

Offer Agreement for the provision of services by the Agency on the SUPERKASSA.NET website and in the Superkassa Mobile App

General Provisions

1. This document is an official offer (public offer) of Superkassa LTD (hereinafter referred to as the Agency) and contains all the essential conditions for the provision of services for booking, registration and sale of services of third parties (transportation, hotel accommodation, transfer, etc.), as well as the sale of its own services on the <http://www.superkassa.net/> website and in the Superkassa Mobile App.
2. A public offer is an offer containing all the essential terms of the contract, from which the will of the person making the offer is seen to conclude a contract on the terms specified in the offer with anyone who responds to this offer.
3. Acceptance is the response of the person to whom the offer is addressed on its acceptance. The performance by the person who received the offer, within the period established for its acceptance, of actions to fulfill the terms of the contract specified in it (payment for services, etc.) is considered acceptance.
4. In case of acceptance of the conditions set forth below, the individual who accepts this offer becomes the Customer (acceptance of the offer is equivalent to the conclusion of an agreement on the terms set forth in the offer).
5. All contracts for the provision of services, the information about which is posted on the <http://www.superkassa.net/> website and in the Superkassa Mobile App, are concluded by the Customer directly with the persons providing these services in accordance with Russian and international legislation, except for services provided directly by the Agency.
6. The Agency has the right to change the Offer Agreement at any time unilaterally at its discretion and without special notice to the Customer. The changes come into force from the moment the updated version is posted on the <http://www.superkassa.net/> website and in the Superkassa Mobile App.
7. When processing the Order, the Agency does not act as the Carrier, does not enter into transportation agreements and contracts for the sale of electronic tickets, is not the recipient of income from the carriage charge established by the Carrier, is not responsible for obligations related to transportation; does not act as a tour operator or travel agent; is not responsible for any other components of the Customer's or a third party's trip, such as: obtaining visas and other permits for exit and entry into the country (crossing state borders); verification of validity, receipt and availability of documents confirming the identity of the Customer or a third party, insurance policies; transfers; hotel accommodation; flights on air tickets purchased for flights of different carriers and connections between such flights; and other circumstances.

Terms

In this public offer, the following terms are used in the following meaning:

Website means a publicly available resource open for free visual review, posted on the Internet at www.superkassa.net, as well as the Superkassa Mobile Application, through which information about flight schedules, fares, taxes, fees, availability of seats for the provision of transport and other types of services provided to individuals by the Carriers and/or Service Providers is displayed.

Agency – Superkassa LTD acting on its own behalf (when selling its own services) or on behalf of Carriers/Service Providers with whom it has entered into contractual relations, when providing services to

the Customer (airlines, railway companies, hotels, transport companies, ferry companies, insurance organizations and other organizations).

Customer – a legally capable individual who has reached the age of 18, who has the legal right to enter into contractual relations with the Agency, who has accepted this offer, and is thus the Customer of the Agency's services under the concluded Offer Agreement.

Offer Agreement – this agreement between the Agency and the Customer for the provision of services for booking, issuance of air tickets, railway tickets and other services, which is available for review in the booking procedure before paying for services. In the future, this document is stored in the Personal Account in detailed information on each Order.

Acceptance of the offer is a full and unconditional acceptance of the terms of the offer by the Customer by taking actions expressing the intention to use the Website for the provision of services.

Personal Account is an individual section of the Customer on the Website, which is automatically created after placing the Order, which contains confidential information available only to an individual user, protected by authorization parameters (login and password). The Personal Account is intended for storing information about Orders, for performing post-sale operations with the Order, for prompt exchange of information/messages with the Agency. to the Agency of official claims, demands, etc.

Carrier – an airline, railway, transport, ferry or other company that carries out the transportation of the Customer and passengers, the services of which are sold on the Website.

Service Providers are legal entities, other companies (except for Carriers) that provide services to the Customer (hotels, etc.), the services of which are sold on the Website.

Contract of Carriage shall mean a bilateral agreement between the Customer and the Carrier (airline, railway, transport, ferry company) for the performance of air/rail/sea and other transportation.

