

# TICKETING TERMS AND CONDITIONS

Please read these Terms and Conditions carefully.

By accepting, holding or using a Ticket you are certifying that you have read, understood and accepted these Terms and Conditions, and agree to bring them to the attention of others, as set out below.

These Terms and Conditions are considered as a firm offer in accordance with the legislation of the Russian Federation.

**Information for persons who do not reside in the territory of the Russian Federation.** Persons who have purchased Tickets directly from Sochi 2014 are subjects to the following Terms & Conditions in full. Persons who do not reside in the territory of the Russian Federation and have purchased Ticket from their respective ATR are subject to

- the following Terms and Conditions (except Clauses 1, 2, 3 and 9 )
- the detailed specific Ticket sales procedure, payment conditions, delivery methods and Ticket refund (in the event of a Ticket is purchased from the ATR) policy of the ATR of their territory, in accordance with applicable local regulations.

In case of contradiction between the present Terms and Conditions and the additional conditions issued by ATR, the present Terms and Conditions shall prevail, as between the Purchaser and Sochi 2014. You can find the list of Authorized Ticket Reseller websites on the Sochi 2014 Ticketing Website. If you plan to purchase Tickets on a website other than listed on the Sochi 2014 Ticketing Website, we strongly recommend that you verify it before purchasing Tickets.

## Definitions

In these Terms and Conditions, except where the context otherwise requires, the following terms shall have the following meanings:

**Ticket** means a document which when presented with either a Spectator Pass or an Olympic accreditation allows the Ticket Holder the right to attend a specific Session at a specific Venue on the date stated on the Ticket. Depending on the purchase period, Tickets of a specific price category as proposed by Sochi 2014 (with no pre-assigned seat at time of purchase) or Tickets with assigned seats (except for Tickets for certain Sessions with general admission) will be available.

**Sochi 2014 Ticketing Website** is the official Internet resource located at [www.Tickets.sochi2014.com](http://www.Tickets.sochi2014.com) providing all spectators with an opportunity to obtain information about Ticketing program and the ability to purchase Tickets.

**Order** means Tickets which the Purchaser intends to buy or has bought; information about these Tickets is placed in the Purchaser's Personal Account & includes among other things number of Tickets, price, total cost, status, etc.

**Ticket Holder** is an individual who possesses a valid Ticket

**Games** mean the XXII Olympic Winter Games of 2014 in the city of Sochi.

**Personal Account** means a Purchaser's account containing secure data (for example surname, first name, address) registered on the Sochi 2014 Ticketing Website and allowing the Purchaser to use Ticketing services (purchase Tickets, find information about Tickets, Order etc.) of Sochi 2014 Ticketing Website.

**IOC** means International Olympic Committee.

**NOC** means National Olympic Committee.

**Force Majeure** means any event beyond Sochi 2014's control including, without limitation, act of God

(flood, earthquake), civil disturbances, fire, explosion, war, insurrection, riot, weather, acts of terrorism,.

**Sochi 2014** means Autonomous Non-Commercial Organization “Organizing Committee of the XXII Olympic Winter Games and the XI Paralympic Winter Games of 2014 in the City of Sochi”.

**ATR**, Authorized Ticket Reseller, means each and all entities (which can be the NOC and/or a Ticket distributor and/ or a Sub-distributor) appointed by the NOC of a certain territory and approved by the IOC and Sochi 2014 to promote and sell Tickets to local general public within the specific territory in accordance with the guidelines set out by the Sochi 2014. All ATRs are listed on Sochi 2014 Ticketing Website.

**Venue** means facility where a Session is held including any adjacent or any other authorized/secure Sochi 2014 areas; it is obligatory to have Ticket and Spectator Pass or Olympic accreditation to be granted access to the Venue.

**Olympic Park** is a territory with a controlled access (considered as Venue), where competition and training arenas are located.

**Olympic Accreditation** (Olympic Identification and Accreditation) means a document issued by Sochi 2014 which grants its holder the right to attend the Games or to perform other activity related to the Games organization.

