BRICS

RUSSIA | 2020

DELEGATE HANDBOOK

ROUNDTABLE DISCUSSION
ON «CONSUMER PROTECTION IN THE ERA OF E-COMMERCE
IN THE BRICS COUNTRIES»

MOSCOW, THE RUSSIAN FEDERATION
13 MARCH 2020

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1. THE OPERATIONAL HEADQUARTERS CONTACT INFORMATION

- Questions on hotel accommodation should be sent to the following e-mail address: hotels@brics-russia2020.ru.
- Questions on visa and customs control procedures should be sent to the following e-mail address: info@brics-russia2020.ru.
- Help desk telephone number: +7 (812) 906 64 98.

2. MEETING DATES AND VENUE

The meeting of the Roundtable discussion on «Consumer protection in the era of e-commerce in the BRICS countries» will take place on 13 March 2020.

The main venue will be:
«HOTEL NATIONAL, MOSCOW»
125009, Moscow, Mokhovaya Street, 15/1
nationalhotel-moscow.ru

3. MEETING PROGRAMME

Friday, 13 February

TIME (MOSCOW LOCAL, GMT+3)	EVENT
08.00–09.30	Participant accreditation, welcoming coffee break
09.30–09.55	• **Panel Discussion Opening. Welcome remarks** Speakers: – Anna Yurievna Popova, Head of the Federal Service for Supervision of Consumer Rights Protection and Human Well-Being – Chief State Sanitary Doctor of the Russian Federation – BRICS representatives
10.00–10.45	• **Session 1: Modern benefits and risks for consumers in the field of electronic commerce** Topics: – Country-level approaches to regulation in the field of electronic commerce for consumer protection – Best global consumer protection practices in the field of electronic commerce Speakers: – Anna Yurievna Popova, Head of the Federal Service for Supervision of Consumer Rights Protection and Human Well-Being – Chief State Sanitary Doctor of the Russian Federation – BRICS regulatory representatives – OECD representative – UNCTAD representative – EEC representative – Consumers International representative

TIME (MOSCOW LOCAL, GMT+3)	EVENT
10.45–11.00	Coffee break Photo op Media scrum
11.00–13.00	• **Session 2: Consumer confidence to the cross-border trade: dispute settlement, informing, digital goods and services** Topics: – Effective consumer protection means in the digital age Dispute settlement in the field of electronic commerce: BRICS experience – Development of modern dispute settlement measures in the field of cross-border trade: regional and international issues Consumers informing under cross-border trade and service provision Consumers protection from unfair practices in the field of electronic commerce – Approaches to regulation and protection of consumers, digital goods and services (software, cloud and streaming services, computer games, social networks and free digital services) Speakers: – BRICS regulatory representatives – OECD representative – UNCTAD representative – EEC representative – Consumers International representative
13.00–14.00	Lunch
14:00–15.45	• **Session 3: Consumer confidence to the cross-border trade: payment/transaction protection, fraud prevention** Topics: – Functioning of global and national payment systems within the framework of cross-border trade and consumer protection objectives – Consumer and finance protection measures during cross-border purchases: role of regulators – Fraud protection in the field of cross-border trade – Consumer data protection during cross-border purchases Speakers: – BRICS regulatory representatives – OECD representative – UNCTAD representative – Consumers International representative
15.45–16.00	Coffee break
16.00–17.30	• **Session 4: Discussion of BRICS initiatives aimed at developing international cooperation regarding consumer protection in the field of digital economy** Speakers: – BRICS regulatory representatives
17.30–19.00	Informal communication and cultural program

4. METTING FORMAT

The meeting of the Roundtable discussion on «Consumer protection in the era of e-commerce in the BRICS countries» will be held in the 5 format:

The delegations of the BRICS Member States and representatives of International Organizations: OECD, UNCTAD, Consumers International.

5. ACCESS TO THE MEETING VENUE

5.1. ID BADGES

ID badges are available for pick-up at the Accreditation Desk at the event venue at the following times:

Hotel National, Moscow	13 March	08:00–20:00

Participants must have their ID badges with them at all the times during the event on 13 March 2020.