Service Agreement – a bilateral agreement between the Customer and the Service Provider for the provision of services other than transportation.

Order – a duly executed request of the Customer to receive the services of the Carriers/Service Providers selected on the Website.

Booking is the process of purchasing air and railway tickets/services, i.e. assigning air/railway tickets/services to the Customer.

After-sales service means any actions with the Order after it has been placed (exchange, return of a transportation or other service, change of Passengers' data, etc.).

Carriage Charge shall mean a charge for carriage established by the Carrier, including the tariff, rates and charges of the Carrier.

Agency Fees – payment for services provided by the Agency under the Offer Agreement.

The Agency's fees when booking (purchasing) a transportation service or other service are dynamic, charged in addition to the Carriage Charge/cost of the Supplier's service and are included in the full cost of the Order.

The Agency's fees for Post-Sale Services shall be established by the Appendix to this Offer Agreement "Post-Sale Service Fees".

Subject of the offer

1. The Agency undertakes to provide the Customer with services for booking, registration and sale of services of third parties (Carriers and Service Providers), as well as its own services for a fee in accordance with the terms of this Offer Agreement, and the Customer undertakes to pay for services at the established cost.

2. This Offer Agreement is the basic document in the official relationship between the Customer and the Agency and is considered concluded after the Customer confirms his consent to its terms by clicking the "Pay" / "Book" button at the stage of Order confirmation.

Acceptance implies full acceptance of the conditions set forth in the offer, without exceptions.

3. By clicking the "Pay"/"Book" button, the Customer confirms that he/she has read the full text of this Offer Agreement and its Appendices, agrees with the terms, including the amount of the Agency's fees and the procedure for charging them, and concludes the Offer Agreement on the proposed terms without exception.

If the Customer does not agree with the services provided by the Agency to the Customer, with the amount of the Agency Fees and the procedure for collecting them, the Customer has the right to refuse to pay the Agency Fees and issue a ticket or other service directly from the Carriers/Service Providers without using the Website.

4. This Offer Agreement shall be deemed to be executed/completed by the Agency in terms of booking/sale from the moment the Agency places in the Customer's Personal Account or also sends to the e-mail address specified by the Customer during registration an itinerary receipt certifying the conclusion of the Contract of Carriage, or another certifying document with the Carrier/Service Provider/Agency for the provision of transportation, accommodation or other services.

Terms and Conditions for the Provision of Services

1. In order to use the services of the Agency for booking/purchasing an air ticket/railway ticket/other service, the Customer must register on the Website.

2. After completing the registration procedure, the Customer is responsible for the safety of his registration data and confirms that all actions that will be performed using this data are performed by him personally or with his consent.

3. The Customer confirms the accuracy and correctness of the data entered by him when working on the Website, as well as the data of passengers (including, but not limited to, the data of e-mail addresses, phone numbers, full name, passport data and other identity documents, etc.) and assumes all responsibility for their accuracy, completeness and reliability, as well as the risks associated with the unreliability and correctness of the entered data.

4. Changing the personal data of any of the passengers in the placed Order leads to the loss of validity of the fares agreed in the Order, since in order to change these passenger data in the Order, it is necessary to return the tickets for this order and issue a new one. Thus, the Customer assumes all possible commercial risks (return of tickets, placement of a new order, change of fare, refund, etc.) associated with his guilty actions in making errors and inaccuracies in the provision of personal data of passengers.

5. The Agency's services are provided in full subject to full payment by the Customer of the cost of services according to the Order. In confirmation of the payment for the Order, the Agency shall send to the Customer a receipt for payment of the Order (Invoice) to the e-mail address specified during registration within 24 hours from the date of payment for the Order.

6. The reservation made is not a guarantee of the unchanged cost of transportation and may be changed by the Carrier/Service Provider for reasons beyond the control of the Agency without prior notice to the Customer and passengers.

7. After the Client has paid for the Order, which includes the cost of the transportation document/other services, Agency Fees and other published payments, The Contract of Carriage and/or the Contract for the Provision of Other Services is considered concluded between the Customer and the Carrier/Supplier.

