, Russian citizens should bear in mind that it is usually necessary to observe the norms of behaviour accepted in Islamic society. Shariah regulations do not usually apply to non-Muslim tourists, but should be taken into account by them, especially if the programme of stay includes going outside the hotels or tourist area.

Communication

When talking with a Muslim, avoid questions about his wife and especially comments about her. If you want to ask about the family, use the most general words and formulations. If you are having a conversation sitting down, try not to point the soles of your shoes in the direction of your conversation partner - they are considered unclean and their appearance is offensive.

On a visit

Many Muslims tend to be hospitable. Take off your shoes before entering a dwelling, if your hosts do the same. Do not refuse a meal. Do not insist that women sit at the table: if it is customary in the family, they will sit themselves, but if not, they will eat later or in another room.

Food

In addition to the traditional aversion to pork, Muslims have several other rules regarding food. All treats should be taken with the right hand if there are no cutlery on the table. A categorical refusal of a treat can sometimes cause offence.

Alcohol and smoking

The Koran forbids the consumption of alcohol by Muslims, so they tend not to drink it themselves, especially in public and in public places. If a country has a "dry law", trying to bring alcohol into the country, buy it "under the counter" or consume it in public can lead to serious problems, up to a large fine and even detention in a police station.

There are, however, exceptions: in some countries with dry laws - Abu Dhabi, Dubai (UAE), for example - alcohol can be ordered at cafés and restaurants in tourist areas.

Smoking is easier - in most Eastern countries they smoke a lot and almost everywhere, but women are not recommended to do this in public.

Namaz

When you see someone praying, try not to disturb them, do not be obtrusive and go carefully around them.

Ramadan

The Muslim holy month of Ramadan is based on the lunar calendar and shifts by eleven to twelve days each year. Before the trip, it is recommended to check in advance whether Ramadan will be during your holiday.

This period may cause you some discomfort: during Ramadan, Muslims are not allowed to eat or drink before sunset or smoke. Outside the hotel, except in Christian neighbourhoods, you will probably not be able to eat or smoke without incurring the disapproval of others.

Mosques and holy places

Men are allowed to enter all mosques. However, remember that you must be wearing long trousers: you will not be allowed into the mosque if you are wearing clothes that even slightly cover your shins and knees. You must remove your shoes before entering the mosque.

Women may only enter a functioning mosque through a special entrance for women. If the mosque is only a tourist attraction, it may be visited with men, but even here a special women's cape must be worn, covering the hair and, in austere countries, up to the heels of the body.

Special recommendations for men

Do not try to talk to unfamiliar women. Do not stare at women, let alone point your hand or finger at them, even if they are hidden from you by a thick cape - such behaviour can cause a scandal and lead to trouble, up to and including criminal liability.

If you are formally introduced to a Muslim woman, do not offer your hand first - if the woman considers it acceptable, she will offer her hand first. To avoid embarrassment, simply tilt your head slightly to signify that you are pleased to be introduced.

Do not hold a Muslim woman's hand or elbow - it is considered indecent.

Special recommendations for women

Do not walk outside the hotel alone: it is desirable that you are accompanied by a man. This, of course, is not a categorical restriction, but by following this simple rule, you can avoid unforeseen troubles.

You may be shouted at in the street or tried to talk to you. If this happens, do not smile, let alone respond. In case of persistent harassment, contact a police officer.

If you need help in the street, ask a woman or a policeman for help. Take a seat close to a woman when you get on public transport. In many large cities in Muslim countries, the first carriages are reserved exclusively for women.

Going for a walk on a camel, horse, cart, boat, etc. do not sit down with an unfamiliar Muslim man - such behavior can be regarded as consent to acquaintance.

As for clothing, the requirements for it are quite simple: on the street and in public places, it is advisable not to wear anything tight-fitting, open or transparent. Hands should be hidden to the elbow, legs - to the knees. Do not bare your back and especially your chest.

When going to a Muslim country, buy a pair of cotton dresses that are as large and closed as possible, along with a headscarf. This protects you not only from prying eyes but also from the sun.

Wearing a swimsuit and even more so a bikini on public beaches, even if it is not prohibited, is risky. It is better to wear them on a private beach or by the pool of your hotel. On public beaches in some countries, you will have to use a burkini (a fully enclosed bathing suit consisting of trousers, a dress and a head covering).

