

APPROVED
Acting Director, Museum of Russian Railways
 V.V. Andryushov
Appendix No. 1 to Order No. OKT MPueD-58
dated "15" may 2026

Rules for the Sale, Refund, and Additional Services of the Museum of Russian Railways

1. The Museum of Russian Railways – a structural subdivision of the October Railway, a branch of Russian Railways JSC (hereinafter – the Museum) – undertakes to do everything possible to ensure that the announced events and excursions take place on the designated days and times, at an appropriate level.
2. The Museum of Russian Railways reserves the right to make changes to the content of the excursion programme and event programme without prior notice. Changes to the programme shall not constitute grounds for a refund of the ticket or voucher.
3. At the Museum ticket office, the buyer may purchase:
 - an entry ticket – for the right to enter the Museum independently and view the exhibition halls along the designated visitor route;
 - an excursion ticket – for the right to visit a thematic excursion as part of an organised group;
 - a ticket for an event – for the right to participate in an event held on the Museum premises, in accordance with the event regulations;
 - additional services in accordance with the Price List.
4. Entry e-tickets are available for purchase on the Museum's official website (<https://rzd-museum.ru/>). The procedure for purchasing and refunding entry e-tickets when placing an order on the official website of the Museum of Russian Railways is published on the website in the ticket purchase section.
5. Validity period of tickets:
 - entry ticket – from the moment of purchase until the end of the working day during which the purchase was made;
 - ticket for an excursion or event – from the date and time indicated on the ticket until the end of the working day specified on the ticket.

6. The ticket office is open on the Museum's working days, Thursday through Monday, from 10:00 to 17:00, and on Wednesdays from 12:30 to 19:30 (Tuesday – closed), at the address: St. Petersburg, Library Lane 4, Building 2, Structure 1.

7. When purchasing a ticket, the buyer has the right to receive comprehensive information from the cashier or administrator regarding the excursion and event programme, available concessions, and the rules for visiting the Museum of Russian Railways. This information is also published on the Museum's official website.

8. In the event of being late for entry to the Museum, being late for the start of an excursion or event, failing to visit the Museum on the date indicated on the ticket for any reason, or being removed from the Museum premises due to a violation of the Museum Rules of Conduct, the ticket price shall not be refunded to the buyer.

9. Each visitor must keep their entry ticket until the end of their visit to the Museum.

10. A list of persons entitled to concessions when visiting the Museum is published on the Museum's official website and on information boards at the Museum ticket office. Concessions are granted only when purchasing tickets at the Museum ticket office and upon mandatory presentation of the relevant document confirming the concession entitlement.

11. Tickets are sold at the Museum ticket office both for cash and by cashless payment.

12. By purchasing an entry ticket, entry e-ticket, excursion ticket, or ticket for an event held by the Museum, the buyer confirms the conclusion of a contract for the paid provision of services with the service provider (the Museum), as well as their agreement with the Museum Visiting Rules. The contract for the paid provision of services is formalised by issuing a ticket to the buyer. The ticket is a document of an established form containing information on the terms of the contract with the buyer.

13. The ticket contains:

- a) name and type of service;
- b) date and time of service provision (event time);
- c) venue of the event;
- d) price of the service;
- e) other information provided in accordance with the legislation of the Russian Federation.

14. A refund for a ticket or additional service purchased at the Museum ticket office or through a self-service terminal shall be made three days before the Museum visit. The Museum shall refund 100% of the cost to the buyer through the Museum ticket office, according to the method of payment. In the event of damage to the control features, defacement, or loss of the ticket, no refund shall be made.

15. A refund for a ticket or additional service purchased on the Museum website (www.rzd-museum.ru) shall be made three days before the Museum visit. The Museum shall refund 100% of the cost to the buyer by bank transfer to the buyer's account. The refund shall be processed on the basis of a visitor's application in the prescribed form (attached to these rules). The application must be sent to the email address: info@rzd-museum.ru.

16. In all cases of refund, tickets shall be accepted on the basis of a buyer's application, subject to presentation of a passport. The refund period is up to 10 calendar days from the moment the application is submitted.

17. The Museum Administration shall not be held liable for counterfeit tickets, nor for tickets purchased from persons who are not official representatives of the Museum.

18. An unused ticket does not grant the right to enter the Museum on another day or to attend an excursion or event at another time.

19. The Museum has the right to unilaterally amend the terms of sale and refund of tickets (e-tickets) by posting them on information displays at the Museum ticket office and on the official website.

To the Director of the Museum of Russian Railways –
a structural subdivision of the October Railway – a
branch of Russian Railways JSC

V.A. Odintsov

From _____
(Full Last Name, First Name, Patronymic)

Passport details: _____
(Passport series and number, issued by whom and when)

Registered at the following address: _____

Contact phone number: _____

Application

Please refund me the funds for _____ ticket(s) _____
(quantity) (event ticket, entry ticket)

_____ in the amount of _____

Ticket number(s): _____

Receipt number(s): _____

Date of visit: _____

Reason for ticket refund: _____

Last 4 digits of the bank card number from which the payment was made

(provide the last 4 digits)

Date: “ _____ ” _____ 20 _____

Applicant's signature: _____ / _____
(print name)