8. Within 24 hours from the moment of payment, the Agency shall ensure the placement of an itinerary receipt certifying the conclusion of the Contract of Carriage, or other certifying document for other services, in the Customer's Personal Account, as well as sending to the e-mail address specified by the User during registration.

The customer must make sure that the itinerary receipt or other identification document is received. In case of non-receipt of an itinerary receipt/other identification document for other services within 24 hours from the date of payment, the Customer is obliged to submit a corresponding request to the Agency through the Personal Account.

After 24 hours, the Customer's claims related to the failure to receive documents certifying the conclusion of the Contract of Carriage and/or other contracts for other services shall not be accepted.

9. The Customer, who books several tickets or tickets for third parties (passengers), is obliged to convey all the conditions of transportation/provision of services and other necessary information to all passengers participating in this transportation. Claims of passengers and the Customer to the Agency regarding their failure to notify them regarding the conditions of carriage/provision of services and their failure to receive other necessary information shall not be accepted.

10. When creating a booking, the Customer must take into account that all flights within a single electronic ticket must be performed in the sequence specified in the booking. For most Carriers, a passenger's no-show on any of the flights entails the cancellation of all subsequent flights (flight segments) without a refund of the paid price.

Depending on the Carrier, a refusal to fly less than 48 hours before departure may also be considered a no-show. To clarify detailed information about the possibility of a flight if one of the flights (flight segments) under the ticket is not used, the Customer (passenger) must independently contact the Carrier in advance before departure for the first flight segment in the ticket.

12. The Customer confirms that he is familiar with and agrees that when purchasing tickets for non-scheduled flights, tickets From the tour operator's quotas of seats on regular and charter flights, the ticket number will be generated 24 hours before departure. The departure time, flight number, the Carrier can be changed by the tour operator or the Carrier, and the Customer undertakes to clarify the flight schedule at the airports of departure independently.

13. Terms and conditions of the Contract of Carriage (any changes to the e-tickets issued for the trip, cancellation of the contract of carriage, ticket refund, refund of the ticket, cancellation or postponement of the flight, notification/non-notification of changes in the date and time of the flight, etc.) are regulated by the rules of fare application established by the Carrier, as well as the regulations of the Carrier's country and international rules of transportation.

In any case, the Carrier and the Customer are responsible for the performance of the Contract of Carriage, all claims of the Client regarding the performance/non-performance of the Contract of Carriage shall be addressed directly to the Carrier.

Prior to paying for the ticket, the Customer is obliged to familiarize himself with the fare rules established by the Carrier for the purchased ticket. By clicking the "Pay"/"Book" button, the Customer confirms that

he has read the fare rules and is aware that in some cases he may be subject to penalties and deductions from the Carrier.

14. The terms and conditions of contracts for other services purchased through the Agency are governed by the rules for the provision of services established by the Service Providers and other regulatory enactments.

In any case, the Service Provider and the Customer are responsible for the performance of the Service Agreement, all claims of the Customer regarding the performance/non-performance of the Service Agreement must be addressed directly to the Service Provider.

The Customer is obliged to familiarize himself with the rules for the provision of services established by the Service Provider before paying for the service. By clicking the "Pay"/"Book" button, the Customer confirms that he has read the rules for the provision of the service and is aware that in some cases penalties and deductions may be imposed on him by the Service Provider.

15. The Agency also has the right to sell its own services (in particular, personal service, online registration and other services performed directly by the Agency). The cost of such services of the Agency is formed at the time of placing an order, the description, procedure and rules for the provision of the service are shown on the website before the sale of the service.

The Agency's services are independent services that do not depend on whether the Customer has actually used the Carrier's/Service Provider's service. The cost of the Agency's services is not refunded in case of the Customer's refusal (including involuntary) from the Carrier's/Service Provider's service (refusal to travel, ticket refund, etc.).

The Customer is obliged to familiarize himself with the rules for the provision of services established by the Agency before paying for the service. By clicking the "Pay"/"Book" button, the Customer confirms that he has read the rules for the provision of the service.