**Sochi 2014 Authorized Sources** means all official sources authorized by Sochi 2014 where Tickets can be purchased from, including Sochi 2014 Ticketing Website, main Ticket centers, Ticket box offices, the Ticket Resale Website, ATR's websites & Ticket box offices, etc. The complete list of Sochi 2014 Authorized Sources is listed at Sochi 2014 Ticketing Website.

**Spectator Pass** means a document which presented together with the Ticket allows a Ticket Holder to be eligible to be granted access to a Venue to attend a specific Session on the date indicated on the Ticket. The Spectator Pass is an additional feature established by Sochi 2014 for the purpose of providing security for all Ticket Holders at the Venues at Games-time. The Spectator Pass is free of charge. The Spectator Pass issuing procedure is a separate registration process described at the Sochi 2014 Website and managed by the Sochi 2014 and authorized subcontractors. Sochi 2014 reserves the right to either grant a Spectator Pass or deny it, in its discretion.

Purchasers agree that their sole remedy in case a Spectator Pass is denied is the right to apply for a refund of the Ticket nominal price: to Sochi 2014 in accordance with the Refund Procedure set out below in case Ticket was purchased directly from Sochi 2014; or to a respective ATR they have purchased a Ticket from.

Therefore, in case a valid refund application and Spectator Pass denial evidence are properly submitted, Sochi 2014 or a respective ATR must refund the applicant the nominal Ticket price. Personal Data is any information related to an individual defined or being defined by such information, including family name (surname), name(s), date and place of birth, address, etc. Purchaser means an individual who intends to order or has ordered one or more Tickets or/and paid Sochi 2014 or an ATR for these Tickets. Session means an event or group of events of the Games (including, without limitation, sport events, and opening and closing ceremonies) which Tickets are issued for by Sochi 2014. Ticket Resale Website is a unique authorized platform organized by Sochi 2014 for the purposes of the Ticket resale placed at [www.fan2fan.sochi2014.com](http://www.fan2fan.sochi2014.com). Terms & conditions for Ticket resale are placed on the Ticket Resale Website. ID means an identity document which proves that its holder is a particular person (original passport or other document in accordance with the legislation of Russian Federation). Valid photo on the ID is essential.

## 1. How to order a Ticket

**1.1.** Persons residing in the Russian Federation can purchase a Ticket on the Sochi 2014 Ticketing Website since February until May 2013. At that period only Tickets of a specific price category as proposed by Sochi 2014 without seat specification can be purchased.

**1.2.** Registration of Personal Account on the Sochi 2014 Ticketing Website requires that Purchasers provide certain Personal Data. By registering at the Sochi 2014 Ticketing Website, Purchaser agrees that their Personal Data will be stored, processed by the Sochi 2014 and transferred to its subcontractors, for the purposes of enabling the Order and the issuance delivery of Tickets and in accordance with Sochi 2014's Privacy Policy available on the Sochi 2014 Website. By registering on the Sochi 2014 Ticketing Website, Purchaser agrees to receive communications from Sochi 2014.

**1.3.** Sochi 2014 considers that by submitting an Order the Purchaser agrees to purchase Tickets in accordance with these Terms and Conditions and to accept and fully comply with these Terms and Conditions.

**1.4.** Purchaser may be restricted in applying for a maximum number of Tickets to certain Sessions

and/or for Tickets to a maximum number of Sessions. The permitted limit of Tickets and Sessions will be posted at Sochi2014 Ticketing website. If the number of Sessions and/ or Tickets requested by Purchaser exceeds the permitted limit, Sochi 2014 reserves the right to nullify such Order. When creating Order, Purchaser shall plan their schedule and travel time according to the Games competition schedule (Clause 5.2. hereby). The Games competition schedule is subject to change at any times; the most updated version can be found at Sochi 2014 Ticketing Website.

**1.5.** If a Purchaser needs a Ticket for a seat within an area for individuals with disabilities, they should fill in and return the feedback form to the Sochi 2014 Ticketing Website in section 'Help'. After that Sochi 2014 will contact the Purchaser and provide such Ticket preferably near the seat of their companion (subject to availability and disability category). Sochi 2014 reserves the right to ask Purchaser to provide a documented confirmation of disability.

**1.6.** Sochi 2014 may, at its sole discretion, cancel Ticket purchase from anyone whom they believe plans to offer or has offered a Ticket for resale in violation of these Terms and Conditions (Clause 7 hereby).

