



Appendix №
to the Regulation on
the Client Group service support

**ДИРЕКЦИЯ ВСЕМИРНОГО
ФЕСТИВАЛЯ МОЛОДЁЖИ**

АВТОНОМНАЯ НЕКОММЕРЧЕСКАЯ ОРГАНИЗАЦИЯ

**CLIENT GROUP CODE
of the World Youth Festival Directorate
autonomous non-profit organization**

1. Main terms and abbreviations

1.1. For the purposes of this provision, the following main terms and abbreviations are used:

Organizer is a legal entity that carries out the overall organization and management of the Event. The WYFD ANO may act as an Organizer or be involved by the Organizer for the implementation of the Event as an operator, co-organizer, technical organizer or in another capacity on the basis of contracts, agreements or other arrangements;

Client Group is a category of persons grouped in accordance with the purpose of participating in the event and/or the functional responsibilities performed. A Client Group representative may belong to one of the following categories:

Participant is a representative of the Client Group who has completed the registration process on the Platform and Accreditation procedures for participating in the relevant event, as well as received an official invitation from the Organizer:

- **Russian participant** is a citizen of the Russian Federation or a person who holds multiple citizenship, including the citizenship of the Russian Federation and who permanently resides in the Russian Federation. They must be between the ages of 14 and 35 at the time of the event;

- **Foreign participant** is a citizen of a foreign country or a person with multiple citizenship who has reached the age of 14 to 35 years inclusive at the time of the Event;

- **Compatriot** is a citizen of the Russian Federation permanently residing in the Russian Federation and who has reached the age of 14 to 35 years inclusive at the time of the Event;

- **Foreign participant residing in the Russian Federation** is a citizen of a foreign country permanently residing in the Russian Federation and who has reached the age of 14 to 35 years inclusive at the time of Event;

- **Participant's escort** is a representative of the Client Group without age restrictions, accompanying participants aged 14 to 17 or participants with disabilities aged 14 to 35, who have registered on the Platform and completed Accreditation procedures to participate in the relevant Event, as well as received an official invitation from the Organizer;

- **Volunteer** is a citizen of the Russian Federation or a foreign country aged 16 or over (depending on the rules of the Event) who participates in the preparation and holding of the Event free of charge in accordance with Federal Law No. 135-FZ of August 11, 1995 "On Charitable Activities and Volunteering"

and the rules approved by the WYFD Autonomous Non-Profit Organization, which has completed registration on the Platform and Accreditation procedures for participation in the relevant Event, as well as received an official invitation from the Organizer;

- **Guest** is a representative of a Client Group without age restrictions, invited to attend an Event, registered on the Platform and accredited to participate in the relevant Event, as well as received an official invitation from the Organizer;

- **Distinguished guest** is a representative of the Client Group without age restrictions, invited to attend the Event as a distinguished guest, who has registered on the Platform and completed Accreditation procedures for participation in the relevant Event, as well as received an official invitation from the Organizer;

- **Guest's escort** is a representative of the Client Group without age restrictions, accompanying guests, (or) distinguished guests and (or) experts, who has registered on the Platform and completed Accreditation procedures for participation in the relevant Event, as well as received an official invitation from the Organizer;

- **Expert** is a representative of the Client Group without age restrictions who carries out activities related to the transmission of specialized knowledge and consulting within the framework of the Event Program, who has registered on the Platform and completed Accreditation procedures for participation in the relevant Event, as well as received an official invitation from the Organizer;

- **Artist** is a representative of the Client Group without age restrictions, who carries out activities within the framework of the Cultural Program (or similar events within the framework of the Event), who has registered on the Platform and completed Accreditation procedures for participation in the relevant Event, as well as received an official invitation from the Organizer;

- **Media** is a representative of the Client Group without age restrictions who carries out professional activities covering an Event in the media, including but not limited to: journalists, reporters, content creators, media managers, cameramen, members of film crews and other media professionals who have registered on the Platform and completed the Accreditation Procedures for participation in the relevant Event, as well as who received an invitation from the Organizer;

Event is an organized action or a set of actions aimed at achieving a specific goal;

Cultural program is a set of creative, artistic, interactive, and social activities designed to create a unified emotional and visual experience. These activities contribute to the development of a sense of belonging among participants, inspire them, and promote open dialogue between different cultures;

Meaningful program is a set of educational and communication events focused on the exchange of experience and discussion of topical issues in the fields of youth policy, international cooperation, science, technology, education and other fields and providing young leaders with the opportunity to acquire new knowledge, improve professional skills and strengthen mutual trust;

Travel is a service for organizing a Client Group representative transportation from the place of departure to the venue of the Event and back, carried out by air, rail or other means of transport;

