

Rules for Ticket Booking and Online Shopping

1. You need to register for booking / online shopping of tickets using our service:
 - Unauthorized users can see the information about games, free seats.
 - When you have registered and log in next time using your data, you do not have to enter your contact data again. These fields are filled in automatically. The fields marked in red must be filled!
 - Please enter your true data.
 - All the information you enter is confidential and not handed over to third parties.
 - When you pay your order by bank card (entering the number of the card too), the payment is processed on the Uniteller electronic payment system website which is internationally certified. It means that your confidential data (bank card details, registration data, etc.) is not sent to the internet shop, their processing is fully secured and nobody, including "Tatneft Arena", can receive personal and bank details of the customer. In order to secure the information from an unauthorized access during transmission from the client to the Uniteller system server, SSL 3.0 protocol is used.
2. After registration, you can fully use the services of ticket booking / online shopping.
3. **Ticket booking:**
 - The seats available for booking are marked in the colours associated with the costs.
 - Mark on the map the seats which you would like to order. Left-click once to choose a seat, then the chosen (booked) seat becomes red. You can cancel the choice by clicking again.
 - When you have finally chosen a seat, press the "Book" button.
 - You can book maximum 5 tickets to this event.
 - When you have chosen the seats, fill in the field with a verification code that appears (to the left from the field).
 - Within several minutes after booking you receive a letter to your e-mail. It contains the number and the date of your order, name of the event, list of the seats you booked and the total value of the order.
4. **Purchasing the booked seats.** You must purchase the booked seats within three hours after ordering, but **not later than 5 hours to the beginning of the event** upon the presentation of your passport (entered during the account registration) and the order number in the ticket offices of the "Tatneft Arena" Ice Palace. If you do not purchase the tickets in due time, the seller cancels booking unilaterally without notice to the buyer.
5. **Buying electronic tickets.** When you have completed the actions in paragraph 3 of the Rules, click the "My orders" link. Then choose the order that you want to pay for by bank card. Click the "Pay" link to the right from your order of interest. After that, enter all the data in the fields that appeared. Upon completion, you will receive a successful order payment letter to your e-mail. Besides in a while you will receive a separate letter in pdf format containing your tickets. **You need to print them out by yourself or save them on your phone!** With this electronic ticket you can pass through the automatic access system of the "Tatneft Arena" Ice Palace.
6. Ticket refund. When you return tickets, regardless of the payment method, you need to fill in a refund application which will be reviewed in accordance with the current law.