## 2. Price, Payment & Confirmation of Tickets.

**2.1.** The price of the Ticket shall be the price set at the time of purchase by Sochi2014. All Ticket prices are nominated in Russian Rubles and are indicated at the Sochi 2014 Ticketing Website. All Ticket prices are inclusive of any applicable tax, but exclusive of any secure delivery fees.

**2.2.** Purchaser shall pay in full for the Order within the period defined by Sochi 2014. Otherwise the Order may be cancelled by Sochi 2014.

**2.3.** The Order can only be paid using a valid Visa payment card issued in the Russian Federation. Visa payment cards not issued in the Russian Federation are not accepted for payment of the Order. Visa cards acceptance service is provided by the JSC SBERBANK of Russia in full compliance with the Visa International payment system requirement & Law of Russian Federation. The transferred information confidentiality is provided in accordance with the PCI DSS International standard. VBV (Verified by Visa) security technology is used for the payments additional security. The provided information will not be transferred to the third parties except if required by the Law of Russian Federation. In order to process the payment for the Order the nominated Visa payment card must belong to the Purchaser, must be registered at the name of the Purchaser or must be signed by the Purchaser if the Visa card is not personalized. Sochi 2014 reserves the absolute right to refuse any Order which fails to comply with this condition. Before payment, a Purchaser must ensure that the bank, that issued a payment Visa card, allows making payments online using this Visa payment card.

**2.4.** The Purchasers are solely responsible for ensuring that they have sufficient funds on their nominated Visa payment card at the time payment is taken by Sochi 2014. Payment cannot be divided into several installments. If payment cannot be taken, Sochi 2014 will endeavor to inform the Purchaser about this fact. Sochi2014 reserves the right to refuse any Order, if payment cannot be taken.

**2.5.** Once the requested Tickets and payment in full for such Tickets has been confirmed, the Purchaser will be provided with a confirmation of the Ticket purchase with a reference number via their Personal Account. Additionally, Sochi 2014 will inform the Purchaser about the Order payment completion via e-mail.

## 3. Tickets Delivery

**3.1.** Sochi 2014 strongly recommends the Purchaser to order Tickets courier delivery to receive their Tickets on time and avoid queues at Ticket collection points.

**3.2.** The courier delivery is available since autumn 2013 within the Russian Federation territory.

**3.3.** The delivery charges information is available at Sochi 2014 Ticketing Website. Delivery charges are included to the total cost to be paid for the Order on top of the requested Ticket price.

**3.4.** If the Purchaser decides to select self-pick-up option in place of delivery, they shall check the relevant box in their Personal Account before proceeding with the payment. Tickets can be picked up at the Ticket collection points listed on the Sochi 2014 Ticketing Website.

**3.5.** Only the Purchaser or a person authorized by them (acting under the Power of Attorney) can pick up the Tickets at Ticket collection point since autumn 2013 by providing a photo ID, Visa payment card used for the purchase and a reference number which should be printed from the Purchaser's Personal Account.

**3.6.** Once received by the Purchaser, the Purchaser is solely responsible for safeguarding all Tickets. (Clause 6.4. hereby).

## 4. Additional opportunities to purchase a Ticket

**4.1.** A few months before the Games and during the Games a Purchaser (including persons who do not reside in the territory of the Russian Federation, given the National Olympic Committee of their territory of residence has accepted Ticket passive sales by Sochi 2014 in that territory) can purchase any remaining Tickets at the Sochi 2014 Authorized Sources by Visa payment card or cash (except Sochi 2014 Ticketing Website and Ticketing Resale Website which are limited to Payment by Visa Card). In such cases international Visa payment cards of the respective territory will be accepted.

**4.2.** Fan to Fan Website.

Purchaser can also purchase Tickets on Sochi 2014 Ticket Resale Website in accordance with the terms and conditions of resale detailed on Sochi 2014 [Ticket Resale Website](#).

## 5. Transport benefits for Ticket Holders

**5.1.** Ticket Holders can use Olympic transport in Sochi on the day printed on the valid Ticket. Such transport includes public buses, micro buses, trains, cable cars, and is free of charge.

