



Supplement to the User Agreement of the Pushkin State Museum of Fine Arts

1. General provisions

1.1. This Supplement to the User Agreement (hereinafter referred to as the Supplement) establishes special conditions for the purchase of tickets, season tickets and excursion vouchers (hereinafter referred to as the Tickets) during the spread of coronavirus infection (COVID-19): the specifics of canceling or rescheduling events held by the Museum, including visits to the permanent exhibition or displays (hereinafter referred to as the Event), as well as the procedure and terms for returning the cost of Tickets for the Events in case of a threat and/or in case of individual emergencies, when a high – alert or emergency situation is introduced throughout the Russian Federation or in part of it (hereinafter referred to as the Regime).

1.2. The Supplement is an integral part of the User Agreement. In the event of a conflict or any discrepancy between the provisions of the Supplement and the User Agreement, the Supplement shall prevail.

1.3. The terms and conditions not specified in the Supplement are governed by the User Agreement and the current legislation of the Russian Federation.

1.4. The rules for the purchase and return of Tickets set out in the Supplement are valid until they are canceled by the Museum after the epidemiological situation improves and the Museum's return to the standard terms of purchase and return of Tickets.

2. Ticket purchase rules

2.1. Tickets are sold only on the Museum's website (pushkinmuseum.art), ticket sales at the ticket offices are temporarily suspended.

2.2. Tickets are sold strictly with the date and time of the visit specified.

3. Procedure for holding, canceling or postponement of the Events

3.1. Information about the cancellation or postponement of the Event is posted by the Museum on its official website no later than 14 calendar days from the date of cancellation of the Regime.

3.2. If it is impossible to hold an Event in the Museum due to the Regime, the Museum has the right to hold the Event in an online format or as a compensation to offer the customer to participate:

- in a similar Event held at the Museum on a different date and time;
- in another Event held at the Museum.

3.3. If the Event is postponed, the Museum must inform about the date and time of holding the postponed Event within 6 months from the date of cancellation of the Regime.

3.4. The Museum is obliged to hold all the postponed Events within 18 months from the date of cancellation of the Regime.

3.5. The customer can visit the postponed Event using a previously purchased ticket for the Event.

4. The procedure for returning Tickets in cases of cancellation and postponement of the Event

4.1. In case of cancellation of the Event due to the Regime, the customer has the right to request for a refund of the full Ticket price (or partial Ticket price, if part of the Events included in the Ticket has already taken place) within 6 months from the date of cancellation of the Regime, and the Museum is obliged to refund the full Ticket price (or partial Ticket price, if part of the Events included in the Ticket has already taken place) within 3 months from the date of the customer's request.

4.2. If the Museum does not determine the date and time of the postponed Event within 6 months from the date of cancellation of the Regime and does not post information about it on the official website or does not hold the postponed Event within 18 months from the date of cancellation of the Regime, the Event is considered canceled, and the customer has the right to request for a refund of the full Ticket price (or partial ticket price, if part of the Events included in the Ticket has already taken place) within 9 months from the date of cancellation of the Regime, and the Museum is obliged to refund the full Ticket price (or part of the Ticket price, if part of the Events included in the Ticket has already taken place) on the day of the customer's request.

4.3. If the Museum holds the postponed Event within the established time frame or the Event is held in an online format, the full Ticket price (or a partial Ticket price, if some of the Events included in the Ticket have already taken place) will not be refunded.