

APPROVED
by Order
of the Government of St. Petersburg
No. 776 dd. 29.09.2020
(as amended by Decree No. 907
of the Government of St. Petersburg
dated 25.11.2021)

GUIDELINES for Use of the Saint Petersburg Subway

I. General provisions

1. These Guidelines for Use of the Saint Petersburg Subway (hereinafter referred to as the "Guidelines") have been developed in accordance with the Standard Guidelines for Use of the Subway approved by Order of the Ministry of Transport of the Russian Federation No. 386 dd. October 26, 2018.

2. The Guidelines provide for:

- 1) the procedure for arrangement of passenger transportation and hand luggage carrying by the Saint Petersburg Subway (hereinafter referred to as the "Subway");
- 2) conditions for passenger transportation and hand luggage carrying by the Subway;
- 3) requirements for informing passengers transported by the train carriages of the Subway (hereinafter referred to as the "carriages", "trains"), at stations of the Subway (hereinafter referred to as the "stations") and at inter-station changes for passengers (hereinafter referred to as the "inter-station changes").

3. According to the Guidelines, a carrier is the Saint Petersburg State Unitary Enterprise "Saint Petersburg Subway" (hereinafter referred to as the "St. Petersburg Subway SUE" or the "carrier").

4. The Guidelines are aimed at ensuring the safety of transportation, improving the quality of passenger service and are binding on all persons while staying in the territory of the Subway.

5. The Subway territory includes the Subway infrastructure facilities, the Subway rolling stock and the entrance hall area¹.

II. Procedure for arrangement of passenger transportation and hand luggage carrying by the Subway

6. Passenger transportation and hand luggage carrying shall be arranged by the carrier along regular transportation routes.

7. Passenger transportation and hand luggage carrying by the Subway shall be carried out by the carrier in accordance with the approved schedule (timetable) of the transport services provision.

8. Passenger transportation and hand luggage carrying in excess of the established allowances shall be arranged in accordance with the approved tariffs.

9. Passenger entry and exit operating hours of the stations, the closing time of the inter-station changes are determined by the carrier in agreement with the Transport Committee on the basis of the approved schedule of provision of transport services to passengers. In cases involving a threat to the safety, life and health of passengers, the station passenger entry and exit operating hours, the closing time of the inter-station changes shall be determined by the carrier.

¹ The entrance hall area shall mean the territory immediately adjacent to the subway station entrance hall and located within the boundaries of the land plots leased by the carrier.

III. Conditions for Passenger Transportation and Hand Luggage Carrying by Subway

10. The basis for a passenger transportation and his/her hand luggage carrying by the Subway is making a passenger carriage contract.

11. Making a passenger carriage contract and a payment for transportation and hand luggage carrying in excess of the established standards shall be confirmed by travel documents issued by the carrier after the passenger has paid a fixed fee.

A carriage contract making with a passenger entitled to free or reduced fare travel shall be made after the person has presented a document confirming such right.

12. Procedure for using escalators, walkalators, elevators and lifting platforms is determined by the carrier in accordance with the documentation for their technical operation.

13. Upon a train arrival to the station, boarding to the carriage shall be carried out after disembarking therefrom is finished.

14. When transporting passengers, the carrier shall not provide each passenger with an individual seat.

15. Transportation of children under the age of seven is carried out only when children are accompanied by an adult passenger ensuring their safe transportation. Transportation of children using baby carriages shall be carried out subject to the safety of children and passengers.

16. In the event of a malfunction of the travel document electronic media purchased at the Subway ticket offices or at the St. Petersburg State Public Institution "Organizer of Transportation" (hereinafter referred to as the SPI "Organizer of Transportation"), such media shall be replaced depending on the type of the electronic media and/or the travel ticker either at the ticket offices of the Subway, or at SPI "Organizer of Transportation". Replacement of the electronic media purchased from other organizations shall be carried out in accordance with applicable law.