16. All messages of the Agency posted in the Personal Account and/or sent to the Customer's e-mail specified during registration on the Website are considered delivered to the Customer.

Calculations and payment procedure.

1. The cost of the Order is formed on the basis of tariffs, fees and charges of the Carriers/Service Providers and the Agency's fees. The Agency's sales fee is a payment for the services rendered by the Agency for booking, registration and sale of services of Carriers/Service Providers, is included in the cost of the Order, and in case of return/exchange of tickets, including involuntary, or refusal of the Customer from the services of Service Providers, it is not refundable.

2. The placed Order must be paid by the Customer within the time specified after the Order is placed (time limit), by one of the methods presented on the Website. The time limit and the terms of the Order may be changed by the Carrier/Service Provider for reasons beyond the control of the Agency without prior notice to the Customer and/or the Passengers.

3. When ordering transportation or other services, the Customer is obliged to pay the cost of transportation or other services, other payments and fees, as well as the Agency's fees.

4. The Agency has the right to refuse to provide services to the Customer or additionally request copies of the cardholder's documents, if it sees reason to believe that the transaction on the plastic card with which the order was paid for may be recognized as fraudulent/invalid.

5. If the payment method "Direct to the Carrier" is selected, the order can be debited in two transactions for the ticket(s) and for the Agency fee separately.

6. For the registration of refunds and exchanges, as well as any other additional operations with purchased tickets (post-sale service), the Agency shall charge the Agency's fees established by the Appendix to this Offer Agreement "Agency Fees for Post-Sale Service".

The Agency's services for after-sales service are independent services that do not depend on whether the Customer has actually used the service of the Carrier/Service Provider. The cost of the Agency's services for after-sales service is also not refunded in case of the Customer's refusal (including involuntary) from the Carrier's/Service Provider's service (refusal of the trip, ticket refund, etc.).

The Purchaser hereby gives the Agency a pre-approved acceptance for the deduction of the Agency Charges in favour of the Agency from the amount to be refunded (carriage charge refunded by the Carrier).

Returns and exchanges.

In order to carry out an exchange or refund for certain tickets/services, the Agency must obtain the permission of the Carrier/Supplier. In this case, the Agency forms the necessary request and sends it to the Carrier/Supplier. The terms of consideration of requests by Carriers/Suppliers are not regulated. In this regard, the Agency is not responsible for the delay in returns/exchanges, the impossibility of conducting a return/exchange operation, the refusal of the Carrier/Supplier to return/exchange.

In cases of force majeure, such as: floods, earthquakes, fires, transport accidents, epidemics and pandemics, civil unrest, riots, war and hostilities, strikes, publication of prohibitive regulations, in order to cancel the Order, the Customer, in addition to contacting the Agency, is obliged to contact the relevant Carrier to withdraw from the contract of carriage and/or exchange the ticket.

1. REFUND of the ticket (service) and the money paid for the selected service is carried out in the following order:

- To make a refund, the Customer must automatically generate an Application in the Personal Account by clicking on the "Refund" button under the selected Order.
- The date and time of acceptance of the request for a refund (refusal of the service) shall be the date and time when the Agency sends a confirmation of receipt of the notification for processing, sent to the Customer in the Personal Account and to the e-mail address specified during registration, plus two hours.
- Refund requests are processed by the Agency on a first-come, first-served basis. The processing time of applications depends on the volume of incoming applications and may be extended for an indefinite period for reasons beyond the control of the Agency (including in case of mass cancellations/postponements of flights). The deadline for processing applications is not limited. Exception: The processing time for applications for voluntary refund and involuntary refund at the initiative of the passenger is limited by the date of departure for the first unused segment of transportation.
- In the event that less than 48 hours remain before the date of departure for the first segment of transportation when the Customer makes the Application, the Customer is obliged to additionally contact the Carrier and notify it of the refusal of the service (to remove seats in the booking).
- The Application may be processed by the Agency on a priority basis if the Customer connects and pays for the Agency's "Personal Service" service in the process of placing the Order.
- By sending a request for a refund, the Customer shall give the Agency and the Carrier a pre-approved acceptance to receive for refund the amount calculated in accordance with the Fare Application Conditions established by the Carrier/Service Provider in force on the date and time of acceptance of the application. The Client also accepts the deduction from the amount to be refunded of the Agency Fees for post-sale service.