Transfer is a service for providing a Client Group representative between infrastructure facilities (transport facilities, accommodation facilities, program facilities of the Event) at the venue of the Event;

Accommodation is a service for providing a Client Group representative with a place to stay (hotel rooms, other similar facilities) for the duration of the Event;

Catering is a service for providing a Client Group representative with meals (breakfast, lunch, dinner, coffee break, buffet) at a set time and in set places during the Event;

Health insurance is a service for providing a Client Group representative with a medical insurance policy for the duration of the Event;

Services are travel, transfer, accommodation, catering and health insurance services that are organized by representatives of the Client Groups of the event independently, at the expense of the WYFD Autonomous Non-Profit Organization or at the expense of another sending party;

Service support is an organizational process in which the WYFD Autonomous Non-Profit Organization provides one or more services to Client Groups (travel, transfer, accommodation, catering, medical insurance);

Accreditation procedures are a set of measures aimed at identifying and granting access rights to representatives of Client Groups in the Event area.

International platform of opportunities is an information resource of the WYFD ANO, presented in the information and telecommunication network Internet at wyffest.com, which includes all of its web pages, subdomains, services, and functionality (hereinafter referred to as the Platform);

Personal account is a special section on the Platform with personal data of a Client Group representative;

Client Group Code is a document that sets out the rules of conduct and procedure for receiving services by representatives of Client Groups, which is mandatory, posted in the personal account on the Platform and must be reviewed before confirming participation in the event.;

2. General provisions

2.1. This Code defines the rules of conduct and the procedure for obtaining services by all Client Group representatives at the events of the WYFD Autonomous Non-Profit Organization (hereinafter – WYFD ANO, Directorate).

2.2. Confirming familiarization with the Client Groups Code on the Platform, the representative of the Client Group accepts its terms and undertakes to comply with them.

2.3. The WYFD ANO has the right to refuse to provide Services or cancel them in case of non-compliance by Client Groups representatives with the provisions of the Client Groups Code.

3. General provisions on Service support

3.1. The Services are provided only to the Client Group representatives registered on the Platform.

3.2. The Services are provided only for the duration of the Event. Check-in and check-out dates are determined by the WYFD ANO. Provision of Services in other terms is not provided.

3.3. WYFD ANO independently determines the list of Services and the composition of the Client group representatives to receive them.

3.4. A Client Group representative must confirm their participation in the Event in their Personal Account on the Platform within 48 hours of receiving the invitation. The fact of confirmation means acceptance of the terms of the Code.

3.5. Violation of the deadline for confirmation of participation entails cancellation of the invitation.

3.6. Information about the Services provided is sent to the e-mail address of the Client Group representative specified during registration, and is also displayed in the Personal Account. The representative of the Client Group is responsible for the relevance and operability of the specified email address.

3.7. Requests from representatives of Client Groups related to Service support are accepted by the WYFD ANO exclusively through the official communication channels indicated on the Platform.

3.8. A Client Group representative has the right to independently, at their own expense, organize additional Services during the journey to and from the Event venue, as well as transfers between the Event programs.

3.9. The modification of the provided Services by the WYFD ANO is carried out only if there are technical errors that prevent the use of the Services or participation in the Event. No changes are made to the Services for subjective

reasons of a Client Group representative, including requirements for increased comfort or a change in the class of service.

3.10. A Client Group representative has the right to arrange services at their own expense by notifying the WYFD ANO upon registration for the Event or immediately after the cancellation of the Services provided by the WYFD ANO. In this case, the Services provided by the WYFD ANO will be cancelled.

3.11. All expenses incurred during the independent organization of the Services are not reimbursable by the Directorate.

4. Types of Services and Terms of Use

4.1. Travel

4.1.1. The Directorate will arrange a travel option with 1 baggage space, transfers of any duration and in which the departure point coincides with the return point. Baggage allowance is determined by the carrier's fare.

4.1.2. The WYFD ANO places travel tickets or information necessary for traveling in the Personal Account of a Client Group representative and sends a notification to the email address that he indicated when registering on the Platform.

4.1.3. The Client Group representative is obliged to check, confirm or reject the tickets in his Personal Account within 48 hours from the moment of receipt of the tickets. In case of violation of the deadline, the WYFD ANO has the right to cancel travel tickets.

4.1.4. The Client Group representative is obliged to notify the WYFD ANO about the errors in the data indicated in the tickets via the Personal Account.

4.1.5. After the confirmation of the tickets, all consequences of errors in the data indicated in the tickets, including the costs of correcting them, are borne by the representative of the Client Group.

4.1.6. If errors are found in the data indicated in the tickets on the day of departure, the representative of the Client Group independently contacts the carrier to correct the error.