**5.2.** Ticket Holders should allow sufficient time before the commencement of a Session to travel to and access the Venues. Ticket Holders arriving after the commencement of a Session may be required to wait for an appropriate break in a Session before being granted access to his or her seat.

## 6. Tickets

**6.1.** Ticket Holder is obliged to have valid Ticket for the Session and either a valid Spectator Pass or Olympic accreditation in order to be eligible to attend the Session.

**6.2.** Ticket Holders under the age of eighteen can only attend a Session when accompanied by an adult companion Ticket Holder (over the age of eighteen) in possession of a valid Ticket and a Spectator Pass. Specifically:

- children born after February 01, 2012– does not need a Ticket and Spectator Pass when accompanied by an adult companion Ticket Holder (over the age of eighteen) in possession of a valid Ticket and a Spectator Pass;
- From 2 years old to 4 years old (as of 01.05.2014) requires a Ticket, but does not need Spectator Pass when accompanied by an adult companion Ticket Holder (over the age of eighteen) in possession of a valid Ticket and a Spectator Pass;
- From 4 to 18 years old (as of 01.05.2014) requires a valid Ticket & Spectator Pass when accompanied by an adult companion Ticket Holder (over the age of eighteen) in possession of a valid Ticket and a Spectator Pass
- Over 18 years old (as of 01.05.2014) requires a valid Ticket & Spectator Pass

**6.3.** Ticket Holder bears responsibility for all Tickets in their possession. Removing any part of, altering or defacing a Ticket may result in entry to a Venue being refused.

**6.4.** If a Ticket Holder leaves a Venue for any reason other than an emergency evacuation, he/she agrees that Sochi 2014 may void the Ticket and resell unoccupied seat or space at the Session to another Purchaser. Under the sole decision of the Sochi 2014 Ticket Holder may be provided the right to re-enter a Venue during a Session using the same Ticket for the Session if it's scanned-out at the ticket control system scanners when leaving the Venue.

**6.5.** Ticket Holder must retain their Tickets at all times while attending the Session. Ticket and either a Spectator Pass or Olympic accreditation must be produced for inspection upon request by any official, Sochi2014, IOC or any third parties, appointed by them. Failure to do so may result in the individual being asked to leave a Venue.

## 7. Transfer, resale and use of Tickets

**7.1.** Tickets shall not be purchased or obtained from or through any person other than directly from one of Sochi 2014 Authorized Sources . Tickets purchased or obtained from or through persons other than Sochi 2014 Authorized Sources in accordance with these Terms and Conditions shall be VOID and may be SEIZED or CANCELLED WITHOUT REFUND OR ENTRY TO A SESSION.

**7.2.** Tickets, used for advertising, promotion, fundraising or marketing purposes without the authorization of Sochi2014, IOC or any third parties, appointed by them or for other financial/ non-financial purposes by any means not directly foreseen by the Terms and Conditions and the legislation of the Russian Federation (except for gift) shall be void and may be seized or cancelled without refund or entry to a Session. Such cases are considered illegal and shall be prosecuted in accordance with the legislation of the Russian Federation.

**7.3.** Tickets purchased by the Purchaser may only be used by the Purchaser and a family member, friend or colleague who is known to the Purchaser personally and who is intended to accompany the Purchaser to a Session. The transfer of a purchased Ticket by a Purchaser in this manner shall not contravene clauses 7.1., 7.2., and 7.3 PROVIDED THAT:

**7.3.1** Such a transfer takes place without payment or benefit in excess of the Ticket nominal price;

**7.3.2** Such a transfer is subject to these Terms and Conditions.

**7.4.** Tickets may be sold by a Purchaser to a third party via the Sochi 2014 Ticket Resale Website ONLY (Clause 4.4. hereby).

**7.5.** Void Tickets. Any Ticket obtained in breach of these Terms and Conditions shall be void and all rights conferred or authorized by such Ticket shall be nullified.

## 8. Postponements, delay, cancellation

**8.1.** Ticket Holders acknowledge that Sessions may be delayed, postponed or cancelled. Sochi 2014 will use reasonable efforts to communicate such rescheduling. As soon as possible after Sochi2014 becomes aware of a Session postponement, delay or cancellation; all available information will be posted at Sochi2014 website. It is the responsibility of Ticket Holders to determine (to inform themselves) whether a Session has been delayed, postponed, or cancelled and to confirm any new dates and times.