Photo and video

If you want to keep a few shots of the locals as a souvenir, it's best to check with your guide for the best way to do this, or ask permission from the subjects themselves.

Compliance with these rules will allow you not only to avoid trouble, but also to demonstrate respect for the religion and lifestyle of local residents. In the event that, due to ignorance or negligence, any prohibition was violated, it is worth apologizing.

ANNEX 5 to the CONDITIONS

Memo for travelers traveling abroad on the prevention of infectious diseases

Travel preparation

Before you go on a trip, you should consider whether your health condition allows you to travel to a particular country, depending on the climate, nutritional conditions, cultural activities, the possibility of preventive vaccinations, and taking medications to prevent infectious diseases.

For this purpose, you should have a thorough medical examination and get a doctor's opinion. Particular attention should be paid to the doctor's recommendations if you are chronically ill, pregnant or have small children.

When travelling to yellow fever-prone countries, you should get preventive vaccination and obtain an international certificate of yellow fever vaccination.

When travelling to malaria-prone countries, you should ask your doctor for advice on preventive medicines and how to use them.

Due to the registration of infectious diseases such as typhoid, tetanus, viral hepatitis and meningococcal disease in foreign countries, you can get preventive vaccinations against these infections if you wish at commercial medical centers or .

Before the trip, form and have a first aid kit with you, which will help you with minor ailments, save you time looking for medicines and relieve you of communication problems in a foreign language.

First aid kit: painkillers; cardiovascular agents; remedies for indigestion; choleric drugs against motion sickness in transport; insect bite remedies; dressing material (bandages, cotton balls); waterproof adhesive plaster; disposable syringes; barrier contraceptives; contact lens solution, if you wear them; eye drops; sunscreens and creams for skin care after exposure to the sun.

General provisions

People from temperate countries need to adapt to countries with tropical and subtropical climates.

To prevent sunstroke and heatstroke, you should wear light and natural fabrics, a summer hat, apply sunscreen to exposed skin, increase fluid intake and limit alcohol intake.

During holidays, you should be especially careful when coming into contact with animals, as they are sources of many infectious and parasitic diseases. Do not touch cats, dogs or other animals! It is dangerous in almost all countries.

If you are bitten, scratched or simply drooled by an animal, wash that part of your body thoroughly with soap and water. Seek immediate medical attention for rabies and tetanus vaccinations.

Other dangers are bites from poisonous snakes, insects (scorpion, caracourt, tarantula, scolopendra) and tropical sea creatures (poisonous jellyfish, leeches, fish), which can cause serious health problems for you.

Most blood-sucking insects dangerous to humans (fleas, ticks, gnats, mosquitoes, horseflies, midges and flies) are carriers of tropical infectious and parasitic diseases.

To prevent complications during outdoor recreation, it is necessary to avoid contact with animals, reptiles and insects, wear long-sleeved clothes, trousers, boots with tight leggings or socks, and use repellents. In

the evening and at night, you must use an electric flashlight, even in cities.

The rules of residence

Accommodation is only permitted in accommodation facilities with centralised water supply and sewerage. If there are mosquitoes, fleas or rodents in your room, notify the reception immediately to take immediate action to eradicate them. In areas where flying insects congregate, require windows and doors to be closed, bed curtains to be placed over beds, and electric fumigators to be used.

Nutrition

Eating is allowed at certain food outlets that use quality-assured industrial products. For drinking, only bottled or boiled water, drinks, juices of industrial production and guaranteed quality should be used.

For washing fruits and vegetables, use only boiled or bottled water.

It is forbidden to buy ice to cool drinks from street vendors, and it is also forbidden to eat traditional foods, foods with an expired shelf life that have not undergone guaranteed processing, and foods purchased from street vendors.

Recreational organisation

It is forbidden to organise and conduct excursions or other activities (hunting, fishing) in places not designated by the official programme. Swimming is allowed only in swimming pools and special ponds. It is forbidden to lie on the beach without a mat or walk on the ground without shoes. The purchase of fur, leather goods, as well as animals and birds from private vendors is not recommended. Strictly observe the rules of personal hygiene.

Prevention is better than cure!

When traveling to foreign countries, you need to know that in some of them there is a real possibility of contracting infectious and parasitic diseases that are characterized by a severe clinical course, damage to vital organs and body systems, and can lead to death.