4.1.7. In case of delay, failure to board a flight, or refusal to participate in an Event or Event programs, a representative of the Client Group will independently, at their own expense, arrange travel along the route for which the tickets have been canceled.

4.1.8. In case of disagreement with the proposed route, a Client Group representative has the right to arrange travel independently at their own expense, notifying the WYFD ANO about it.

4.1.9. A representative of the Client Group who organizes travel at their own expense or at the expense of the sending party must, within the time period

specified in their Personal Account and in mass emailing, enter reliable data of travel tickets into their Personal Account with their electronic copies attached. If a person provides false information or purchase tickets for dates and times that do not comply with the recommendations provided, the WYFD ANO has the right not to provide related Services (Transfer, Accommodation, Catering). In such cases, the representative of the Client Group independently organizes and pays for the necessary Services.

4.1.10. If a Client Group Representative, who organizes the trip at their own expense or at the expense of the sending party, has not entered into their Personal Account the reliable data of the tickets with their electronic copies attached, the WYFD ANO reserves the right to cancel the invitation to the Event.

4.2. If false information is provided or tickets are purchased for dates and times that do not comply with the recommendations provided, the WYFD ANO has the right not to provide related Services (Transfer, Accommodation, Catering). In this case, a Client Group representative independently organizes and pays for the necessary Services.

4.3. Accommodation

4.3.1. The accommodation is arranged based on the infrastructure of the Event, as well as taking into account age, gender, regional, national, religious and health considerations. The specific accommodations, rooms and floors for accommodation are determined by the Directorate.

4.3.2. Early check-in, late check-out and other additional accommodation, at the request of a Client Group representative, are carried out by them independently at their own expense, subject to availability of rooms and according to the rates of the accommodation.

4.4. Catering

4.4.1. Meals are provided according to the type specified in the Personal Account. The representative of the Client Group is solely responsible for the accuracy of the information provided about the health status and dietary restrictions.

4.5. Transfer

4.5.1. The Transfer is provided according to the schedule approved by the Directorate.

4.6. If a Client Group representative has not used the allocated transfer for any reason, they will arrange the Transfer themselves at their own expense.

4.7. Health insurance

4.7.1. Health insurance is provided strictly on the dates of the official Event and only to citizens of foreign countries.

4.7.2. Physical or electronic copies of insurance policies may not be provided until medical intervention is required

4.7.3. Representatives of Client Groups who arrange travel to the venue of the Event entirely at their own expense are required to independently issue and pay for a health insurance policy valid in the country of the Event.

5. Duties of Client Groups Representatives

5.1.1. The Client Group representative undertakes to:

5.1.2. Comply with the legislation of the Russian Federation.

5.1.3. Comply with the requirements of the migration legislation of the Russian Federation, the countries of destination, transit and stay.

5.1.4. Be responsible for the compliance of documents with the requirements of the countries of destination, transit and stay, and the consequences caused by the non-compliance of documents.

5.1.5. Promptly provide the WYFD ANO with reliable and complete information and documents for participation in the Event.

5.1.6. Immediately inform the WYFD ANO about changes in plans or documents.

5.1.7. Comply with the rules of carriers and accommodation locations, dates and purposes of the trip.

5.1.8. Be responsible for the necessary and additional Services, organized independently at will.

5.1.9. Be responsible for the safety of their personal belongings.

6. General rules of conduct for Client groups representatives

6.1.1. The Client Group representative undertakes to:

6.1.2. Observe the principles of equality and mutual respect, not allowing discrimination based on gender, race, nationality, language, origin, property or official status, age, attitude to religion, beliefs or any other circumstances.

6.1.3. Refrain from any actions of a discriminatory or xenophobic nature.

6.1.4. Do not use profanity, abusive or offensive language.

6.1.5. Observe the rules of personal safety and do not endanger the life, health and property of others.

6.1.6. Do not consume, purchase or distribute alcoholic beverages, narcotic drugs, psychotropic or other intoxicating substances during the Event.

6.1.7. Do not appear at the venue of the Event or at related programs in a state of alcoholic, narcotic or other intoxication.

6.1.8. Take care of the environment without harming green spaces, animals, cultural and natural heritage sites.

6.1.9. Do not display the symbols or attributes of organizations prohibited on the territory of the Russian Federation.

6.1.10. Not to carry out any unauthorized agitation, advertising or propaganda activities, including the demonstration and distribution of materials of a political, ideological or religious nature.

7. Restrictive measures

7.1. If a representative of the Client Group violates the Code, they may be suspended from the Event in which they participate and from the following Events as well.

7.2. If a representative of the Client Group is suspended from an Event in which they participate, the Services will cease to be provided.