17. Control over payment by passengers for transportation and hand luggage carrying in excess of the established standards is exercised at the checkpoints of stations in an automated mode or upon presentation of an appropriate travel document to a person authorized to exercise control over payments by passengers for transportation and carriage of hand luggage in excess of the established standards (hereinafter referred to as the "ticket inspector").

18. The services for transportation and hand luggage carrying shall not be rendered by the Subway to a person:

1) who failed to present a valid travel document (except for tokens²) at a time of checking at the checkpoint at the request of the ticket inspector, and in the case of using the right of free travel or a travel privilege, who failed to present a document confirming the right of this person to a free travel or a travel privilege, who presented a document without a photo, or who failed to present documents proving the identity of the passenger and confirming its right to the privilege established by the applicable law of the Russian Federation for paying the services of transportation of passengers and carriage of hand luggage in excess of the established standards;

2) who failed to present to the ticket inspector a card with an electronic data storage device or another electronic data storage device, in case of using a travel document, whose details or any part thereof are executed in electronic form.

² A token is a travel ticket valid for one attendance only.

3) who failed to observe the Guidelines, the requirements of the applicable law of the Russian Federation on transport safety and mandatory rules of conduct established for citizens in the event of introduction of a high alert regime for the command and control bodies and forces of the Unified State System of Prevention and Elimination of Emergency Situations (hereinafter referred to as the "high alert regime") or in case of an emergency.

19. Return of the personal belongings left by passengers in carriages, at stations and inter-station changes discovered by other passengers or the carrier's employees shall be performed according to the following procedure.

All personal belongings found at stations or in carriages shall be submitted for temporary storing to the station duty officer.

The information about the personal belongings found at Subway stations and carriages shall be provided to the passenger at the Subway service desk or through the station interactive enquiry counters.

At a time of receipt of the personal belongings, the passenger shall submit an identity document and fill out an application form. No fee shall be collected for storing lost (found) personal belongings (the personal belongings shall be returned free of charge).

The procedure and duration of storing the personal belongings found in the territory of the Subway are determined by the carrier.

20. In order to ensure the safety of passengers, passengers, carry-on baggage, personal belongings carried by passengers are subject to inspection.

21. Persons who refuse to undergo the inspection procedure shall leave the territory of the Subway.

22. Persons staying in the territory of the Subway are prohibited from using documents that provide the right to undergo the inspection using a special procedure, if such right belongs to other persons.

23. When transporting passengers and carrying hand luggage, the carrier shall:

1) render services for transportation and hand luggage carrying to passengers who have paid for such services, as well as to persons entitled to free travel;

2) provide an opportunity for a passenger to purchase a travel document before the transportation starts;

3) provide the passenger an opportunity to leave the arrival station within not less than 10 minutes after passage of the last train with passengers, including the opening of doors and turnstiles, the operation of technological equipment (elevators, escalators, walkalators and lifting platforms);

4) keep in working order communication devices between the passengers and the carrier's employees at stations and in carriage;

5) upon the passenger's application using a travel document, whose details or any part thereof are executed in electronic form, provide the information about his/her travel document details indicated in electronic form, including the expiration date of such travel document and the remaining number of travels (about the remaining resource of the travel document³);

6) designate passages on the route of passengers, the height of which is less than 210 cm, with signaling and special markings and/or equip such passages with soft protective covering.

³ The resource of the travel document is the number of Subway travels and the validity period of the travel document, or information on the fixed amount within which the right to travel is provided and the duration of such a right.

24. Availability of the service for transportation and hand luggage carrying to the passengers being disabled shall be ensured by the carrier subject to the procedure for ensuring the availability of infrastructure facilities and provided services for the passengers being disabled, as well as providing them with the necessary assistance established subject to Federal Law "On non-surface transport and on amendments to certain legislative acts of the Russian Federation".