Cholera

Cases of cholera are recorded annually in Asian countries.

Cholera is a particularly dangerous acute infectious disease characterized by severe dehydration of the body, which, if not treated in time, can lead to death.

The incubation (latent) period of the disease, from the time of infection until the first clinical signs appear, ranges from a few hours to 5 days.

Cholera germs enter the human body through the consumption of infected food and water. The most dangerous foods are those that are not heat-treated.

Infection can also occur while swimming in random water bodies.

The characteristic signs of cholera are repeated loose stools and vomiting, which leads to dehydration. When the first signs of the disease appear, you should immediately consult a doctor.

Parasitic diseases

Widespread in tropical and subtropical countries are dangerous to health and other parasitic diseases, infection with which is possible through fruits, vegetables and herbs, meat, fish and seafood. The larvae of some worms can also be infected by contact with the soil and bathing in fresh water through intact skin, and through the bites of blood-sucking insects - helminthic diseases, the pathogens of which parasitize in the lymphatic system, the walls of body cavities and subcutaneous tissue.

Many of these diseases are characterized by a long incubation period and a severe chronic course.

Malaria

A severe parasitic disease widespread in countries with tropical and subtropical climates.

Infection occurs through the bites of malaria-transmitting mosquitoes.

The incubation period ranges from 7 days to 1 month for tropical malaria and up to 3 years for other forms.

Symptoms of the disease - fever, chills, severe sweating, headache, weakness. With tropical malaria, without timely treatment, death is possible in a very short time from the onset of the disease.

Antimalarial medicines should be taken regularly as a preventive measure. You should start taking the medication 1 week before you leave for a foreign country, continue for the duration of your stay and for 1 month after your return.

Bird flu

Avian influenza is an acute infectious disease caused by a virus.

Human infection occurs through close contact with infected and dead domestic and wild birds.

In some cases, human infection is possible when eating meat and eggs of sick birds without sufficient heat treatment.

The secretions of infected birds are dangerous, as they get on plants, in the air, in water, and can then infect humans through drinking and bathing, as well as through airborne droplets, airborne dust, and dirty hands.

The incubation period varies from a few hours to 5 days. Avian influenza begins acutely with chills, fever of 38°C or higher, muscle and headache and sore throat. Watery liquid stools and repeated vomiting are possible. The condition worsens rapidly. After 2-3 days, a moist cough, often with blood, and shortness of breath appear. Difficulty in breathing may follow. The liver, kidneys and brain may be affected.

When the first signs of the disease appear, it is urgent to consult a doctor to establish a diagnosis and prescribe adequate and timely treatment, since a late start of treatment inevitably leads to the development of complications.

Prevention measures. Contact with poultry and wild birds should be avoided in households, markets and places where poultry congregate on open bodies of water. The walking of poultry should only take place in private backyards of citizens.

Sexual contacts

Sexual intercourse can lead to dangerous infections such as AIDS, syphilis, viral hepatitis B and other sexually transmitted diseases. These diseases can seriously affect not only your life, but also the life of your family.

To prevent these diseases, always carry and use personal protective equipment. Avoid questionable sexual contacts!

HIV infection

A chronic slow viral infection with a latent period of several months to several years.

The main ways of transmission of the infection are: sexual, parenteral (using blood-contaminated medical instruments and syringes when injecting drugs), donor organs and tissues from patients with HIV infection. This is especially necessary to know when traveling to countries where a system for monitoring donor blood has not yet been established and there is a risk of using non-sterile medical instruments in providing medical care, especially in dentistry. Once infected with HIV, a person becomes a carrier of the virus and can infect his or her sexual partners while remaining practically healthy for a long period of time. The final stage of HIV infection is AIDS - acquired immunodeficiency syndrome, in which there is a progressive destruction of the human immune system that cannot be cured and which ends in death within a year. To prevent HIV infection you need to take care of a stock of disposable syringes and barrier contraceptives and visit your dentist before you leave.

Returning from a trip

When you return from a trip, on board the aircraft you may be asked to fill in a "Questionnaire for citizens arriving from abroad", in which you must state the exact address of your permanent residence or temporary stay, your work and home telephone number. The information on the questionnaire is necessary for the timely organization of anti-epidemic measures in the event of an outbreak of quarantine infections.