**8.2.** If a Session is postponed or rescheduled, the Tickets for such Session are valid to attend a new postponed/ rescheduled Session and are non-refundable & non-exchangeable.

**8.3.** If a Session is cancelled, the Ticket Holder may apply to Sochi 2014 for a refund in accordance with the Refund Procedure set out below.

## 9. Refund procedure

**9.1.** Refund shall be made in accordance with the Refund procedure posted at Sochi 2014 Ticketing Website. Tickets purchased from ATR are subject to such ATR's refund conditions.

**9.2.** If entitled to a refund, the Ticket Holder must provide Sochi 2014 with all unused original Tickets for the Session accompanied by a signed official application form. Refund application forms will be available online at Sochi 2014 Ticketing Website in section «Help» and at the Sochi 2014 main Ticket centers and Ticket box offices.

**9.3.** For the Tickets acquired from Sochi 2014 directly, any refund due under these Terms and Conditions will be refunded to the Visa payment card or account the Ticket Holder indicated in the refund application form. The detailed refund procedure for Tickets acquired from Sochi 2014 directly is published at Sochi 2014 Ticketing Website in section «Help».

## 10. Liability.

**10.1.** Ticket Holders acknowledge and accept the risks inherent in attending a Session. A Ticket Holder is responsible for their own safety and for the safety of any accompanying children under the age of eighteen.

**10.2.** Personal arrangements including travel, accommodation or hospitality relating to attendance at the Session by a Ticket Holder are at a Ticket Holder's own risk.

**10.3.** Ticket Holder should allow sufficient time before the Session to travel to and pass through security (Clause 16) in order to access a Venue including Olympic Park.

**10.4.** Sochi 2014, an ATR, and any person, involved in the organization of the Games, shall not be liable for any failure to perform any obligation under these Terms and Conditions in case failure is caused by Force Majeure.

**10.5.** Except as provided by the legislation of the Russian Federation, neither Sochi 2014 nor any ATR, or any other person, involved in the organization of the Games, shall have any further liability to a Ticket Holder beyond the refund of the Ticket nominal price.

**10.6.** Sochi 2014, ATR, and any person, involved in the organization of the Games, shall not be liable to a Ticket Holder for the cases where the Ticket Holder may not access the Sessions (or the territory of Russia) for reasons not related to Games Ticketing operations, such as but not limited to lost or damaged Spectator pass, visas denied, or any similar reason.

Sochi 2014 and ATR shall not be liable for or compensate purchasers for lost, stolen, forgotten or damaged Tickets.

## 11. Personal data

**11.1.** Sochi 2014 cares about the Purchasers' privacy and the safety of their Personal Data. Personal data provided by Purchasers to Sochi 2014 will be used, processed, stored by Sochi 2014 and transferred to Sochi 2014's subcontractors and related entities, in accordance with the legislation of the Russian Federation and Sochi 2014's Ticketing Privacy Policy (full details of which are available at the Sochi 2014 official Website) for the purposes of enabling the placement and processing of Orders and the issuance and delivery of Tickets. Sochi 2014 provides appropriate legal, technical and organizational means to protect Personal data against unauthorized disclosure, access or use, or accidental or unauthorized loss, damage or destruction.

**11.2.** Sochi 2014 shall comply with all relevant data protection laws of the Russian Federation, including, without limitation, Convention For The Protection Of Individuals With Regard To Automatic Processing Of Personal Data (Strasbourg, 28.I.1981).

**11.3.** By submitting the Order, Purchaser agrees to the collection and processing of their Personal Data.

## 12. Venue Code of conduct

Throughout the Olympic Park and the Venues the code of conduct and the security requirements indicated in this Terms and Conditions shall be enforced and followed by all Ticket Holders. The conduct in the Olympic Park and in the Venues is detailed below in Sections 13, 14 and 15. The Venue code of conduct is obligatory for all Ticket Holders.