25. The carrier may:

1) unilaterally terminate the passenger carriage contract if the passenger fails to comply with the Guidelines, the requirements of the applicable law of the Russian Federation on transport safety, the rules of conduct that are binding on citizens when the regime of high alert or an emergency is introduced, in which case the fee of transportation or hand luggage carrying shall not be repaid to the passenger in accordance with Federal Law "On non-surface transport and on amendments to certain legislative acts of the Russian Federation";

2) ask the passenger to comply with the Guidelines, the applicable law of the Russian Federation on transport safety and the rules of conduct that are binding on citizens when the regime of high alert or an emergency is introduced;

3) ask the passenger to present a travel document (with the exception of tokens), a document that proves the age of a child (in case of transportation of a child using the established privileges with regard to payment of fare for transportation and hand luggage carrying). In addition, in case of using a travel document that provides the passenger with the right to free travel or reduced fare, which does not contain his/her photograph, ask the passenger to present documents proving the identity of the passenger and confirming the right to the privilege established by the applicable law of the Russian Federation for paying for services of passenger transportation and hand luggage carrying in excess of the established standards;

4) organize escorting and assistance to certain categories of passengers, including elderly people⁴, large families, single mothers travelling with their child (children), parents with children under 10 years old;

5) in order to ensure the safety of passengers, deviate from the schedule of provision of transport services due to reasons beyond the control of the carrier, and efficiently regulate passenger flows.

26. A passenger shall:

1) follow the requirements of the Subway employee with regard to compliance with the Guidelines, the applicable law of the Russian Federation on transport safety and the rules of conduct that are binding on citizens when the regime of high alert or an emergency is introduced;

2) inform the carrier's employees, internal affairs officers working at the Subway about the events or actions creating the threat of an act of unlawful interference;

3) inform the carrier's employees, internal affairs officers working at the Subway about the discovery of left (unattended) personal belongings or documents, including the use of the passenger-to-locomotive driver communication⁵, and not exercise discretion for the purpose of their relocation;

⁴ Elderly people shall mean people who have reached the age of 60 and older.

⁵ The passenger-to-locomotive driver communication is a tool arranged in train carriages intended for communication between passengers and the locomotive driver.

4) pay for transportation and hand luggage carrying services before passing through checkpoints; each passage through the checkpoint is carried out by the passenger, provided that the passenger uses a travel document or presents to the ticket inspector a document entitling the passenger to free travel or reduced fare or free or reduced fare for carrying the hand luggage;

5) pay for carriage of hand luggage, the size of which (the sum of length, width, height) is in the range from 121 cm to 150 cm, individually for each piece. The number of pieces of hand luggage allowed for carriage shall not exceed two pieces per passenger; travel documents for transportation of a passenger by the Subway (documents granting the right to a reduced fare of transportation services established by the applicable law of the Russian Federation) do not provide the right to carry hand luggage free of charge in excess of the established standards;

6) when passing through the checkpoint of the station, at the request of the ticket inspector, present a travel document (with the exception of tokens), a document that proves the age of a child (in case of transportation of a child using the established privileges with regard to payment of fare for transportation and hand luggage carrying). In addition, in case of using a travel document that provides the passenger with the right to free travel or reduced fare, which does not contain his/her photograph, present documents proving the identity of the passenger and confirming the right to the privilege established by the applicable law of the Russian Federation with regard to paying for services of passenger transportation and hand luggage carrying in excess of the established standards;

7) keep the travel document until the end of the transportation (except for tokens);

8) transport using covers (package) fragile, piercing and cutting objects, skis, monoskis, sledges and skates, garden tools with open sharp parts, as well as snowboards, folding bicycles, scooters, other vehicles and sports equipment;

9) when carrying hand luggage, exclude the possibility of injuring or making passengers' clothes dirty;

10) for carrying animals (except for guide dogs wearing a leash that accompany the visually impaired, if there are documents confirming their special training) use cages, baskets, boxes, containers or other means with a solid bottom, the sum of length, width and height of which does not exceed 150 cm and which debar animals from spontaneous exit to the Subway territory;

11) leave the station within 10 minutes after passing of the last train with passengers;

12) immediately leave the territory of the Subway at the request of Subway attendants in the event of a threat of committing an act of unlawful interference;

13) not interfere with the movement of other passengers;

14) approach platforms through the Subway checkpoints;

15) approach platforms through the turnstile No. 1 if the passenger belongs to the following category of citizens:

a) a passenger with travel documents on a visual medium;

b) a passenger with hand luggage in excess of the standards established by the Guidelines for Free Carriage;

c) a passenger with children until they reach the age of seven.