When crossing the border, you should facilitate personal searches as well as searches of belongings, especially those made of fur and leather, animals and birds.

When importing animals and birds, you should have an accompanying veterinary certificate obtained from the State Veterinary Service of the country where the animal is purchased.

If you experience fever, nausea, vomiting, loose stools, cough with bloody sputum, a rash on the skin

and mucous membranes, you should immediately see a doctor for a medical examination and be examined for infectious and parasitic diseases.

You should remember that during your stay in a malaria-risk country and for 3 years after your return, if you have any fever you should immediately contact a medical institution and inform your doctor that you have been in the "tropics".

Remember - your health is in your hands!

ANNEX 6 to the CONDITIONS

Common elements of conduct, recommended for most states in the world in order to avoid unwanted incidents

In any state of the world it is desirable:

- be friendly to the local population and respect their way of life;
- strictly obey the laws of the host country, refrain from making dubious acquaintances and avoid travelling in disadvantaged neighbourhoods;
- be patient, do not be rude, do not humiliate the dignity of representatives of the local population;
- not to wave at a person, which in many countries is a demonstration of disdain or contempt;
- respect customs and traditions, do not be arrogant or disrespectful of local culture, do not use abusive language in relation to the country's leaders, and do not clash with representatives of law enforcement agencies;
- do not use insulting gestures often found in Hollywood films (extended middle finger, turning a finger at the temple, etc.) and obscene expressions in English, moreover, in an aggressive form;
- not to use profanity in conversation, both English and Russian, and in general not to use insults in any language;
- refrain from making unflattering judgements about the behaviour of local people and their language or cultural and religious traditions;
- not to criticize local (sometimes specific) cuisine in front of local people;
- take into account the specifics of tipping in the host country;
- do not abuse alcohol;
- follow the rules of the road and be polite while driving;
- follow hygiene rules when visiting swimming pools and saunas;
- if possible, keep a minimum distance of 50-60 cm from the person you are talking to;
- avoid treating women and older people in a familiar manner;
- follow the example of the behavior of local residents when performing the anthem of the host country or in the conditions of mourning events in the country;
- have your identity documents or a certified copy of them with you;
- be careful with your documents, personal belongings and valuables, as petty theft is common in tourist areas;
- be cautious about taking photographs (you may need permission somewhere) and avoid taking pictures of infrastructure (railway stations, air and sea ports);
- in countries with different proportions of black population, to refrain from using the words "negro" or "nigger" and their derivatives.

In states with strong Islamic traditions, one should not:

- pay close attention to women, point at them with your hand or finger, try to speak or meet women on the street, make comments about them;
- ask questions to a foreign interlocutor about his spouse;
- try to get acquainted with the female part of the family of the owner of the house, invite the female part of the family to a common table;
- hold out your hands to a woman when meeting;
- attempt to enter a section of a public vehicle intended for persons of a different sex;
- to show intrusive attention to praying people, to take pictures and video of them;
- pass in front of a person bowed in prayer in a mosque, touching the Koran;
- enter mosques wearing shoes and shorts;
- drink alcohol in public places,
- offer locals alcohol and pigskin products as gifts;
- order pork dishes from catering establishments and offer them to local residents;
- eat, drink and smoke in public places during daylight hours during Ramadan (Muslim fasting);
- take and offer food with the left hand (it is considered "unclean", used for personal hygiene);
- stare at the person eating;
- enter local residents' living quarters wearing street shoes;
- be on the beach without a swimming costume, for women, in a separate swimsuit or without its upper part;
- participate in gambling;
- allow hugs and kisses in public;
- demonstrate or offer as a gift printed products, photo and video materials of erotic content.
- for women: wearing dresses and skirts above the knees, transparent or tight clothing, including those with necklines, cutouts and sleeves above the elbow; appearing in public places unaccompanied by a man; sitting next to the driver in a taxi; using the common entrance to a mosque.

Some features of behaviour and gesticulation in a number of foreign countries

UNITED ARAB EMIRATES

In conflict situations, which can be provoked by rude and sometimes inappropriate behavior of one of the parties, tourists are not recommended to sort things out with the local population on their own. The most reasonable thing to do would be to contact the tourist police immediately.

Outside the tourist areas, women are not recommended to wear short dresses, bare shoulders, and wear low-cut clothes. Men should not show signs of attention to local women, try to talk to them. Even staring at women wearing a niqab or veil can be interpreted as behavior that offends her honor and family members.