5.2. SUMMARY OF ACCESS PROCEDURES

Entry to the meeting venue is by ID badge. All delegates and participants must wear their ID badges visibly at all times at the meeting venue.

5.3. LOST BADGES

Lost or missing badges should be reported immediately to the Information Desk at the meeting venue.

6. WORKING LANGUAGE

According to BRICS practice, the working language of the Meeting will be English.

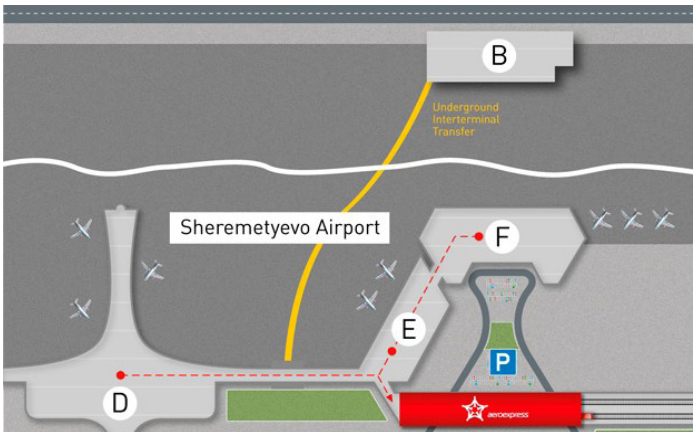
7. TRANSPORT

7.1. AEROEXPRESS

Due to intense traffic in Moscow, the Aeroexpress train service might be the most convenient way for the participants to get from Sheremetyevo, Domodedovo and Vnukovo airports to the rail and subway stations, located in the Moscow city centre.

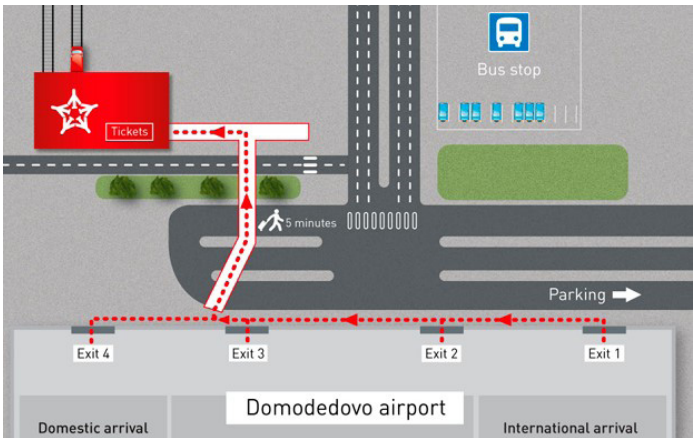
- Aeroexpress from the Sheremetyevo Airport goes to the Belorusskiy Railway Station and backwards (estimated travel time is 35 min).

  To get to the Aeroexpress train service when leaving the arrivals hall, please, follow the route, indicated below:



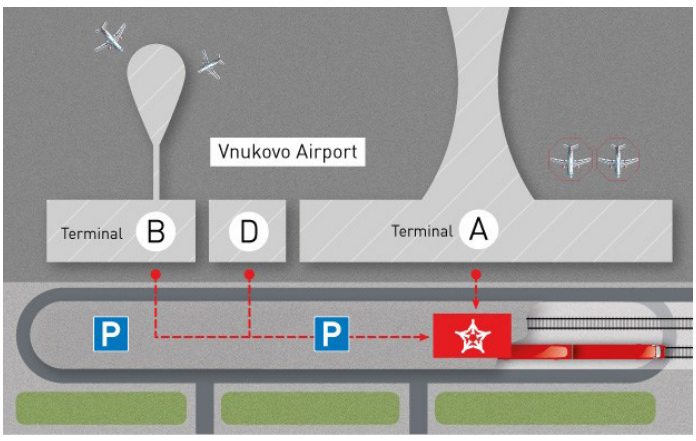
- Aeroexpress from the Domodedovo Airport goes to the Paveletskiy Railway Station and backwards (estimated travel time is 45–50 min).