27. The passenger may:

D) require the provision of paid services of passenger transportation and hand luggage carrying;

- 2) carry without extra charge:
 - a) hand luggage, the sum of length, width and height of which does not exceed 120 cm;
 - b) long objects (the length of one of the sides of which does not exceed 200 cm, and the sum of the other two sides does not exceed 30 cm);
 - c) baby carriages;
 - d) wheelchairs;
 - e) skis, monoskis, snowboard, the length of which does not exceed 220 cm, in covers;
 - f) children's bicycles and other sports equipment, the dimensions of which do not exceed 150 cm (the sum of measurements in length, width, height), in covers;
 - g) sledges, musical instruments, fishing rods and garden tools, the dimensions of which do not exceed 150 cm (the sum of length, width, height), in covers;
 - h) small domestic animals and birds in cages, baskets, boxes, containers or other means with a solid bottom, the dimensions of which do not exceed 120 cm (the sum of length, width, height) which debar animals from spontaneous exit to the Subway territory;
 - 3) in accordance with the applicable law of the Russian Federation, require compensation for harm to life, health and property caused during the transportation of passengers by the Subway;
 - 4) receive information about the work of the Subway and the conditions of transportation of passengers by the Subway;
 - 5) carry children under the age of seven free of charge;
 - 6) pass through the points of entry when they have travel documents;
 - 7) receive information about a travel document details specified in electronic form, including about the expiration date of such travel document and the remaining number of trips or the remaining resource;
 - 8) make a unilateral decision to withdraw from the carriage agreement and not make the trip, in which case the fare of transportation and hand luggage carrying shall not be refunded to the passenger;
 - 9) in case of transportation of disabled passengers, carry a guide dog free of charge (in a muzzle and with a special identification mark) provided there are documents confirming special training of the dog;
 - 10) use the right of priority passage through turnstile No. 1 if a passenger belongs to one of the following categories: disabled people, pregnant women and elderly people, upon presentation of travel documents.
28. While staying on the escalator, walkalator, the passenger shall:
- 1) stand facing in the direction of travel, holding on to the handrail; in case of movement, walk in the direction of travel, holding on to the handrail;
 - 2) not step on the constraint lines on the steps, keep off and not lean his/her hand luggage on the stationary parts of the escalator, walkalator, keep moving on the way in and out of the escalator, walkalator;
 - 3) on the way in and out of the escalator, walkalator lift long flaps of clothes, utility carts, trolley-bags to prevent them from falling into the comb of a moving canvas of an escalator, walkalator, control the position of hand luggage in order to prevent its spontaneous movement;
 - 4) hold kids by the hand or in the arms when transporting them without using baby carriages;
 - 5) not leave young children unattended, not allow them to touch the side parts of the balustrade;

6) when transporting a child in a baby carriage, ask the carrier's employees for help in moving the baby carrier; the baby carrier may be relocated only with the help of a carrier's employee;

7) in case of increased passenger traffic, following the instructions given by the carrier's employees, stand on the left and the right sides of the steps of the escalator, walkalator;

8) travel in a wheelchair only when accompanied by the carrier's employees according to the procedure established by the carrier.

29. While staying in the carriage, the passenger shall:

1) hold on to handrails while standing;

2) prepare in advance for getting out of the carriage approaching the destination station;

3) immediately inform the train driver or other employee of the carrier about all cases of smoke or fire arising, as well as of any situations which may affect the passengers safety or trains movement, including the use of the passenger-to-locomotive driver communication.

30. While at stations and inter-station changes, the passenger shall:

1) immediately inform the station duty officer or other carrier's employee of all cases of people or things falling on underground rails, of smoke or fire arising, as well as of any situations which may affect the passengers safety or trains movement.

2) when boarding a carriage with young children, hold them in the arms or by their hands and let them pass ahead;

3) when the train stops, step aside and clear the space at the carriage door to allow free exit of passengers.

