

APPROVED
by the order of the General Director
LLP "Astana Venue Management"
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RULES for visiting the Monument "Astana-Baiterek"

1. GENERAL PROVISIONS

1.1. These Rules for visiting the Monument "Astana-Baiterek" (hereinafter referred to as the Rules) define the procedure for obtaining the service of visiting the Monument "Astana-Baiterek" (hereinafter referred to as the Monument) from LLP "Astana Venue Management" (hereinafter referred to as the Partnership). The Rules are developed in accordance with the laws of the Republic of Kazakhstan "On Culture," "On Protection and Use of Objects of Historical and Cultural Heritage," "On Counteraction to Terrorism," "On Limited and Additional Liability Partnerships," and aim to create safe conditions for visitors. They establish the rights and obligations of visitors and Monument employees, determine the mechanism for realizing these rights, as well as restrictions and prohibitions on actions to prevent harm to the health and life of visitors and surrounding persons, and the property of the Monument.

1.2. The operating hours of the Monument are from 10:00 AM to 9:00 PM local time from September 1 to May 31, and from 10:00 AM to 10:00 PM local time during the summer period from June 1 to August 31. Technical breaks are from 1:00 PM to 1:30 PM and from 6:00 PM to 6:30 PM. The operating hours are indicated at the entrance, within the Monument, on the official website of the Partnership: www.a-vm.kz (hereinafter referred to as the Website), and on official social media pages.

1.3. Entry to the Monument is by admission tickets purchased at the ticket office.

1.4. The service of visiting the Monument is considered fully rendered at the end of the paid session by the Visitor. The duration of a session is a maximum of 60 minutes.

1.5. Individuals, including tour groups, visit the Monument.

1.6. The capacity of the Monument is 100 people per hour.

1.7. For the purpose of preventing and suppressing unlawful actions and monitoring the quality of service to visitors, video surveillance and technical control are conducted in the Monument building using inspection equipment and special technical means, which are also employed during the inspection of hand luggage and personal belongings.

1.8. Before visiting the Monument, the visitor must familiarize themselves with these Rules.

1.9. These Rules are an offer; payment for the service of visiting the Monument constitutes the Visitor's acceptance of the Rules (offer) and confirms that they are fully acquainted with these Rules, agree with them, and undertake to comply with them.

1.10. The Rules are publicly available on the Website and at the Monument's ticket office. The Partnership has the right to unilaterally amend them at any time. Newly approved Rules are posted on the Website and at the ticket office.

1.11. All issues not regulated by these Rules are resolved in accordance with the current legislation of the Republic of Kazakhstan.

2. COST OF VISITING THE MONUMENT

2.1. The cost of visiting the Monument is set by the Price List for services provided by the Partnership, approved by the order of the General Director of the Partnership in agreement with the Supervisory Board (hereinafter referred to as the Price List).

2.2. Information about the cost of visiting the Monument is available on the website and at the ticket office.

2.3. When paying a visit to the Monument, certain categories of citizens are granted benefits according to the current Price List: WWII veterans and persons with disabilities due to WWII, as well as those equated with them, mothers of many children, persons with disabilities of groups I and II and children with disabilities, orphans and children deprived of parental care who

are under 18 years old, children under 5 years old (inclusive), and schoolchildren from large families.

Persons with disabilities of group III are given a 50% discount on the entrance ticket, while one accompanying person of individuals with disabilities from groups I and II may enter free of charge.

2.4. Arranging the visit service at the Monument's ticket office:

1) The visit service can be arranged at the ticket office located on the premises of the Monument. Payment for the visit service at the ticket office is made in the general queue;

2) In all cases, the sale of the visit service, the issuance of a ticket for visiting, as well as the visit to the Monument by minors under 15 years old, is allowed only when accompanied by an adult capable citizen. Visits to the Monument by organized groups of minors under 15 years old are allowed only when accompanied by one or more accompanying persons;

3) Payment for the visit service is accepted in cash, by bank cards, Visa, MasterCard, and QR code payment systems;

4) The visitor must present documents to the cashier confirming the right to the discounts when paying for the visit service;

5) By purchasing a ticket, the visitor agrees to the rules of visiting the Monument.

6) Payment for services at the ticket office stops 30 minutes before the Monument's closing time.