  To get to the Aeroexpress train service when leaving the arrivals hall, please, follow the route, indicated below:



- Aeroexpress from the Vnukovo Airport goes to the Kievskiy Railway Station and backwards (estimated travel time is 35 min).

  To get to the Aeroexpress train service when leaving the arrivals hall, please, follow the route, indicated below:

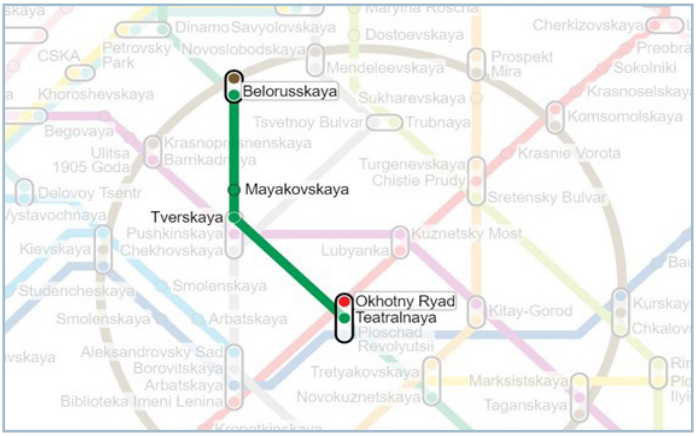


For more detailed information about Aeroexpress train service, please, visit: www.aeroexpress.ru/en/.

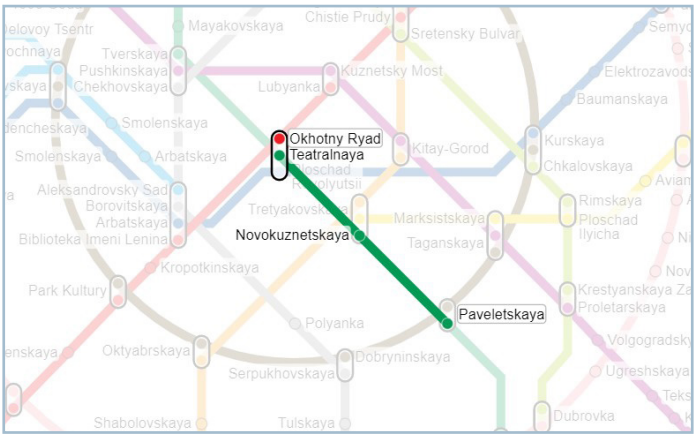
7.2. PUBLIC TRANSPORT AND TAXIS

Upon arrival at the determined rail and subway station participants may use one of following routes to get to the hotel.

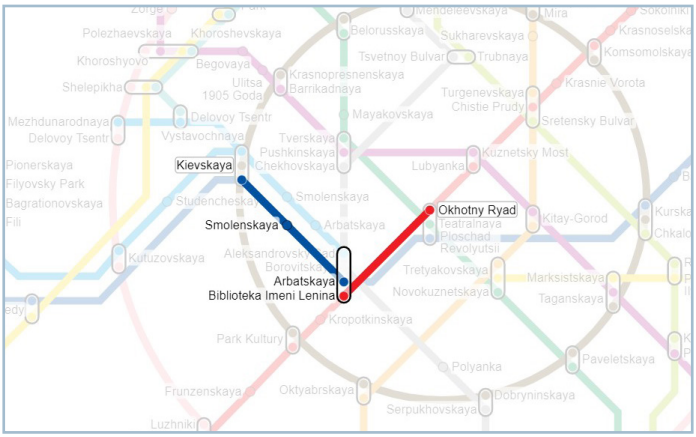
- Arriving at the Belorusskiy Railway Station with the Aeroexpress from the Sheremetyevo Airport.



- Arriving at the Paveletskiy Railway Station with the Aeroexpress from the Domodedovo Airport.