31. Passengers are recommended to:

1) give up seats to passengers with children, pregnant women, people with disabilities and elderly people;

2) while waiting for the train evenly scatter around the platform;

3) when in a carriage, evenly scatter around inside the cabin;

4) be mutually polite;

5) while in a carriage, on the escalator, remove backpacks and bags from the back and shoulders, keep them ahead.

32. The passengers may not:

1) use wheeled means for hand luggage carrying, except for suitcases, transport trolleys, hand carts that meet the following requirements:

a) the sum of length, width and height of suitcases, transport trolleys, hand carts, together with hand luggage, shall not exceed 150 cm;

b) the width of the wheel rim of suitcases, transport trolleys, hand carts shall be at least 22 mm;

c) the support (if any) shall have an end covered with a cap or a ball with a diameter of at least 20 mm;

d) if a support bracket is used in the design of a hand cart, then it shall be equipped with two or more ball stops or a cylinder for the entire length of the bracket with an outer diameter of at least 20 mm;

2) step onto and move along a non-operated escalator and walkalator without the permission of the carrier's employees;

3) run along the escalator, walkalator, throw any items, sit, lie, lean on and put things on the steps, handrails and the side part of the escalator, walkalator balustrade, slide down (move) the side parts and handrails of the escalator, walkalator, jump on the steps of the escalator, walkalator;

- 4) remove fences installed on the platforms of the escalator, walkalator, as well as other fences installed by the carrier;
- 5) use the "Stop" switches (handle/stop button) of the escalator, walkalator, if there is no special need to do so, except for emergencies that may pose a threat to the life and health of passengers, and also in order to prevent damage that may be caused to the property of passengers and the Subway;
- 6) go beyond the boundary line at the edge of the platform at the Subway stations until the train stops completely and after the train starts moving, and when it stops, block passage opposite the doors of the carriages and create obstacles on the way of passengers leaving the carriage onto the platform;
- 7) go down the Subway tracks, pick up the items that have fallen on the Subway tracks without being assisted, put foreign objects on the Subway tracks;
- 8) run along the platforms, not follow the direction of traffic, ignore the installed information signs, and created obstacles on the way of organized passenger flows;
- 9) step into and get off the carriage after the announcement and during the announcement of closing the doors: "Please stand clear of the closing doors!", including when the red light signal of the overhead lights flashes, there is an audio alarm, and also step into/get off the carriage until the carriage doors are fully open;
- 10) step into the escalator, walkalator after the announcement and during the announcement of closing of the escalator, walkalator barriers;
- 11) lean against the doors in the carriage, interfere with the entry and exit of passengers;
- 12) carry hand luggage, the sum of the length, width and height of which exceeds 150 cm, and for rolls — in height and two diameters of its bases exceeds 200 cm; long objects, the length of one side of which exceeds 200 cm, and the sum of the other two sides of which is more than 30 cm; skis, monoskis, snowboard, the length of which exceeds 220 cm; things that can lead to injury to passengers, including linoleum, roofing felt, metal mesh in rolls, heavy metal shapes (except for baby carriage and wheelchairs);
- 13) open carriage doors when the train moves and stops, as well as prevent opening and closing thereof, delay the departure of the train from the station, open automatic station doors at closed stations, prevent opening or closing thereof;
- 14) carry weapons, their main parts, ammunition, explosives or other devices, items and substances specified in the Lists⁶, corrosive and other hazardous substances, household gas cylinders;
- 15) carry stinking hand luggage and/or hand luggage that contaminate stations, carriages, infrastructure or passengers' belongings; stay in the territory of the Subway with food and drinks in open packaging, wear dirty, stinking clothes;
- 16) leave hand luggage and personal belongings unattended, including bicycles, baby carriages, scooters, in the territory of the Subway;

⁶ section X "Lists of weapons, explosives or other devices, items and substances in respect of which a ban or a restriction on their relocation to the transport security zone or part thereof is established" of the Rules for the inspection, additional inspection, re-inspection in order to ensure transport safety, approved by order of the Ministry of Transport of the Russian Federation No. 227 dated July 23, 2015. The ban does not apply to explosives, weapons, their equipment and components intended for the fulfilment of combat assignment and service tasks by state paramilitary organizations defined by the Federal Law "On Weapons" when they are carried by employees of such organizations on a legal basis.