- In case of choosing the payment method "by card directly to the Carrier", the Agency generates an invoice for payment and places it in the Customer's Personal Account, as well as sends to the Customer to the e-mail address specified during registration on the website, a link to pay the fee for issuing a refund of the air ticket. Refund of air tickets is made only after receipt of payment. No refund can be made without paying a fee.
- Upon receipt of the Application for an involuntary refund of the ticket at the initiative of the Carrier (due to cancellation/postponement of the flight departure time and the lack of alternative flight options for the Carrier), the Agency shall make a refund without additional confirmation from the Customer, in this case the Customer shall be notified of the refund and its amount.
- Upon receipt of the Application for a voluntary refund and for an involuntary refund at the initiative of the passenger, the Agency shall send a request to the Customer to confirm the operation of refund/removal of seats.
- If the Customer is sure that he will not use the ticket, he must confirm his consent to the operation of refund/removal of seats by clicking on the link to cancel seats in the booking no later than 48 hours before the flight departure. At the same time, the Customer is aware that the calculation of the refund will be made in accordance with the fare rules, part of the fare and taxes/fees or the entire cost of the ticket may be non-refundable, penalties of the Carrier may be applied.
- In case of non-confirmation of the return/cancellation of seats within the established time limits, the request for refund/refusal of transportation is considered not issued and no refund of tickets is made. Cancellation of the ticket reservation and refund is made only after confirming the consent to the refund operation in accordance with the above procedure.
- The calculation of the amount to be refunded shall be carried out by the Agency in accordance with the Fare Conditions established by the Carrier/Service Provider in force on the date and time of acceptance of the application
A reference letter with the calculation of the amount to be refunded is posted in the Customer's Personal Account and sent to the e-mail address specified during registration.
- Refunds are made in the same way as the payment for the order was made. When paying for tickets with a bank card, the refund is made to the account of the same card.
In the event that for reasons beyond the control of the Agency, the refund cannot be made in the same way as the payment was made, the Agency shall request from the Customer an Application for Refund indicating the current bank details for the refund by bank transfer.
- The Customer is notified of the refund by a notification letter. The actual crediting of funds to the Customer's account depends on the terms of banking services of the Customer's bank and the operation of electronic payment systems.
- Involuntary refunds for medical reasons (illness/death of a passenger or a family member) are considered by the Carrier/Service Provider on an individual basis, only upon presentation of supporting documents that strictly meet the requirements of the Carrier/Service Provider, subject to the mandatory condition of canceling the reservation for seats before the end of check-in.

The Customer is informed that foreign Carriers/Service Providers are not subject to the norms of Russian legislation and in the overwhelming majority of cases do not make involuntary refunds in case of refusal of transportation for medical reasons.

2. The EXCHANGE is carried out in the following order:

- To make an exchange, the Customer can contact the Carrier that operates the flight directly, or generate an automatic request in the Personal Account by clicking on the "Exchange" button under the selected order.