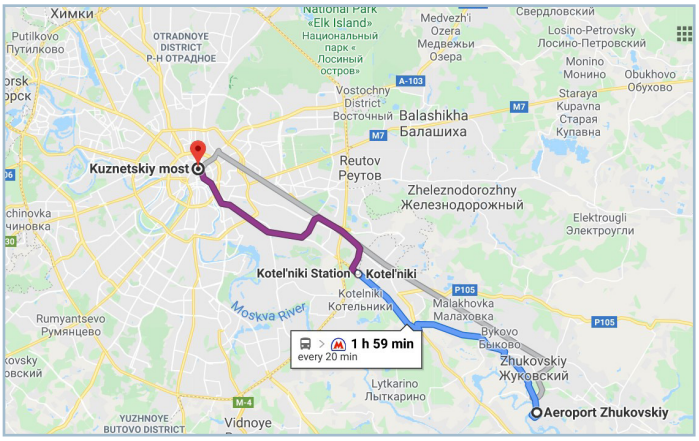


- Arriving at the Kievskiy Railway Station with the Aeroexpress from the Vnukovo Airport.

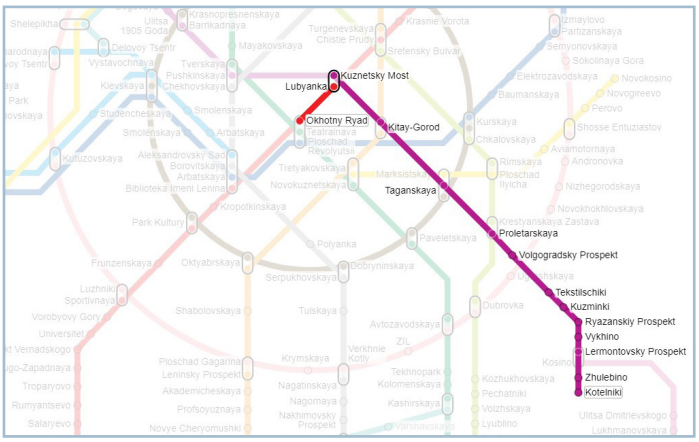


- Participants, arriving in Zhukovsky Airport, may use the following route to get to the hotel.

When leaving the arrivals hall go the bus stop and take bus №441 to get to the city centre. The bus leaves the Airport for the city every 20 minutes. Estimated travelling time is 1 hour.



Bus №441 will take you to the Kotelniki subway station. When getting off the bus, please, change to the subway line №7 (marked in purple) and take the train to Kuznetsky Most subway station.



Upon arrival at Kuznetsky Most subway station change to line №1 and take the train to Okhotny ryad.

Participants may as well use the taxi services. You can order a taxi at the airport from the taxi desk in the arrivals hall and at the check-in desks at the hotel in the accommodation areas. On request, the cost of a taxi ride may be calculated by the manager in advance. Payment is accepted in Russian rubles only.

To use online taxi services the participants are advised to opt for the Gett taxi service: gett.com/uk/. For your convenience you may download the Gett Taxi application in App Store or on Play Market. The application allows to order a taxi online from any city location and to choose the means of payment.

8. MEETING FACILITIES

8.1. INFORMATION DESK

The Information Desk is located at the meeting venue. It is open from 08:00 to 20:00 daily on 13 March 2020. Information Desk personnel is available to supply administrative and logistics information, distribute meeting materials and provide general assistance.

8.2. WI-FI

All participants will be provided with free Wi-Fi at the venue.

Username: BRICS-2020
Password: brics-2020

9. GENERAL INFORMATION

9.1. WEATHER

Moscow climate is continental. The average day temperature in March is 2° ºC (35,6 ºF). The night temperature is -5 ºC (23 ºF).

Please check the Russian Meteorological Agency website (www.meteoinfo.ru) for the latest weather forecast.

9.2. TIME

Moscow time zone: three hours ahead of Greenwich Mean Time (GMT +3).

9.3. ELECTRICITY

The voltage of the electricity network in Russia is 220V. It is recommended to boil tap water before drinking. Preferably, drink bottled water, which can be purchased at the hotel or in any local store.

