

## Public offer between russvisa.com and Client

### Basic concepts

**Company** - Russian tour operator City Bureau of Voyage LLC (Reference number: **02027413**) operating under the RussVisa brand and promoting its services on the website russvisa.com

**Client** - A person who has applied for a service (for himself or for the benefit of another person)

**Application** - application for the service, issued on the site russvisa.com

**Service** - The object of the service is a visa support service, which includes:

- Consultation (about getting invitation);
- Tourist invitation issuing (consists of tourist confirmation and tourist (travel) voucher);
- Sending an invitation to the Client's e-mail.

The object of additional services is:

- Issuing of medical insurance;
- Transfer from the airport to the hotel;
- Issuing of program (itinerary);
- Hotel reservations and payment for accommodation;
- Other services on the Client's request, if the Company can provide them.

**Invitation** - a letter received by e-mail of the Client.

**Consent with the rules** - the filing of the application is a confirmation of the fact of the consent with the public offer between the Company and the Client

**The fact of rendering the service** - the fact of rendering the service is the issued invitation according to the application on the site visitoruss.com, and sent to the e-mail specified in the application.

### Tariff policy

The company promotes its services for citizens:

- EU countries;
- United States;
- Canada;
- Australia;
- Japan;
- Some countries of Eastern Europe

For the citizens of the above countries, the declared tariff for the visa support service is 9.99 EUR.

If the application is received from citizens of countries which not included in the above list, the tariff can be higher, from the declared at the discretion of the Company.

In case of Client needs to change the invitation for any reason, then:

- within 24 hours after sending the invitation, any changes are made free of charge;
- after 24 hours after sending the invitation, any changes are made with a 50% discount on the cost of services , but no later than the original date of entry into the Russian Federation. Any changes to the invitation after the entry date are subject to full payment.

Cost of other services:

- Issuing of medical insurance - 1 EUR per day stay
- Issuing of program (itinerary) - 20 USD
- Hotel reservations - 20 USD
- VIP meeting at the airport – 200 USD
- Other services upon request.

### **Discount policy**

Discounts are provided only at the discretion of the Company.

### **Return policy**

Return for the service is not provided.

### **The Company's responsibility**

The Company undertakes to properly draw up an invitation to the Client's application and send it to the Client's e-mail.

The Company undertakes to extend its license and accreditation in time to the Ministry of Foreign Affairs in accordance with the Laws of the Russian Federation.

### **The Client's responsibility**

The Client undertakes to verify the received invitation for compliance with the information specified in the invitation prior to contacting the Consulate or Visa Center

The Client undertakes to properly draw up his application for a visa on the <https://visa.kdmid.ru/> website in accordance with the purpose and information (dates of the trip, route, etc.) which is indicated in the invitation.

In case of discrepancy in the invitation and the statement, the company is not responsible for the consequences that they entailed

The Client upon arrival in the territory of the Russian Federation undertakes to register at the place of stay within the time limits established by the legislation of the Russian Federation.

The Client undertakes to leave the territory of the Russian Federation on time. In case of late departure of the Client from the territory of the Russian Federation, the Company is not liable for the consequences that resulted in violations during the stay.

#### **Other provisions**

In all other respects, the parties are guided by the current Legislation of the Russian Federation and International law.