- 17) drink alcoholic and alcohol-containing products, use narcotic drugs and psychotropic substances, snuff mixtures, stay in the territory of the Subway in a state of alcoholic, narcotic or other intoxication;
- 18) smoke, use heated tobacco devices and electronic nicotine delivery systems while staying in the territory of the Subway;
- 19) impede technical transport safety facilities functioning and operation of Subway equipment;
- 20) stay and move by motorcycles, mopeds, bicycles, scooters, roller board and roller skates, skis and other means of transportation in the territory of the Subway, except for wheelchairs, as well as using sports equipment, use unmanned aerial vehicles;
- 21) pass and stay in the Subway territory without shoes and/or without clothes;
- 22) be in the trains that do not carry out or stop the transportation of passengers;
- 23) rise and ride on the roof, automatic coupling devices and on other elements of trains, get into the cabins of trains, and also travel inside them;
- 24) be on parapets, fences, as well as jump (climb) over them;
- 25) apply labels, stickers, images, place information and advertising materials on the external and internal surfaces of carriages, as well as on the underground infrastructure facilities;
- 26) use cars and underground infrastructure facilities for entrepreneurial and other income-generating activities, as well as charitable activities without the written permission of the carrier;
- 27) beg;
- 28) use musical instruments and sound amplification means (except for hearing aids and other individual devices (headphones)) in carriages and on the underground infrastructure facilities without the written permission of the carrier;
- 29) carry out cultural, sports, political (including propaganda materials), religious and other events in carriages and at the Subway infrastructure facilities without the written permission of the carrier;
- 30) throw litter, contaminate, damage carriages and Subway infrastructure, as well as property owned by third parties;
- 31) gain access to the office, production premises, into the ventilation shafts, tunnels and into the fenced area of the Subway; stay outside the transportation sector and outside the transport security free access zone;
- 32) make bonfires, use open fire, pyrotechnic devices, including fireworks, firecrackers, in carriages and at Subway infrastructure facilities;
- 33) prevent performance of official duties by the carrier's employees, fail to follow their lawful requests;
- 34) take actions imitating illegal actions performing or preparing for their performing thereof that prevent Subway operation, including the dissemination of false representation about the events or actions that endanger the safety of passengers;
- 35) interfere with the operation of wireless data transmission devices;

36) pass through checkpoints with invalid travel documents based on electronic media, with travel tickets and documents that do not give the right to travel by Subway, including copies of valid travel documents, including notarized ones, as well as use token substitutes and make unauthorized passage through the checkpoints at the entrance, demarcation barriers and ropes;

37) use personalized reduced fare tickets belonging to other persons to pass through checkpoints;

38) carry bicycles (except for folding bicycles, packed in covers, the dimensions of which do not exceed the size of hand luggage allowed to be transported according to the Guidelines), as well as motorized bicycle and motorcycles;

39) without authorization, remove handrails, fences installed on the platforms of the escalator, walkalator;

40) use the escalator while being in a wheelchair without being accompanied by the carrier's employees;

41) step on an escalator, a walkalator moving in the opposite direction;

42) leave minor children unattended in the territory of the Subway;

43) get connected to the electric grids of the Subway without obtaining a written permit of the carrier, use the utility networks of the Subway for personal purposes (for charging phones, connecting other equipment) without obtaining a written permit of the carrier;

44) without obtaining a written permit of the carrier, conduct filming, take photos or videos using professional and/or stationary equipment, take photos using a flash;

Professional equipment is defined as equipment whose sum of measurements of length, width, height over 30 cm, as well as tripods, stabilizers for photography, lighting equipment, flash units, reflectors; (the paragraph is introduced by the Decree No. 907 of the Government of St. Petersburg dated 25.11.2021)

45) resell travel documents to travel by Subway, as well as provide the opportunity to pass using them outside the checkpoints;

46) contact other passengers or employees of the carrier with an offer to buy and sell, provide services, exchange goods, as well as fortunetelling; carry out retail trade in the territory of the Subway;

47) carry items accepted from third parties without undergoing the inspection procedure;

48) pass (travel) to the Subway facilities outside (bypassing) the established routes for passage (travel)⁷;

49) without the need, use the passenger-to-locomotive driver communication in train carriages.