9.4. SMOKING

Russia prohibits smoking in public places: bars and restaurants, theatres, museums and other cultural heritage institutions, as well as in educational institutions.

9.5. CREDIT CARDS

Major credit cards are widely accepted at hotels, restaurants, shops, etc. Visa, MasterCard and American Express may be used at most places but some restaurants and small shops accept cash payments only.

9.6. CURRENCY AND ATMS

The official currency of the Russian Federation is the ruble (RUB). All payments on the territory of the Russian Federation must be made in Russian rubles. Credit card payments will also be carried out in rubles.

For up-to-date information on exchange rates, please visit the website cbr.ru.

9.7. MOBILE PHONE INFORMATION

Most modern mobile phones work on several settings capable of using roaming services on different networks. Most GSM phones may be used in Russia supporting the GSM 900 and GSM 1800 or GSM 850 and GSM 1900 protocols. Almost all UMTS phones work on the GSM networks.

For roaming the participants need to contact their mobile network operator. In mobile phone shops, participants can buy a sim-card of any Russian mobile phone operator and recharge their mobile phone account.

9.8. PHARMACIES

Evalar
4, Tverskaya str.
+7 (495) 692 39 11
24/7

Doctor Stoletov
22, Tverskaya str
+7 (495) 788 11 00
Mon–Sun: 08:00–22:00

Pharmacy 36,6
25, Tverskaya
+7 (495) 797 63 66

Vitafarm
5/6, Tverskaya str.
+7 (495) 661 35 65
Mon–Sun: 08:00–21:00

Samson farma
30/2, Tverskaya str.
+7 (495) 994 48 88
Mon–Sun: 08:00–22:00

9.9. SOUVENIR SHOPS

Souvenirs
4, Tverskaya str.
+7 (495) 825 30 05
Mon–Sun: 09:00–22:00

Nasledie
1, Red Square
+7 (495) 232 68 22
Mon–Fri: 08:00–22:00
Sat–Sun: 09:00–23:00

GUM
1, Red Square
+7 (495) 788 43 43
Mon–Sun: 10:00–22:00

Souvenirs
6/1, Tverskaya str.
+7 (968) 769 10 72
Mon–Sun: 09:00–23:00

Matryoshka
26/1, Tverskaya str.
+7 (968) 787 19 40
Mon–Fri: 08:00–14:00
15:00–22:00

9.10 SHOE REPAIRS

Atelier
6/1, Tverskaya str.
Mon–Fri: 10:00–19:00

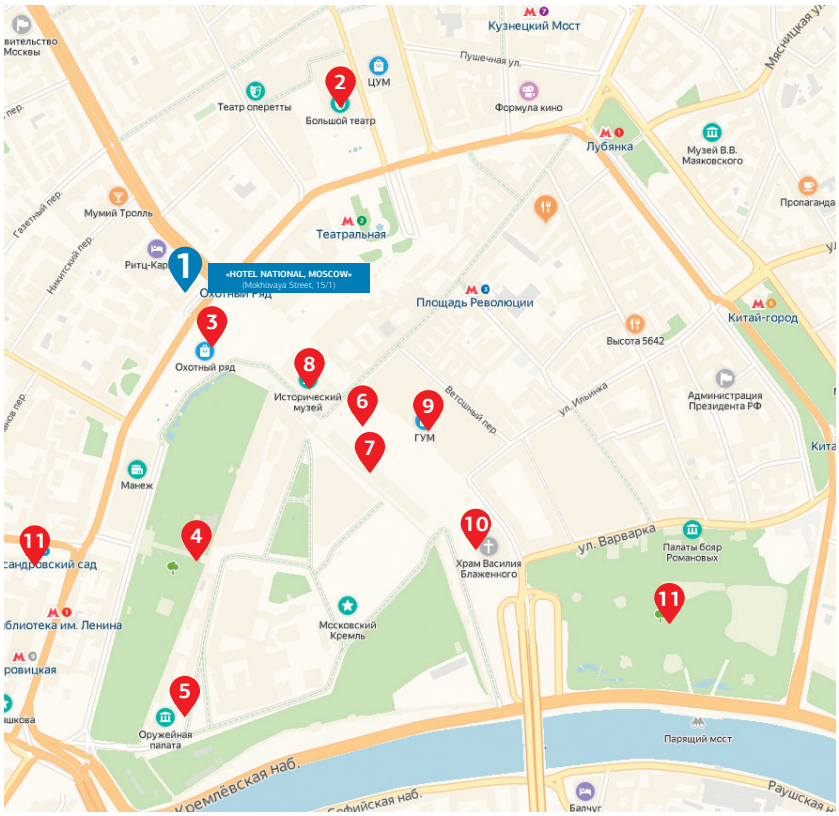
Federico Ferrone
9, Vetoshniy str.
+7 (495) 925 19 59
Mon–Sun: 10:00–22:00