## 13. Personal Property

**13.1.** There is no storage available at the Venues for Ticket Holder's personal property.

**13.2.** Except when foreseen by the Law of the Russian Federation none of Sochi 2014, any ATR, or any other person involved in the organization of the Games accept any responsibility for any loss, theft or damage of a Ticket Holder's personal property.

## 14. Prohibited items.

**14.1.** In accordance with the legislation of the Russian Federation Ticket Holders are prohibited from transporting into a Venue any firearm, ammunition, dangerous weapon or object, explosive, chemicals or incendiary device.

**14.2.** The following is a list of items prohibited by the Law of the Russian Federation which may not be taken into a Venue. Sochi 2014 reserves the right to amend this list at any time or with respect to any Venue or Session:

**A.** Explosives, explosive materials and objects armed with explosive materials:

- All kinds of gunpowder, in any package in any quantity;
- Live cartridges (including small-caliber);
- Cartridges for gas weapon;
- Caps (caps) hunting;
- Fireworks: signal and flares, signal cartridges, planting bombs, smoke cartridges (checkers), demolition matches, sparklers, firecrackers rail;
- TNT, dynamite, TNT, ammonal and other explosives;
- Blasting caps, electric detonators, electric igniter, and detonating fuse, etc.

**B.** Compressed and liquefied gases:

- Gas for domestic use (butane-propane) and other gases;
- Gas cans with a nerve and tear strength etc.

**C.** Flammable liquids:

- Acetone;
- Gasoline;
- Samples of inflammable petroleum products;
- Methanol;
- Methyl (methyl ester);
- Carbon disulfide;
- Ethers;
- Etitsellozola.

**D.** Flammable solids:

- Substances that are subject to spontaneous combustion;
- Substances that emit flammable gases in contact with water: o potassium, sodium, calcium, iron, and their alloys, calcium, phosphorous, etc.; o white, yellow and red phosphorus, and all other substances classified as flammable solids.

**E.** Oxidizing substances and organic peroxides:

- Nitrocellulose colloid, in granules or flakes, dry or wet, with less than 25% water or solvent;
- Nitrocellulose colloid, in the piece, wet, with less than 25% vol;
- Nitrocellulose dry or wet, with less than 30% solvent and 20% water, etc.

**F.** Toxic substances, radioactive materials, corrosives:

- Strong inorganic acids: hydrochloric, sulfuric, nitric, and others;
- Hydrofluoric (hydrofluoric acid) and other strong acids and corrosives.

**G.** Poisonous and toxic substances:

- Any poisonous potent and toxic substances in liquid or solid form, packaged in any container;
- Brucine;
- Nicotine;
- Strychnine;
- Tetrahydrofurfuryl alcohol;
- Antifreeze;
- Brake fluid;
- Ethylene glycol;
- Mercury;
- All salts of hydrocyanic acid and cyanide agents;
- Cyclone tsianplav, arsenic trioxide, etc.;
- Other dangerous substances, items and goods that can be used as a weapon of attack and threaten the Games

**H.** Medicines and medical devices more than the permitted number and volume. All spectators are allowed to carry drugs to a Venue to a maximum of 1 package of no more than 3 different types of drugs, in any form, including sprays, drops, syringes, etc. in original factory packaging. The volume of drugs should not exceed 100 ml;

**I.** Narcotic and psychotropic substances and their precursors, including in the form of medicines.

**J.** Weapons and ammunition:

- firearms
- Signal
- pneumatic
- gas
- Any kind of ammunition
- Electric shock devices and spark gaps
- The main parts of a firearm
- Items that could be used as weapons (bats, sticks and so on.).