- The date and time of acceptance of the exchange request shall be the date and time when the Agency sends the confirmation of receipt of the notification for processing, sent to the Customer in the Personal Account and to the e-mail address specified during registration, plus two hours.
- Exchange requests are processed on a first-come, first-served basis. The processing time of applications depends on the volume of incoming applications and may be extended for an indefinite period for reasons beyond the control of the Agency (including in case of mass cancellation/postponement of flights). The deadline for processing applications is limited by the date of departure for the first unused segment of transportation.
- In the event that less than 48 hours remain before the date of departure for the first segment of transportation when the Customer fills out the Application, the Customer is obliged to additionally contact the Carrier, notify it of the refusal of the service (remove seats in the booking) and request the exchange of tickets.
- The application can be processed by the Agency on a priority basis if the Customer connects and pays for the "Personal Service" service.
- The amount to be paid shall be calculated by the Agency in accordance with the Fare Application Conditions established by the Carrier/Service Provider, effective on the date and time of acceptance of the application and subject to the actual availability of seats for the flight. The calculation is valid for no more than 2 hours from the moment of sending. The amount of the surcharge may change, in which case a new calculation will be provided.
- A letter with the calculation of the amount to be paid is posted in the Customer's Personal Account and sent to the e-mail address specified during registration.
The Agency generates an invoice for the amount of the surcharge, including the Agency's fees, and sends a link for payment in the same letter. The exchange of air tickets is made only after receipt of payment.
- Payment must be made by the Customer as soon as possible after receipt of the payment reference, but in any case no later than 48 hours before the departure of the flight. In case of non-payment within the established time, the exchange request is considered not executed and the exchange is not made. Cancellation of the ticket reservation and exchange is made only after receipt of payment for the exchange operation in accordance with the above procedure.
- New tickets, as well as other documents (if any) are posted in the Customer's Personal Account and sent to the e-mail address specified during registration.

Special conditions. Use of Personal Data.

1. The Agency does not provide any services for individual configuration of hardware and software with a visit to the place of residence or work of the service user.
2. By providing his/her personal data when booking/purchasing tickets and services on the Website, the Customer gives the Agency consent to their processing, as well as transfer, including cross-border transfer, to the Carrier/Service Providers.
3. The processing of personal data of the Customer and/or passengers is carried out solely for the purpose of fulfilling this Agreement and the contract of air transportation, insurance services, accommodation and others, one of the parties to which is the Customer and/or passenger.
4. The Agency undertakes to use all personal data of the Customer and/or passengers specified by him/her during registration on the Website and in the process of placing the Order, solely for the purpose of processing the sale of the relevant services, as well as identifying and supporting the Customer.

5. All text information and graphic images on the Website are the property of the Agency and/or its contractors. Reprinting, reproduction in any form of any materials is possible only with the written permission of the Agency. Documents and related graphics may only be used for informational, non-commercial or personal purposes. No documents or related graphics may be altered in any way.

6. The Customer is not entitled to transfer in whole or in part its rights arising from this Offer Agreement to third parties without the prior written consent of the Agency. The Agency has the right to transfer, assign, subcontract (subagency) any rights and obligations under the Offer Agreement in whole or in part to third parties at its discretion without the consent of the Customer.

Liability of the Parties. Dispute resolution.

1. For non-fulfillment or improper fulfillment of obligations under this Offer Agreement, the Agency and the Customer shall be liable in accordance with the current legislation. The Agency is solely responsible for the services provided by it for booking, registration and sale of services of third parties, while the Agency's liability is limited to the amount of the Agency Fee.

2. The Agency shall not be liable for the inability to serve the Customer for any reason, including disruption of communication lines, equipment malfunction, full or partial inoperability of the Website, the booking system and its components for any time.

3. The Agency is not responsible for negative consequences and losses resulting from events and circumstances beyond its competence, as well as for the actions (inaction) of third parties, namely:

- in case of impossibility to fulfill the obligations assumed, due to unreliability, insufficiency and untimeliness of information and documents provided by the Customer, or violation by the Customer of the conditions or requirements for documents;
- for the actions of the Carriers (change, cancellation, postponement, delay of departure of flights, trains, buses and other vehicles, change in the cost of tickets, withdrawal of the fare from sale, cancellation of unpaid or paid reservations), for the safety, loss or damage of baggage, cargo, valuables and documents of passengers during the entire period of their trip. In these cases, the Carriers shall be liable to passengers in accordance with international rules and the current legislation of the Russian Federation. Passenger claims are considered by the Carriers on the basis of the legislation of the Russian Federation and the rules of international transportation;
- for the actions of customs and immigration authorities;
- for the incorrect functioning and content of websites of third parties, including the Carriers, on the Internet;
- in case of transfer of the Customer's phone number or e-mail address used when placing the Order to third parties, including as a result of fraudulent actions;
- for restricting the passenger's right to cross the state border of any state, exit from the Russian Federation or other point of departure by the competent authorities of the relevant country;
- for the actions of consulates of foreign states, including for delays, refusals or changes in the terms of issuance of entry visas;
- for the consequences of violation by the passenger of customs and border formalities, rules of travel and baggage transportation, as well as violation of special rules of conduct in the country of temporary stay;
- for the lack of issued foreign passports by the time of the start of the trip, the relevant documents regulating the departure of minors under the age of 18;
- for the authenticity and correctness of the passenger's documents (the reliability of the information contained therein).