10. USEFUL TELEPHONE NUMBERS

Moscow area codes are: 495, 499
112 – Emergency (for subscribers to mobile networks)
101 – Fire service (for subscribers to mobile networks)
102 – Police (for subscribers to mobile networks)
103 – Ambulance service (for subscribers to mobile networks)

11. CITY INFORMATION

There is a city walking route in Moscow suggested for participants the meeting XIII Meeting of the BRICS Contact Group on Trade and Economic Issues (CGETI).



- **Bolshoi Theatre** (1, Teatralnaya Pl.)
- **Manezhnaya Ploshchad**
- **Moscow Kremlin** (1, Red Square)
- **Diamond Fund** (Kremlin)
- **Red Square**
- **Lenin's Mausoleum** (Red Square)
- **State Historical Museum** (1, Red Square)
- **GUM** (3, Red Square)
- **St Basil's Cathedral** (2, Red Square)
- **Zaryadye Park** (6, Varvarka str.)

2 BOLSHOI THEATRE

Bolshoy theatre is a landmark of not only theatrical Moscow but also of Russia as a whole. Located in the very heart of Moscow, close to the Kremlin, it holds opera and ballet performances based on the world's best classical oeuvres, and the Bolshoi company has been considered one of the world's leaders for decades. The Bolshoi is rightfully considered one of the most beautiful theatres in Europe today. Besides attending performances, connoisseurs of the history of art also have the opportunity to join guided tours of the theatre and the museum.

Location: 1, Teatralnaya Pl.

3 MANEZHNAYA PLOSHCHAD

Manezhnaya Ploshchad or Manezh Square is a large pedestrian open space at the heart of Moscow bound by the State Historical Museum and the Alexander Garden to the south, the Moscow Manezh to the west, and the 18th-century headquarters of the Moscow State University to the north. The Manezhka (as it is familiarly known) had its origins in Moiseyevskaya Ploshchad, which was formed in 1798 in consequence of the demolition of the medieval Moiseyevsky Monastery which used to stand on the banks of the Neglinnaya River since the times of Ivan the Terrible. Although the muddy river

was earthed up, the neighbourhood remained crammed with public houses and taverns which gave the area its infamous moniker of “Moscow’s belly”.

4 MOSCOW KREMLIN

The Moscow Kremlin is a historic fortified complex at the heart of Moscow, overlooking the Moskva River (to the South), St. Basil’s Cathedral and Red Square (to the East) and the Alexander Garden (to the West). It includes five palaces, four cathedrals and the enclosing Kremlin Wall with Kremlin towers. The complex serves as the official residence of the President of the Russian Federation.

Location: 1, Red Square

5 DIAMOND FUND

The Diamond Fund exhibition was opened in 1967 on the territory of the Moscow Kremlin. It is a subdivision of the Gokhran of Russia. Treasures of the Diamond Fund of the Russian Federation represent a collection of unique nuggets of precious metals and precious stones of historical and artistic value, as well as a collection of unique jewelry and other items made of precious metals and precious stones. The collection is undoubtedly one of the most significant and largest collections in the world. It is the most famous part of the State Fund treasury.

The Diamond Fund is a unique collection with a long path of development closely associated with the history of the Russian state. It includes masterpieces of jewelry art of the 18th–20th centuries, rare gems, insignia, gold and platinum nuggets of historical, artistic, scientific and material value.

