

Rules of behavior of visitors in the Shopping House "Passage"

1. GENERAL PROVISIONS 1.1. These rules of conduct for visitors to the Passage Trading House (hereinafter referred to as the "Rules") regulate the general procedure for the behavior of visitors to the Passage Trading House located at the address: 48 Nevsky Ave. (19 Italinskaya str.) (hereinafter referred to as the "Shopping Center"), in the premises and/or on the territory of the Shopping Center. The rules are brought to the attention of Visitors by posting on the official website of the shopping center on the Internet at <https://passage.spb.ru> Changes to the Rules of the Administration are brought to the attention of Visitors in the same order. 1.2. The administration of the Shopping Center independently, in compliance with the principles of inviolability of private property, freedom of contract, good faith and dispositivity, determines the content of the Rules and the conditions for the presence of Visitors on the Territory of the Shopping Center (Articles 1, 10, 14, 209 of the Civil Code of the Russian Federation (Civil Code of the Russian Federation)) 1.3. By visiting the Shopping Center, Visitors agree to the Rules in full, accept them and undertake to strictly comply with them. In case of disagreement in full or in any part with the Rules, with the requirements of the Administration or the Security Service, the Visitor must refuse to visit the shopping center (leave the Territory of the Shopping Center). 1.4. Since the Administration does not carry out activities for the sale of goods, works, services to Visitors, it is not subject to the provisions of the public contract (Article 426 of the Civil Code of the Russian Federation) and the legislation on consumer protection. Providing access to Visitors to the shopping center is carried out by the Administration in order to exercise their rights and for the purpose of purchasing goods (works, services) from the tenants of the shopping center who carry out their activities in the shopping center under the contract. At the request of the Visitor, the Administration has the right to assist the Visitor in protecting his rights and interests in relations with these third parties. 1.5. The Administration takes measures to ensure a safe and comfortable stay of Visitors in the shopping center, to prevent harm to Visitors or their property on the Territory of the shopping center, where Visitors are allowed to access. 1.6. Visiting the shopping center as a whole or in its individual parts may be restricted by the Administration by determining the places to which the access of Visitors is prohibited or restricted, setting the working hours of the shopping center, denying access to the shopping center to Visitors who do not meet the requirements of the Rules and/or violate them, etc. 1.7. A visitor who is denied access to the shopping center (part of the shopping center) must immediately leave the Territory of the Shopping center (part of the shopping center) and not attempt to enter it. The visitor has the right to leave a complaint to the Security Service, if, in his opinion, their actions do not comply with the Rules. An appeal against these actions does not suspend the need to comply with the relevant requirements of the Security Service. 1.8. Employees of the Security Service have the right to stop, warn, in case of malicious violation of these Rules, remove from the Territory of the Shopping Center violators of the Rules, including calling the police squad. Violators will be held responsible, according to the current legislation of the Russian Federation.

1.9. Visitors can enter the premises of the Shopping Center only through specially designed and equipped entrances/exits of the Shopping Center and stay in them only during the working hours of the Shopping Center. 1.10. The Shopping Center is equipped with a video surveillance system that records visitors and their actions, which helps to protect the property of the Shopping Center and ensure order in it.

2. GENERAL REQUIREMENTS FOR VISITORS

2.1. Visitors to the Shopping Center must:

- comply with the requirements of warning signs, instructions or other designations; - personally take care of their health/life and property safety, as well as the health/life and property safety of their children and other accompanied persons; - behave in such a way as not to endanger themselves and others, not to cause harm, not to violate their rights and interests; - follow the instructions of the Administration of the Shopping Center, security officers, police and/or other persons authorized to ensure safety; - immediately inform the security personnel and / or employees of the Shopping Center about the actions and / or incidents, and / or circumstances that are/were the cause of harm to the health, life, property of the visitor (s) or other persons; - 2.2. Visitors to the Shopping Center are prohibited:

- leave bags and other personal items unattended;

- endanger your own health, life or safety, as well as the health, life or safety of others;

- smoke on the territory of the Shopping Center, as well as at a distance closer than 15 m from the entrance to the Shopping Center.

- climb on structures or structures that are not intended for this purpose (facades, partitions, walls, barriers, stair railings, lighting poles, roofs, etc.);

- damage and / or otherwise damage the property of the Shopping Center, including plants.

- enter service premises or areas closed to visitors of the Shopping Center;

- conduct religious, political and other propaganda, as well as distribute relevant literature;- litter in the premises and on the territory of the Shopping Center;

- consume alcoholic beverages, with the exception of public catering establishments intended for this purpose and located in the Shopping Center;

- to be in a state of alcoholic and other intoxication, as well as in a form that offends human dignity, to store, use and distribute any narcotic drugs;

- in the premises of the Shopping Center to move on roller skates, scooters and their subspecies, bicycles, skateboards, segways and other means of individual mobility;

- Park and / or leave personal mobility equipment on the territory of the shopping center.

- violate public order, show obvious disrespect for citizens, accompanied by rude obscenities, offensive harassment of citizens. Initiate quarrels, fights, other conflicts, take part in them, show aggression to others, commit hooligan actions.

- to be naked and semi-naked, in dirty clothes;

- visit the shopping center with animals, except for guide dogs;

- enter the restrooms during the cleaning process.