2.5. Ticket refunds:

1) A ticket is considered valid from the moment it is teared, and its return or exchange is not possible;

2) A ticket can only be refunded if it remains intact and undamaged, without being teared;

3) Tickets are non-refundable;

4) Exceptions are made in cases where: the cashier made an error during the sale (incorrectly selected the date or time), or the cashier made an error in calculating the ticket price;

5) In these exceptional cases, a refund is possible upon presentation of the original receipt.

3. RULES FOR VISITING THE MONUMENT

3.1. The procedure for visitors to pass through the inspection area, as well as the rights and obligations of visitors when passing through the inspection area to the Monument, are regulated by paragraphs 2.11-2.18 of section 2 of the Rules for ensuring access and inside the facility regime at the facilities of Astana Venue Management LLP, approved by order of the General Director of the Partnership dated January 05, 2025 No. 01-04/119-2.

Refusal of a visitor to undergo technical control using inspection and observation equipment, special technical means that are used to inspect personal belongings and hand luggage, and, if necessary, a personal search, is the basis for denying access to the territory of the Monument.

3.2. Children under 15 years of age may visit the Monument only when accompanied by an adult. The accompanying Visitor is fully responsible for the child.

3.3. Monument staff do not supervise, educate, or care for children regardless of their age. Full responsibility for supervising, educating, and caring for children lies with the accompanying person. In the event of inappropriate behavior by a child while at the Monument (e.g., aggressive behavior towards other visitors, disturbing other visitors, shouting, creating danger of harm to their health or the health and property of third parties), Monument staff have the right to terminate the tour and remove the child and the accompanying person from the Monument without refunding tickets and/or money.

3.4. In the event that a visitor feels unwell or loses consciousness, the responsibility for providing first aid and informing about the incident lies with the person nearby.

3.5. Visitors in line must not obstruct the ascent of visitors with limited mobility using a wheelchair.

3.6. In the event of a group tour for school-age children (organized excursions, events, etc.), each group of children must be accompanied by at least one adult (parent or organizer, not a Monument staff member). The minimum number of accompanying persons is one (1), and the accompanying person is fully responsible for the behavior and safety of the children.

3.7. Guided tours in the Monument are conducted only by Monument staff or accredited guide-translators (upon presenting the appropriate document). Persons who are not Monument staff have the right to conduct tours in the Monument only if they have a contract/memorandum with the Partnership.

3.8. Professional photo and video shooting, shooting with a tripod in the halls of the Monument, as well as video and audio recording of tours, are carried out only with the approval of the Head of the Commercial Management Department of the Company, formalized in writing or by contract.

3.9. In case of a large queue to the "Alakan" composition, visitors should not photograph at the composition for more than 3 minutes.

3.9.1. Entrance to the Monument is strictly through the main entrance from Dostyk Street, exit is through Kunaev Street.

3.9.2. Entrance through the back entrance of the Monument (from Kunaev Street) to the restroom, souvenir shop, gallery, or cafe is prohibited. All visitors must enter through the main entrance (from Dostyk Street) and go through inspection.

4. RIGHTS AND OBLIGATIONS OF MONUMENT VISITORS

4.1. Visitors of the Monument have the right to:

- 1) Visit the Monument independently or as part of a group;
- 2) Receive information about the procedures and conditions for visiting the Monument;
- 3) Conduct amateur photography and video recording for non-commercial purposes in the Monument building and the surrounding area;
- 4) If necessary, move around the Monument in a wheelchair. For assistance with using the stairs, contact a Monument staff member;
- 5) Leave baby strollers in a specially designated area when visiting the Monument with young children;
- 6) Leave feedback about the Monument's work in the visitor Feedback Book located in the visitor Service Department, or electronically through the feedback form on the Company's official website, as well as on the official social media pages;
- 7) Appeal the actions (inaction) of Monument staff (according to the visitor) by submitting a written complaint to the Monument Management. The complaint should include:
 - Surname, first name, patronymic of the Visitor;
 - Department, position, surname, first name, patronymic of the Monument staff member, whose actions (inaction) violated the visitor's rights;
 - The nature and circumstances of the rights violation with indication of date, time, and place;
 - Visitor's contact details for informing about the results of the complaint review;
- 8) Use guided tour services alone or as part of a tour group.

4.2. Visitors of the Monument are obliged to:

- 1) Familiarize themselves with the terms and conditions of the visit before purchasing a ticket at the Monument's ticket office;
- 2) Pay for the Monument visit services at the Company's ticket office according to the price list.