Location: Kremlin

6 RED SQUARE

The Square separates the Kremlin, the former royal citadel and currently the official residence of the President of Russia, from a historic merchant quarter known as Kitai-gorod. Red Square is often considered the central square of Moscow and all of Russia, because Moscow’s major streets – which connect to Russia’s major highways – originate from the square. The rich history of Red Square is reflected in many paintings by Vasily Surikov, Konstantin Yuon and others. The square was meant to serve as Moscow’s main marketplace. It was also the site of various public ceremonies and proclamations, and occasionally coronations of Russia’s Tsars would take place here. The square has been gradually built up since that point and has been used for official ceremonies by all Russian governments since it was established.

7 LENIN’S MAUSOLEUM

Lenin’s Mausoleum also known as Lenin’s Tomb, situated in Red Square in the center of Moscow, is the mausoleum that serves as the current resting place of Vladimir Lenin. His embalmed body has been on public display there since shortly after his death in 1924 (with rare exceptions in wartime). Vladimir Lenin (22 April 1870 – 21 January 1924) was a Russian communist revolutionary, politician and political theorist.

Location: Red Square

8 STATE HISTORICAL MUSEUM

The State Historical Museum of Russia is a museum of Russian history wedged between Red Square and Manezh Square in Moscow. Its exhibitions range from relics of prehistoric tribes that lived on the territory of present-day Russia, through priceless artworks acquired by members of the Romanov dynasty. The total number of objects in the museum’s collection comes to millions.

Location: 1, Red Square

9 GUM

GUM is the name of the main department store in many cities of the former Soviet Union, known as State Department Store during the Soviet times. The most famous GUM is the large store in the Kitai-gorod part of Moscow facing Red Square. It is currently a shopping mall. Prior to the 1920s, the location was known as the Upper Trading Rows. Nearby, also facing Red Square there is a building very similar to GUM, known formerly as the Middle Trading Rows. Catherine II of Russia commissioned Giacomo Quarenghi, a neoclassical architect from Italy, to design a huge trade center along the east side of Red Square. The existing structure was built to replace the previous trading rows that had been designed by Joseph Bove after the 1812 Fire of Moscow.

Location: 3, Red Square

10 ST BASIL'S CATHEDRAL

The Cathedral of the Protection of Most Holy Theotokos on the Moat or Pokrovsky Cathedral are official names for a Russian Orthodox church in Red Square in Moscow. The church is also called the Cathedral of St. Vasily the Blessed, anglicized as St Basil's Cathedral. It was built from 1555–1561 on orders from Ivan the Terrible and commemorates the capture of Kazan and Astrakhan. St Basil's marks the geometric center of Moscow (not to be confused with the geographic center, the Ivan the Great Bell Tower). It has been the hub of the city's growth since the 14th century and was the city's tallest building until the completion of the Ivan the Great Bell Tower in 1600.

Location: 2, Red Square

11 ZARYADYE PARK

Zaryadye Park is a landscape urban park located adjacent to Red Square in Moscow, Russia on a former Rossiya Hotel site. Zaryadye Park is the first public park built in Moscow for over 50 years, the last being the Soviet Friendship Park, built for the 1957 Festival of Youth and Students. The park was inaugurated on 9 September 2017, with the participation of President Vladimir Putin and Moscow Mayor Sergei Sobyanin.

Location: 2, Red Square

12. RESTAURANTS

Novikov restaurant & bar
3, Tverskaya str.
+7 (495) 797 57 20
Mon–Sun: 12:00–00:00