- use open sources of fire;

- begging;

- bring to the Shopping Center and use items that can lead to fire, explosion, chemical or biological poisoning (combustible and explosive substances, explosives, toxic chemicals, toxic substances and pathogenic biological agents, etc.), except if the mentioned items were purchased in a store located in the Shopping Center;
- offer to purchase cosmetics, souvenirs, beverages, food, clothing, advertising paraphernalia and other commercial goods and/or provide any services in the premises or on the territory of the Shopping Center without a separate written permission from the Administration of the Shopping Center;
- distribute advertising leaflets, brochures, booklets and/or other information/advertising materials in the premises or on the territory of the Shopping Center without a separate written permission from the administration of the Shopping Center;
- organize any rallies, meetings and/or other similar events without a separate written permission from the administration of the Shopping Center;
- organize promotions, surveys, signature collection and / or other promotions, as well as carry out other activities that are not previously agreed in writing with the Administration of the Shopping Center.
- It is forbidden to conduct hidden photos and video surveillance. Only amateur photo and video shooting for personal use is allowed. Professional photo-video sessions are held only after the written permission of the Administration of the shopping center.

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3. RULES FOR USING THE ESCALATOR AND ELEVATORS.

3.1. While on the escalator, it is necessary to: Stand to the right, facing the direction of travel, holding on to the handrail. Pass from the left side, holding on to the handrail. Be careful when descending from the escalator, prepare for it in advance and do not linger at the exit, lift bags-carts, and other items, as well as the floors of long clothes to avoid them falling into the moving canvas or under the handrail of the escalator. You should be careful to use the escalator with heels, as they may be pinched between the structural elements. Children under 7 years of age are recommended to be held in their arms, children under 14 years of age should be held by the hand. Make sure that their fingers, hands, feet, hair, toys, pacifiers, bottles, clothing, as well as other objects in the hands of the child and/or

on it, they did not hit the escalator bed, under the escalator handrail, in the gap between the escalator bed and the balustrade, and/or in the comb when descending from the escalator. Do not leave children unattended on and/or near the escalator. 3.2. When using the elevator, be sure to follow the norms of its load capacity. If the elevator is stuck, follow the instructions that are placed inside the elevator cab.. In no case should you try to open the elevator yourself. In case of fire, it is forbidden to use elevators to evacuate people.

4. PROPERTY OF VISITORS

The Shopping center is not responsible for the safety of things left on the territory of the Shopping Center and beyond.

5. INFORMATION CENTER. For the convenience of visitors, an online administrator is organized. Visitors can ask all their questions, leave their wishes and complaints via social networks. (Contact information for contacting the online administrator is provided on the website <https://passage.spb.ru/contact/>)

Additionally, on weekends and holidays from 11-00 to 20-00, an information center is open in the center of the gallery on the first floor. The information center accepts and registers all written and oral requests, complaints, and / or suggestions from visitors to the shopping center.

6. ACTIONS IN CASE OF ACCIDENTS AND EXTREME SITUATIONS

6.1. A fire alarm and warning system, an automatic fire extinguishing system, a unified security alarm system for the perimeter of the Shopping Center building and audio systems (hereinafter referred to as "Systems") are installed in all premises of the Shopping Center, which broadcast audio messages, i.e. messages informing how visitors to the Shopping Center and/or other third parties should behave if an accident or other extreme situation has occurred in the Shopping Center.

6.2. It is strictly prohibited to disable, obscure or otherwise restrict the operation of these Systems. If you notice damage to these Systems, you must immediately inform the Security Service, the Information Center or the Administration. 6.3. In the event of an extreme situation in a Shopping Center, such as a fire or explosion in the premises of a Shopping Center, natural disasters or catastrophic events (strong winds), sabotage or a terrorist act, visitors to the Shopping Center are required to follow the instructions of the employees of the security service of the Shopping Center, the police, fire and rescue service and other services or employees of the administration of the Shopping Center. 6.4. If you notice a fire or smoke, immediately inform the employees of the information center, the administration or security of the Shopping Center and the fire and rescue service, and take all possible measures to save people and ensure their safety. 6.5. In case of detection of suspicious, unattended objects, explosives, chemical or radioactive substances, immediately inform the Security Service, the Information Center or the Administration. Before the arrival of employees of the Security Service of the Shopping Center and/or other services, fence off the dangerous place and do not take any actions to localize and neutralize it themselves. 6.6. The administration of the Shopping Center has the right to immediately, without prior warning, close the Shopping Center (or any part of it) if there is a threat to the safety, health or life of the Shopping Center, its tenants, users or visitors, including fire, explosion, gas leak and other danger, in order to avoid possible damage and harm.

FINAL PROVISIONS

These Rules apply to all visitors to the Shopping Center.

Each visitor, entering the Shopping Center, automatically confirms that he has read these Rules and undertakes to comply with them.

Employees of the Security Service of the Shopping Center have the right to inform/warn about violations of the Rules, ask visitors to leave the Shopping Center, as well as take

other necessary and legal measures to guarantee the safety of visitors to the Shopping Center and/or other persons, as well as the safety of their health, life, property.

Violations of public order and Rules are punishable in accordance with the procedure established by law.