- 3) Leave outerwear and umbrellas in the cloakroom, and place large items (briefcases, packages, bags, backpacks larger than 50x40x30 cm) in the designated storage areas;
- 4) Upon entering the Monument, visitors must, at the request of security staff, independently present their belongings (bags, briefcases, packages, etc.) for inspection. Persons who refuse to present their belongings for inspection will not be allowed into the Monument;
- 5) Present their entrance ticket (receipt) to the controller, keep it throughout their visit to the Monument, and present it again if necessary;
- 6) To obtain a ticket for free or discounted admission to the Monument, present a document confirming the right to the discount. The document confirming the right to discounted admission must be valid on the date of the visit and shown in original form or from official sources;
- 7) Comply with the Rules for visiting the Monument;
- 8) Follow the instructions of the Monument staff;
- 9) Handle exhibits, decorations, installations, and other property of the Monument with care;
- 10) Supervise and be responsible for the behavior of their young children to prevent injuries;
- 11) Familiarize themselves with the evacuation plan in case of an emergency when entering the Monument, and immediately leave the Monument according to the evacuation routes in the event of an emergency, remaining calm and avoiding panic;
- 12) In case of emergencies or extraordinary situations of a technogenic or natural character (smoke, discovery of unattended bags or items, need for medical assistance for persons in the building, etc.), it is necessary to immediately inform the Monument staff and the security service, and to follow the instructions of the authorized representatives of the Monument administration. If instructed, leave the building and the Monument grounds in an organized and calm manner;
- 13) Maintain order when passing through checkpoints, security posts, and in front of the Monument's ticket office;
- 14) Ensure the safety of the cloakroom ticket and be responsible for its loss. In case of losing the cloakroom ticket, the visitor must compensate for its cost according to the Company's Price List;
- 15) In case of loss of the cloakroom ticket or personal belongings from the cloakroom, the visitor should contact the cloakroom staff, the duty administrator of the Monument, or the Security Service;
- 16) Maintain cleanliness, public order, and adhere to sanitary and generally accepted norms of behavior;
- 17) Clean up after yourself and your child (in case of food indigestion and vomiting, use of festive decorations for personal purposes, and use of personal hygiene items);
- 18) Strictly follow the requirements and instructions of Monument staff regarding the use of personal protective equipment, maintaining social distance, and complying with other provisions of these Rules;
- 19) Leave the Monument by the time it closes.

4.3. To protect and preserve the property of the Monument, ensure public order, and ensure the safety of visitors, it is prohibited in the premises of the Monument to:

- 1) Disassemble Monument property, subject property to physical impacts that could cause damage and render it inoperative, spoil and tear off labels, texts, information boards, and signs.
- 2) Visit the Monument for other purposes, alone or with a group of people with prior intent to make records, appeals, and announcements that defame the honor and dignity of the Monument/Company, or are political or oppositional in nature;
- 3) Touch Monument property with hands (except for the "Alakan" composition), lean on architectural interior finishes;
- 4) Go beyond barriers of objects, enter service rooms, platforms, and rooms closed to visitors;