IV. Requirements for informing passengers in carriages, at stations and inter-station changes

33. In order to inform passengers, the carrier shall apply:

1) in carriages — audio announcements, electronic boards, as well as diagrams, signs and other information in printed format, depending on the design specifics of the rolling stock;

2) at stations — audio announcements, interactive diagrams, electronic displays, as well as diagrams, signs and other information in printed format;

3) at inter-station changes — audio announcements, signs and other information in printed format.

34. Exits from stations shall be numbered by the carrier.

⁷ The established route of passage (travel) — the territory of the passenger zone of stations intended for staying and moving of passengers.

35. The carrier shall provide on the diagrams (maps) of territories adjacent to the corresponding stations (hereinafter referred to as the territory diagram (map)) the indication of the numbers of exits from stations, designate railway stations, bus terminals, bus stations, airports, sea and river ports (if available), stopping points of other types of public passenger transport, other elements of the planning structure and the road network to which access is provided from such station.

36. The carrier shall ensure placement of indexes with numbers and (or) directions of regular transportation routes by other types of public passenger transport on the diagrams (maps) of district of Saint Petersburg and the Leningrad Oblast (hereinafter referred to as the "diagram" ("map")).

37. The Subway lines shall be numbered.

38. The Subway line numbers shall be indicated on the Subway line diagrams.

39. The carrier shall provide posting in carriages of the:

1) Subway line diagram in printed and (or) electronic format with station names;

2) indicators with seats for passengers with children, the disabled people, elderly people and pregnant women;

3) Guidelines or extracts from them, which indicate, among other things, the rights and obligations of passengers;

4) inventory number of the carriage.

40. The carrier shall provide informing in the carriages (sound, sound and visual) about the name of the station where a train arrives, the possibility of changing to other stations, Subway lines, of the name of the next station on the route (except when a train arrives at the last station of the route) and possible changing to other stations.

41. The carrier shall provide for placement at stations of the:

1) signs with the name of the station;

2) Subway line diagram in printed and (or) electronic format with station names;

3) Guidelines or extracts from them, which indicate, among other things, the rights and obligations of passengers;

4) diagrams (maps);

5) direction signs and numbers of exits from the station to the elements of the planning structure and the road network;

6) signs of changing to other stations and Subway lines with their names or designations;

7) information about the cost of travel in the Subway, as well as of the types, duration and cost of travel documents of long use;

8) information on the number of seats and dimensions of the hand luggage allowed for carrying, including free of charge;

9) information on the cost of carrying hand luggage in excess of the established standards;

10) information about the station operation time.

42. At stations and in carriages, the carrier shall ensure the placement of devices for the passengers communication with the carrier's employees.

43. At the inter-station changes the carrier shall ensure the placement of passenger direction signs along the inter-station changes to the stations.

44. The carrier shall ensure posting of the information at the stations and inter-station changes of malfunction of the equipment owned by the carrier designed to serve passengers, as well as of the closest location of the serviceable equipment with the same functional characteristics.

45. The number of line diagrams, Rules or extracts from them, diagrams (maps), other information materials, as well as their location in carriages, stations and inter-station changes shall be determined by the carrier.

46. The schedule (timetable) of provision of transport services for passengers is posted on the interactive counters of stations and on the official website of the Subway in the information and telecommunications network "Internet".

47. For sound and visual informing of the passengers, the carrier shall use Russian language.

48. Information provided in accordance with clauses 41, 43 and 44 of the Guidelines shall be duplicated by the Subway in English.