4. The Customer (passenger) confirms and guarantees that he is familiar with and agrees to:

- with the requirements for the execution and availability of documents required for the trip, and assumes full responsibility for the preparation of all necessary documents for the trip. The passenger should independently familiarize himself with and comply with all the requirements of the country to which he is going, including the requirements for the execution of documents required for departure and arrival, the need for visas, the purchase of a return ticket when entering a country with a visa-free regime for citizens of a country that has a corresponding agreement with the Russian Federation, or compliance with other requirements necessary for entry (availability of medical insurance for traveling abroad, confirmation of the availability of sufficient funds, etc.), the need to issue other documents for the departure of minors under the age of 18, animals, permits for the export of weapons, art valuables and other permits and approvals. The Agency is not responsible for the passenger's ignorance or non-compliance with these requirements;
- with the conditions for the application of the Carriers' tariffs, including the conditions for the return and exchange of tickets, as well as with the conditions for the implementation of connecting flights by the Carriers, in case of issuance of a ticket with a transfer (time sufficient for the transfer, issuance of transit visas, etc.) and the general conditions and rules of transportation;
- requirements for foreign passports and other formal documents, including the residual validity period of the foreign passport required to obtain a visa and enter the host country;
- with the requirements and rules of border (customs) control (regime) of the Russian Federation and foreign states;
- with the obligation to comply with customs and border regulations;
- the fact that passengers are solely responsible for the validity of foreign passports, consents to the departure of minor children and other documents necessary for crossing the border, for the accuracy of the information contained in these documents;
- with the fact that the deportation of a passenger with invalid entry or exit documents is carried out exclusively at the expense of the passenger. It is the passenger's responsibility to obtain the necessary information about the deportation procedure at the consulate of the respective country.

5. The Agency shall not be liable for violation of the terms of the Offer Agreement, if such violation is caused by force majeure, including: actions of public authorities, fire, flood, earthquake, other natural disasters, lack of electricity and/or computer network failures, strikes, civil unrest, riots, any other circumstances, not limited to the above, which may affect the fulfillment of the terms and conditions by the Agency of this public offer, and not controlled by the Agency.

6. The Customer is informed that in case of choosing an Order consisting of unrelated flights, of which the Customer is notified at the beginning of the booking, the Carriers are responsible for the change / delay / cancellation of the flight only within the framework of their tickets.

In the event of a flight postponement/cancellation, the Carrier will offer replacement flight options only within its ticket, without taking into account the date and time of the remaining flight segments selected in the Order.

7. All information regarding the schedule, availability of seats on flights, fares and rules for their application, as well as other conditions for the provision of the services offered, is posted on the website in full accordance with how it is presented in the booking systems by the direct Carriers/Service Providers or their authorized representatives. The Agency, despite the competence and careful selection of the Carriers/Service Providers, is not able to carry out a total independent verification of the information provided by the Carriers/Service Providers and cannot guarantee the complete absence of inaccuracies in it, and therefore shall not be liable to the Customers/passengers for any erroneous data on the services, as well as for damage or losses caused to the Customers/passengers due to errors in the information.

8. The Agency shall not be liable for non-compliance by the Carriers/Service Providers or their authorized representatives with the booking conditions and fare application rules, as these conditions and rules are under the exclusive jurisdiction of such Carriers/Service Providers.