- 5) Leave children unattended, talk loudly, run, and shout;
- 6) Bring large items (larger than 50×40×30 cm), tourist backpacks, suitcases, and cane umbrellas;
- 7) Bring and/or consume alcoholic beverages, narcotic/psychotropic substances in the Monument building;
- 8) Bring pyrotechnic items and substances: fireworks, fountains, firecrackers, rockets, etc.;
- 9) Use all types of festive attributes (confetti, poppers, etc.);
- 10) Bring firearms and cold weapons, piercing and cutting items, explosive, flammable, easily ignitable items, poisonous and caustic substances, items that can harm others;
- 11) Bring items and substances that may be identified as prohibited or dangerous (including mock-ups (copies) of weapons, items similar in shape to those prohibited from being brought into the Monument);
- 12) Enter the Monument in dirty clothes, as well as with items that can stain visitors, Monument property, and/or interior elements;
- 13) Visit the Monument while under the influence of alcohol or drugs;
- 14) Use open flames, smoke, or use electronic cigarettes;
- 15) Enter the Monument with animals, except for visitors with visual impairments accompanied by guide dogs;
- 16) Conduct unaccredited tour activities;
- 17) Post announcements and other advertising and informational materials, write on the walls or finishing elements of the Monument;
- 18) Independently turn on, turn off, and adjust any engineering and technical equipment of the Monument;
- 19) Go beyond established barriers, open windows, sit and stand in passageways and on stairs, or enter rooms closed to visitors;
- 20) Sit or lie on the floor or on brought folding chairs, pillows, and similar items, except in situations agreed upon with the Monument administration;
- 21) Insult visitors and Monument staff, display prohibited symbols, perform other actions that defame the honor, dignity, or business reputation of employees or visitors; perform other actions aimed at expressing hatred or enmity, as well as at humiliating the dignity of a person or group of people based on gender, race, nationality, language, origin, religion;
- 22) Move inside the Monument building on bicycles, scooters, roller skates, and other transport and sports means;
- 23) Connect electrical devices to the Monument's networks;
- 24) Listen to audio tours through external speakers or using loudspeaker mode on mobile devices;
- 25) Independently bring in, install, and connect sound, lighting, stage, electrical, and other equipment and installations without written agreement with the Monument administration. The connection of the aforementioned equipment is allowed only to the corresponding Monument specialists;
- 26) Use audio equipment with sound amplification, as well as sing, dance, and play musical instruments;
- 27) Disturb the peace and public order;
- 28) Conduct unauthorized photo and video recording without the agreement of the Monument/Company management;
- 29) Conduct photo and video recording, including on mobile devices, of performances, speeches, and announcements of an oppositional nature;
- 30) The visitor is fully responsible for the loss of personal belongings on the Monument grounds;
- 31) In the event that personal belongings lost by the visitor are found, the Monument administration will return them to the owner in the condition in which they were found. The visitor

must provide a receipt for the return of the personal belongings, as well as confirm that they have no claims regarding their condition against the Monument administration.

4.4. The maintenance of public order, prevention and suppression of offenses, as well as ensuring compliance with these Rules on the territory of the Monument, is carried out by the Monument administration and the security organization, as well as by law enforcement agencies. Persons violating the order established by these Rules may be removed by Monument employees.

4.5. Accompanying persons are required to ensure that minor Visitors comply with these Rules.

5. SPECIAL CONDITIONS

5.1. The Monument administration reserves the right to conduct photo and video shoots for promotional purposes and to place the captured material on the website www.a-vm.kz, as well as on the social media pages of the Partnership and/or the Monument.

5.2. The administration has the right to close the Monument at any time without specifying the reasons.

5.3. Purchasing a ticket to visit the Monument signifies that the visitor has carefully read these Rules, agrees to them, and undertakes to comply with them.

5.4. In case of violation of these Rules, employees of the Monument or the security organization have the right to escort the visitor off the premises of the Monument.

5.5. The Monument administration is not responsible for lost or unattended items.

5.6. The visitor and/or the accompanying person is responsible for all actions or inactions that cause damage to the property of the Monument, their own health, and the health of third parties due to their own carelessness or negligence, as well as due to ignorance and/or non-compliance with these Rules or failure to follow the instructions of the Monument employees, in accordance with the current legislation of the Republic of Kazakhstan.

5.7. Violations of these Rules by visitors, causing any damage to the property of the Monument, is grounds for holding them materially, administratively, and criminally liable in accordance with the current legislation of the Republic of Kazakhstan. A person who has caused material damage to the Monument is obliged to compensate for it. By agreement with the administration, voluntary compensation for the damage in an amount assessed by an expert commission is possible.

5.8. Accompanying persons bear full responsibility for minor Visitors, including their behavior, safety, and any damage caused by them. When visiting the Monument as part of a group of visitors that includes minors, the responsibility for ensuring that these Rules are observed by minors lies with the accompanying person (group leader).

5.9. Visitors who enter any technical and service premises are responsible in accordance with the current legislation of the Republic of Kazakhstan for malfunctions and accidents that result from their actions and manipulations with the Monument's engineering and technical equipment.

5.10. Ignorance of the Rules does not exempt from responsibility for their violation.

5.11. These Rules apply on the territory of the "Astana-Baiterek" Monument and are mandatory for all visitors to the site.

In case of violation of the rules, the staff of the "Astana-Baiterek" Monument has the right to take measures aimed at ensuring the safety and comfortable stay of visitors — to remove the violator from the Monument or to impose a fine.

Purchasing a ticket constitutes an agreement, according to which the visitor automatically agrees to all of the above-mentioned rules.