**K.** Piercing and cutting objects, knives and other edged weapons.

**L.** Liquids in containers of more than 100 ml.

**M.** Glass containers and bottles

**N.** Any objects, resembling prohibited items or copies and analogues



## **LIST OF ITEMS RESTRICTED by Sochi 2014:**

1. Food and beverages (It is allowed to carry baby food in original factory packaging to all Venues)
  2. Bicycles
  3. TV equipment
  4. Tripod for digital cameras (with three legs (tripod) and a support (monopod))
  5. Electronic and high-frequency devices
  6. Any device with a laser beam
  7. Flags larger than 2 x 1 m
  8. Animals (Allowed access: law enforcement agencies with dogs, people with disabilities accompanied by guide dogs, if the dog veterinary passport is stamped with all required vaccinations and passports for guide dogs is official/valid)
  9. Folding chairs or benches
  10. For Ticket Holders – big bags or bags that have a rigid frame and will not fit under the seat on the viewing platform
  11. Items with trademarks, or other types of advertising signs or information
  12. Advertising materials of any kind, printed matter of religious, political or offensive content or a content that is contrary to public order and/ or morality (including banners, streamers, posters, signs, and their analogs. It is allowed to carry religious books for personal use; It is allowed to carry banners, not larger than 2x1 meters, whose content should be aimed at supporting the competing athletes and should not contain offensive, obscene, provocative texts, words, symbols and images
  13. Cans of paint
  14. Sport equipment
  15. Devices producing excessive noise and capable interfere with viewing and competition (vuvuzela, drum, whistle, horn/ whistle, horn).
- 14.3.** No objects that may cause damage to spectators (and/ or other persons) and/or property, or cause disturbance to the regular and orderly execution of a Session (as determined by Sochi 2014 in its sole discretion), may be brought into a Venue.
- 14.4.** Any Ticket Holder who is found to be in possession of any of the above items shall have the items seized, shall be removed from a Venue. Ticket Holders in possession of prohibited or restricted by the Russian Federation legislation (weapons, drugs or explosives, etc) are subject to arrest and/or prosecution by the relevant authorities.

## 15. Forbidden behavior

**15.1.** Ticket Holders shall comply with the legislation of the Russian Federation and public order. Ticket Holders shall behave respectfully towards other spectators and participants of the Session, attendants, and persons responsible for security and safety of the Session. Ticket Holders shall refrain from any action that is a danger to others and take care of the Venue property, as well as, other Ticket Holder's property. Any behavior by a Ticket Holder that, in Sochi 2014's view, creates a dangerous situation, puts at risk an individual's personal security, is against public order, interferes in any way with the orderly execution of a Session or disrupts the enjoyment of a Session is forbidden and may result in a refusal of admission to or removal from the Venue without refund.

**15.2.** The following is an illustrative list of prohibited and restricted behavior within any Venue:

- A.** Failure to comply with the access control system for the Olympic facilities, including:
1. Improperly crossing the security perimeter
  2. Attempts to access restricted areas without having access to them.
- B.** Breach of the public order, including:
1. Any action (including with paraphernalia, banners, chants, shouts, gestures) aimed at inciting social, racial, religious, national and interstate hatred, and social, racial, religious, national and inter-state supremacy
  2. Smoking outside of designated and marked areas.
  3. Failure to comply with traffic rules and requirements of the traffic controllers.
  4. Attempting to scale the fence, railings, lighting devices, masts, supporting structures.
  5. Causing damage to the Venue, including electrical systems, lighting (including emergency), ventilation, and other.
  6. Organizing and / or participating in unauthorized demonstrations and promotions.
  7. Unauthorized distribution of leaflets, booklets and publications, promotional materials and clothing.
  8. Being on the Venues with animals not authorized in Clause 13.2
  9. Cycling
  10. Being on the Venue in the stain clothes from getting dirty and foul-smelling objects, dirt or litter within the Venue
- C.** Obstructing the viewing and / or the disrupting the normal course of a Session, including:
1. Unauthorized removal, relocation and/or vandalism of the signage at the Venues, as well as the temporary technical means aimed at controlling and managing traffic
  2. Demonstration:
    - any signs and/or banners without the Sochi 2014 written consent (except banners, not larger than 2x1 meters, whose content should be aimed at supporting the competing athletes and should not contain offensive, obscene, provocative texts, words, symbols and images);
    - any flags except country specific flags that are participating in the Games;
    - Banners and posters, if they contain trademarks or other type of advertising signs, information, or promotion without prior written approval of the Sochi 2014;
    - any flags or banners larger than 2x1 me at the grandstands
  3. Unauthorized attachment of the permitted flags and banners on the surfaces of buildings and/or structures in the Venues.
  4. Public nuisance by nudity while on the territory of the Venues.
  5. Throwing objects into the stands, the area of the competition and the space around it or at the spectators, athletes, coaches, referees, sports facilities, law enforcement officers and other officials.
  6. The use of devices that produce noise that can interfere with viewing and competition (vuvuzela, drum, whistle, horn / whistle, horn).