9. The Agency is not an aircraft charterer, tour operator and/or travel agent, therefore it is not responsible for the performance of the Contract of Carriage, including in case of cancellation, delay of the flight, change of date, time and place of departure, including those resulting in violations of the travel program.

In these cases, the Carriers, aircraft charterers and persons responsible for causing damage shall be liable to the Customer (passenger) in accordance with the current legislation of the Russian Federation.

10. The Customer shall independently familiarize himself with the rules of carriage of passengers and baggage of the Carriers participating in the carriage on the selected flights before purchasing a ticket, including the rules of check-in for the flight and the tariffs established by the Carrier for excess baggage, check-in and other possible charges in relation to the selected flights. You can familiarize yourself with the Carrier's rules on the Carrier's website or by contacting the Carrier in any available way.

11. Disputes over the execution of this Offer Agreement that have arisen at the initiative of the Customer are subject to mandatory pre-trial settlement by sending a claim.

12. The claim must be made in writing and sent to the address for sending claims specified in the chapter "Details and contacts of the Agency".

The deadline for responding to a claim is 10 calendar days from the day following the date of receipt of the claim by the Agency. The response period may be extended if it is necessary to obtain additional information on the claim, additional clarifications from the Carriers/Service Providers.

13. Claims and demands are accepted only in writing and at the address for sending claims specified in the chapter "Details and contacts of the Agency". Claims sent by other means (by e-mail, in the Customer's Personal Account, etc.) are not accepted for consideration by the Agency and are not processed.

14. If it is impossible to resolve disputes through negotiations, including in the complaint procedure, the dispute is subject to consideration in court.

15. Recognition by the court of the invalidity of any provision of this Offer Agreement does not entail the invalidity of the remaining provisions.

Details and contact information of the Agency

Super Cash Register LTD

REG. NO. 2727123

8F. 30 HOLLYWOOD ROAD, CENTRAL, Hong Kong

Address for sending claims:

190005 St. Petersburg, Mitrofanyevskoe shosse, house No 2, building 1, letter K, room 51 (10N)

**Appendix to the Offer Agreement for the provision of services
on the website SUPERKASSA.NET/ in the Superkassa mobile app**

AFTER-SALES SERVICE FEES

Surgery	Amount of the fee
Voluntary refund of a ticket issued without switching from metasearch engines (Yandex.Travel, Aviasales and others)	9.5% of the amount to be refunded calculated by the carrier, but not less than 450 and not more than 3450 rubles for each ticket
Voluntary refund of a ticket issued through a transition from metasearch engines (Yandex.Travel, Aviasales and others)	9.5% of the amount to be refunded, calculated carrier, but not less than 950 and not more than 4950 rubles for each ticket
Involuntary refund at the initiative of the User (for medical reasons)	9.5% of the amount to be refunded calculated by the carrier, but not less than 450 and not more than 3450 rubles for each ticket
Involuntary refund at the initiative of the Carrier (in case of flight cancellation or schedule change)	4.5% of the amount to be refunded calculated by the carrier, but not less than 190 and not more than 490 rubles for each ticket
Voluntary ticket exchange	2450 rubles for each ticket
Involuntary ticket exchange	490 rubles for each ticket
Cancellation of a ticket issued without switching from metasearch engines (Yandex.Travel, Aviasales and others)	4.5% of the full ticket price, but not less than 450 and not more than 3450 rubles for each ticket
Cancellation of a ticket issued by switching from metasearch engines (Yandex.Travel, Aviasales and others)	5.5% of the full ticket price, but not less than 750 and no more than 3950 rubles for each ticket
Adding a child to the order and/or issuing a ticket for a child	550 rubles for each ticket
Changing the passenger's personal data without issuing a new ticket	750 rubles for each passenger
Change of passenger's personal data with the issuance of a new ticket	2450 rubles for each ticket
Registration of an archival certificate of the purchased ticket	550 rubles for each ticket
Request for additional services of the Carrier (baggage/equipment, transportation of an animal, special meals, etc.)	450 rubles per service
Refund of orders with the form of payment "card through SUPERKASSA"	1.5% of the refund amount