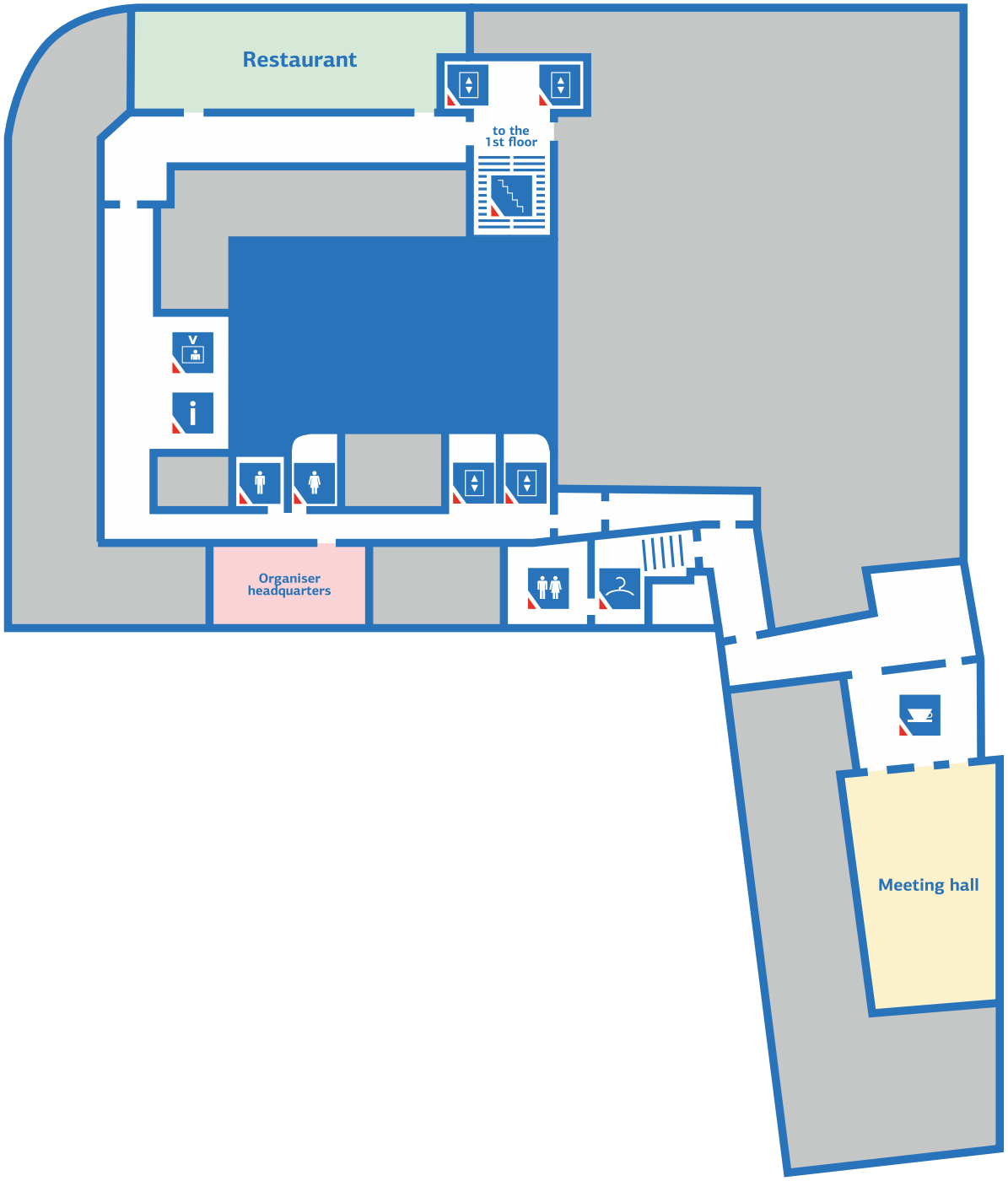
Lobby Bar
3, Tverskaya str.
+7 (495) 225 88 88
24/7

Dr. Zhivago
15/1, Mokhovaya str.
+7 (499) 922 01 00
24/7

Caviarterra
3, Tverskaya str.
+7 (495) 225 84 00
Mon–Sun: 07:00–23:00

Mumiy Troll Music Bar
7, Tverskaya str,
+7 (495) 510 58 48
24/7

Beluga
15/1, Mokhovaya str.
+7 (495) 901 03 36
Mon–Sun: 12:00–00:00

13. VENUE PLAN

«HOTEL NATIONAL, MOSCOW», 1st FLOOR