It is absolutely unacceptable to compare a person, even in a playful manner, with any animal.

A special dress code is required to attend most public places and religious sites: shoulders and knees covered for women and men.

During the holy month of Ramadan (Islam adheres to the lunar calendar, so the beginning of Ramadan falls on different days), Muslims observe strict rules: from sunrise to sunset, refrain from eating, smoking, entertainment and completely devote themselves to prayers. Adherents of other religions

should respect the religious feelings of Muslims - it is necessary to refrain from drinking, eating, smoking and noisy entertainment on the streets. It is advisable to wear closed clothes in soft colors.

ANNEX 7 to the TERMS

Useful information

Flight time

Flight time Moscow - Dubai, Moscow - Abu Dhabi is 5-6 hours.

Medical service

Medical care is paid. If you need medical attention during your holiday, contact your insurance company immediately. The phone number of the company is indicated on the insurance policy. The insurance company employee will tell you which medical center or hospital to go to.

First aid kit

Before the trip, form and take a first aid kit with you, which will help you with minor ailments, save you time looking for medicines and get rid of the problems of communicating in a foreign language, in addition, many medicines can have different names in different countries.

We recommend taking with you:

painkillers and cardiovascular drugs;
remedies for indigestion;
choleretic;
preparations against motion sickness in transport;
means from stings of insects;
bandage;
waterproof adhesive plaster;
barrier contraceptives;
eye drops;
sunscreen.

Rules of behavior

To visit most public places and religious sites, you must follow a special dress code: covered shoulders and knees for women and men.

During the holy month of Ramadan (Islam adheres to the lunar calendar, so the beginning of Ramadan falls on different days), Muslims observe strict rules: from sunrise to sunset, refrain from eating, smoking, entertainment and completely devote themselves to prayers. Adherents of other religions should respect the religious feelings of Muslims - it is necessary to refrain from drinking, eating, smoking and noisy entertainment on the streets. It is advisable to wear closed clothes in soft colors.

Purchase and consumption of alcoholic drinks

In the UAE, alcohol is available in restaurants and bars at hotels that have a special license. In the emirate of Sharjah, the sale of alcohol is prohibited.

The consumption of alcohol is prohibited for Muslims. This ban does not apply to visitors, if they do not practice Islam. It is strictly forbidden to offer or give alcohol to Muslims, as well as to drive while intoxicated. Drinking any alcoholic drinks in public places (on the street, in the park, on the beach) is a crime and punishable in accordance with the laws of the country.

Money

Dirham is the local currency of the OAE (AED - Arab Emirates Dirham). 1 dirham = 100 fills. You can pay in the UAE both in dirhams and in US dollars. You can buy local money at any currency exchange office. 1 US dollar is equal to 3.67 dirhams.

The shops

The widest selection of goods and affordable prices are the main reasons why many people flock to the UAE. No wonder the Emirates are called "a paradise for shoppers". Free trade zones and low duty ensure business prosperity in this country. The shopping festival is held annually in Dubai and attracts with amazing discounts, extensive entertainment programs and various lotteries.

Souvenirs and shopping

The most common souvenirs and purchases are dates, camel figurines, pearl and gold items, hookahs, Arabic coffee and coffee pots, perfumes and incense, spices, sweets.

Taxi

In the UAE, you can freely use taxi services, in which payment is made by the meter. Landing is charged from 5 dirhams in Dubai, from 3 dirhams in Sharjah. The minimum cost of a taxi ride in Dubai is 12 dirhams.

Hotels

Most hotels require a deposit (cash or credit card) for additional charges that are not included in the room rate - use of the minibar, long distance calls, and so on. The deposit is returned on the day of departure in dirhams minus the amount you spent.

Beaches

The UAE has both free public beaches and paid ones. Paid beaches are usually equipped with sun loungers and umbrellas, which can be rented for an additional fee. Some beaches have women's days when men are not allowed to enter.

Visa

From February 1, 2017, citizens of the Russian Federation planning tourist trips to the United Arab Emirates do not need to apply for visas in advance.

Upon arrival at any airport in the UAE, citizens of the Russian Federation can apply for a visa on arrival valid for 90 days free of charge. A visa can be extended once for 30 days by contacting the immigration department in the UAE in advance, for an additional fee.