7. Unauthorized presence on the competition in the aisles and on the stairs of sports facilities, as well as, obstructing the movement of participants and spectators.

**D. Unauthorized use of objects and devices, including**

1. Broadcasting and recording by transmitting devices (including mobile phones or such) using illuminating equipment or for commercial purposes.
2. Inside the indoor Venues - flash photography and the use of other lighting devices.
3. Use of devices with laser
4. Use of sports equipment
5. Use of unmarked electronic and high-frequency devices.
6. Use of electronic and high-frequency devices in modes not matching the permissions.

**E. Unauthorized commercial activity including**

1. Actions that fall under the definition of Ambush marketing (all intentional and unintentional attempt to create a false or unauthorized association with the Olympic and Paralympic movement and/or the Olympic and Paralympic Games).
2. Demonstration of distinct brands and trademarks for promotional purposes, as well as other actions that violate the provisions of the policy of Clean Venue
3. Sale of goods by unauthorized persons or unauthorized places
4. Sale of counterfeit goods.
5. Resale of Tickets and / or trading Olympic and accreditation or VAPPs.
6. Requests for donations in cash or in-kind not authorized by Sochi 2014 (e.g., musicians or singers at the entrance or inside the object, the collectors of charitable giving.).

**15.3.** Ticket Holders who do not comply with the requirements of this conduct in Venues can be evicted from the Session/Venue, or not admitted to the Venue/Session without refunding the Tickets.

Ticket Holders' illegal actions may be prosecuted in accordance with the legislation of the Russian Federation.

## 16. Security check

**16.1.** The Spectator Pass is an additional feature established by Sochi 2014 for the purpose of providing security for all Ticket Holders at the Venues at Games-time. All Ticket Holder must have their Spectator Pass or Olympic Accreditation on them.

**16.2.** All Ticket Holders are obliged to pass through security to access the Venue/ Olympic park.

**16.3.** A Ticket Holder who refuses to pass a security search or refuses to comply with the conduct in Venues published by Sochi 2014 will be required to immediately leave the Venue without a refund to the Ticket Holder or Purchaser.

**16.4.** Sochi 2014 may conduct security searches at any time to ensure safety at a Session.

## 17. Filming, photography and taping

**17.1.** Ticket Holders consent to being photographed, filmed or taped by Sochi 2014, IOC or third parties, appointed and/or authorized by them without requirement of the payment of money or other form of consideration. Sochi 2014, IOC third parties, appointed and/or authorized by them, have the right to broadcast, publish, license and use any such photographs, films, recordings or images of a

spectator in perpetuity.

**17.2.** Still images taken by spectator may be shared privately and are exclusively for personal, non-commercial purposes. Video recording can be made only with the use of domestic handheld cameras. Images, videos and sound recordings of the Games taken by a spectator cannot be used for any purpose other than for private, personal, archival, non-commercial purposes i.e the Spectator may not license, broadcast or publish video and/or sound recordings, including on social networking websites and the internet more generally, and may not exploit images, video and/or sound recordings for commercial purposes under any circumstances, whether on the internet or otherwise, or make them available to third parties.

## 18. General

**18.1.** Any information requests relating to Tickets should be addressed to Sochi 2014 through the feedback form on Sochi 2014`s Ticketing Website or Ticketing call center at 8-800-5555-214. Persons, who do not reside in the territory of the Russian Federation who purchased Tickets from the ATR shall address their request to such ATR.

**18.2.** Sochi2014 reserves the right to amend these Terms and Conditions at any time and such amendment is effective from the date it is posted on Sochi2014 Ticketing website.

**18.3.** The Terms and Conditions have been drafted in Russian and English. Translations of this Terms and Conditions may be made by ATRs. In the event of any discrepancy between the original and translated versions of these Terms and Conditions, Russian version prevails.

**18.4.** These Terms and Conditions are regulated in accordance with the Law of the Russian Federation. Any disputes arising from these Terms and Conditions shall be solved according to the terms set out in the legislation of the Russian Federation.