

Dear clients and partners!

We hereby inform you that on July 20, 2020, was approved Resolution No. 1073 by the Government of the Russian Federation: "On approval of the Regulations on the specifics for 2020 and 2021 for the execution and termination of an agreement on the sale of a tourist product, concluded before 31 of March 2020 inclusive, by a tour operator working in the domestic tourism, and (or) incoming tourism, and (or) outgoing tourism, or by a travel agent selling a tourist product formed by such a tour operator, including the grounds, procedure, terms and conditions for the return the tourists and (or) other customers of the tourist product paid by them money for a tourist product or the provision of an equivalent tourist product at other times, including in the presence of the circumstances specified in part three of Article 14 of the Federal Law "On the Fundamentals of Tourist Activities in the Russian Federation" (hereinafter - Resolution No. 1073) regulating the application of the Regulation on features for 2020 and 2021 termination and termination of an agreement on the sale of a tourist product, concluded until March 31, 2020 inclusive, by a tour operator operating in the field of domestic tourism and (or) inbound tourism, and (or) outbound tourism, or by a travel agent selling a tourist product formed by such by the tour operator, including the grounds, procedure, terms and conditions for the return to tourists and (or) other customers of the tourist product of the sums paid by them for the tourist product or the provision of an equivalent tourist product at other times, including in the presence of the circumstances specified in part three of Article 14 of the Federal the law "On the Basics of Tourist Activities in the Russian Federation".

Due the publication of special legal norms, we suggest you **consider the possibility of obtaining an equivalent tourist product similar to the one you previously booked (dates, route, vessel) by 31 of December 2021.**

An offer to providing an equivalent tourism product was received from **tour operator LLC "SK" Infoflot**". The navigation cruise schedule and available places for the current and next year is posted on our website www.russian-river-cruises.com

Kindly ask you to send to us in any convenient way about your consent to receive an equivalent tourist product, but with a change in the conditions (date, route, accommodation conditions, etc.), our manager will contact you to agree on all changes and issue a confirmation of changes in the terms of the contract after receiving a notification

In case If you refuse to change the contract for the new tour conditions, kindly ask you to inform us about this, in order to include your request for a refund of the tourist product in the Register of tourists' claims for refund.

Refunds will be made in accordance with clause 5 of the Regulations on the specifics for 2020 and 2021 of the execution and termination of the agreement on the sale of a tourist product concluded until 31 of March 2020 inclusive, a tour operator working in the domestic tourism, and (or) incoming tourism, and (or) outgoing tourism, or a travel agent selling a tourism product formed by such a tour operator, including the procedure, terms and conditions for returning to tourists and (or) other customers of a tourist product paid by them for a tourist product or providing an equivalent tourist product at other times, including in the presence of the circumstances specified in part three of Article 14 of the Federal Law "On the Basics of Tourist Activities in the Russian Federation" (hereinafter - the Regulation), approved Decree of the Government of the Russian Federation 20 of July 2020 No. 1073 "On approval of the Regulations on the specifics for 2020 and 2021 of the execution and termination of the agreement on the sale of a tourist product, concluded before March 31, 2020 inclusive, by a tour operator working in the domestic tourism, and (or) incoming tourism, and (or) outgoing tourism, or a tour by an agent selling a tourist product formed by such a tour operator, including the grounds, procedure, terms and conditions for the return to tourists and (or) other customers of the tourist product of the sums paid by them for the tourist product or the provision of an equivalent tourist product at other times, including in the presence of circumstances specified in part three of Article 14 of the Federal Law "On the Basics of Tourist Activity in the Russian Federation" (hereinafter - Resolution No. 1073) **no later than December 31, 2021.**

Based on the foregoing, we propose to consider a proposal to provide an equivalent tourist product, with a change at your choice of travel conditions (date, route, accommodation conditions, etc.).

Kindly ask you to inform the Infoflot cruise center about your decision. The sales office contacts of the cruise center "Infoflot" you will find by clicking on the link:



Reply to notification
(choose the appropriate option)

I confirm that I, _____ (Customer`s full name), have read the notification and agree to provide an equivalent travel product under booking No. _____ by December 31, 2021.

Date: _____ 2020

_____/_____

Full name, Signature

I, _____ (Customer`s full name), have read the notification and don`t agree with the provision of an equivalent travel product under booking No. _____, and confirm my refusal to provide me with discounts, refuse to participate in any bonus promotions of the tour operator.

Date: _____ 2020

_____/_____

Full name, Signature

The instructions for adopted decision notification:

- scan or take a photo notification
- send it to the office of the cruise center "Infloflot".