More information in the Visa section.

Time

Time ahead of Moscow by 1 hour.

Weekend

Government offices are closed on Friday and Saturday. The day off in the offices of private companies is Friday. Shops, shopping and entertainment centers are open seven days a week.

Mains voltage

The voltage in the network is 220/240 V, the current frequency is 50 Hz. Appliances not manufactured for the UAE market will require an adapter.

Religion

The state religion of the UAE is Islam.

Tips

If tips are not included in the bill, it is enough to leave 10% of the total amount.

Recommendations

When moving around the country, it is not necessary to have a passport with you. It is enough to have copies of your passport, visa and insurance. It is better to leave the originals in a safe - in the hotel room or at the front desk. If the foreign passport is lost, you must immediately contact the police station at the scene of the incident and file an application about the circumstances of the loss of the foreign passport, after which you will receive a document from the police about the loss of your passport, which must be presented at the Consulate General when submitting documents for issuing a certificate of entry (return) to Russia or a new foreign passport to replace the lost one.

Customs

Per one adult, the UAE is allowed to import up to 400 cigarettes, 50 cigars or 500 grams of tobacco. Non-Muslims may bring up to 2 liters of spirits and the same amount of wine for personal consumption. It is forbidden to import photographic and video materials, as well as printed materials of reprehensible and frivolous content. The import of drugs, weapons, psychotropic substances, and certain drugs is strictly prohibited.

Phone numbers

The international code for the UAE is 971.

To call from the CIS countries to the UAE dial: 8-10-971 + area code + subscriber number.

Emirates codes: 02 - Abu Dhabi, 03 - Al Ain, 04 - Dubai, 06 - Sharjah, Ajman, Umm al-Quwain, 07 - Ras al-Khaimah, 09 - Fujairah. 05x - mobile phone. To call from an emirate to an emirate or from a landline to a phone and vice versa dial: 0 + area code + subscriber number.

You can call from the hotel to another country through "9", after dialing the country code (007 - Russia), then the area code and the number of the subscriber you need. Such a conversation can be ordered from the operator by dialing "0".

Consulate General of the Russian Federation (Dubai):

Address: Dubai, Umm Al Sheif, Street 6B, Villa No. 21

Tel.: +971 4 328 53 47

Fax: +971 4 328 56 15

Emergency assistance: +971 50 454 77 54 (24/7. This number is intended exclusively for cases related to a threat to the life, health and safety of Russian citizens in the UAE).

Consul General of the Russian Federation in Dubai and the Northern Emirates - Fomin Oleg Olegovich.

Ambulance: 998 or 999

Fire Department: 997

Police: 999

ANNEX 8 to the TERMS

Form of refusal of a tourist to conclude a contract of voluntary insurance

I, _____, hereby refuse to conclude a voluntary insurance contract in my favor.

It was explained to me that the contract of voluntary insurance (insurance policy) provides payment and (or) reimbursement of expenses for medical care in emergency and urgent forms in the country of temporary stay and (or) return of the body (remains).

It was also explained to me that in case of refusal to conclude a voluntary insurance contract, the costs of providing medical care in emergency and urgent forms in the country of temporary residence are borne by the tourist himself, and the costs of returning the body (remains) are borne by those interested in returning the body (remains).

I am familiar with the terms of the insurance contract.

Information about the consequences of refusing to conclude a voluntary insurance contract was explained to me in full. I bear all the risks associated with the refusal to conclude a voluntary insurance contract.

Client (Tourist):

_____ " __ " _____ 20__
(Full name) (signature) (date)

ANNEX 9 to the TERMS

Form of refusal of a tourist to conclude an insurance contract due to cancellation of a trip abroad

I, _____, hereby refuse to conclude an insurance contract for expenses incurred as a result of the cancellation of a trip abroad or a change in the duration of my stay abroad ("non-departure insurance") in my favor.

Thus, I bear all financial risks that may arise in connection with the cancellation of my trip abroad or the change in the duration of my stay abroad, including: due to refusal to obtain an entry visa to the host country, due to sudden health disorder, due to damage and loss of property, or for other reasons.

I am familiar with the terms of the insurance contract

The information about the consequences of refusing to conclude a travel insurance contract was explained to me in full.

Client (Tourist):

_____ " __ " _____ 20__
(Full name) (signature) (date)