Cookie Processing Policy

By browsing or using our website, you accept this Policy in accordance with the Processing and Use of Cookies Policy (hereafter "Policy"). If you do not consent to the Policy, please refrain from visiting this website. By visiting our website, you agree to our use of cookies as described in this Policy.

1. What are Cookies?

Cookies are small text files that are sent to your device (PC, smartphone or tablet, or any other device with access to the Internet) when you visit our website. The next time you visit, our website will recognize your browser thanks to these cookie files (hereafter "cookie, cookies"). Cookies help us identify which sections of our website are valuable and which sections need improvement. We also allow third parties to use cookies on our website, which means that our website allows third-party companies (hereafter "third parties") to set their own cookies on your device from which you visit our website. We use cookies for the following purposes:

- To ensure the performance and functionality of the website
- To improve the website by identifying your preferences and providing relevant information
- For marketing purposes

Cookies allow the website to remember your settings, such as language, font size and other personal preferences so you do not have to customize the website each time you visit it. The website uses cookies to improve its quality and enhance the user experience for visitors.

Cookies are set in the browser on your device, and in most cases this happens automatically. However, you can manage cookies and/or delete cookies yourself. The section "How to Manage and Delete Cookies?" describes the available methods of managing cookies. Please note that disabling cookies and other similar technologies may negatively impact the performance of the website. If you refuse the processing of cookies, our website will use only strictly necessary cookies. Please be aware that disabling or refusing cookies may prevent you from using our website to its full potential.

2. What Type of Cookies Do We Use?

We use several types of cookies, including session and persistent cookies. These cookies do not collect personal information.

- **Session cookies:** These are temporary files which are created by a website to store information about your current session. They are only stored while your browser is

open and are automatically deleted when you close your browser. Usually, session cookies are deleted once you leave the website. Session cookies retain your preferences from previous pages, so you don't have to enter the same information again.

- **Persistent cookies:** These are files which remain on your device for a certain period, even after you close your browser. Persistent cookies are created when you visit our website and are stored on your device until you delete them or until they expire. These cookies allow us to identify you as a unique user when you return to our website and help us remember information about you and your previous activities.

Below is a list of different types of cookies we use on our website.

- **Strictly necessary cookies:**

These cookies are essential for the proper functioning of our website and cannot be disabled in our systems. The set of required cookies is minimal. They are also necessary to ensure the smooth functioning of the website. These cookies are typically set in response to actions you take, such as setting your privacy preferences, logging in or filling in forms. While you can configure your browser to block or alert you about these cookies, doing so may cause some parts of the website to not function properly. Strictly necessary cookies do not store any personal information and are not used for marketing purposes or to track user behaviour beyond the core functionality of the website. Their main purpose is to enable you to use the website as intended. Since strictly necessary cookies are critical to the operation of the website, they cannot be disabled unless you choose to stop using the website completely.

- **Performance cookies:**

These cookies collect information about your interactions with our website, helping us understand how it operates and identify areas for improvement. They count visits and traffic sources so we can measure and enhance the website's performance. These cookies help us reveal which pages are the most and least popular and see how visitors navigate through the website. The data collected by these cookies is anonymous. If you choose not to allow these cookies, we will not be able to track your visits and monitor the website's performance. If you wish, you can disable performance cookies on the cookie consent banner.

- **Functional cookies:**

These cookies allow the website to remember your preferences and provide enhanced, more personalized features. They can be set by us or by third parties whose services we have added to the website. If you choose not to allow these cookies, some or all of these services may not function properly. If you wish, you can disable functional cookies on the cookie consent banner.

- **Targeting and analytics cookies**:

These cookies track your activities on and off the website, collecting information about how you interact with it. This data helps us understand how you use the website and identify areas for improvement, allowing us to deliver more relevant and personalized advertisements. These cookies allow third parties to understand your interests and display advertisements that are more interesting and relevant to you. Targeting and analytics cookies can be set through our website by us or by third parties. They may be used to create a profile of your interests and to display relevant advertisements on our website or other sites. While these cookies do not directly store personal information, they rely on the unique identification of your browser and internet device. If you wish, you can disable targeting and analytics cookies on the cookie consent banner.

Our website uses both cookies generated by our website and third-party cookies to analyze visitor activity and improve its performance. Third parties receive data on an anonymous basis and do not collect your personal information or identify you as an individual. The received data may be used to improve the operation of the website and its sections.

To learn how third parties use cookies, please read their Privacy and Cookie Policies (via the links below).

Cookie	**Third-party**	**Legal documents regarding data**
amoCRM	JSC AMOCRM	https://www.amocrm.ru/confidence/
Beget	Beget LLC	https://beget.com/ru/personal-data-apps https://beget.com/ru/cookie-policy
Bitrix	1C-Bitrix LLC	https://www.bitrix24.ru/about/privacy.php https://www.1c-bitrix.ru/about/privacy.php
CallTouch	Calltouch Solutions LLC	https://www.calltouch.ru/privacy_policy.pdf https://www.calltouch.ru/upload/documents/cookie-policy.pdf
CoMagic	Novosystem LLC	https://main.comagic.ru/privacy_policy/
Hotbot	HotLabs LLC	https://hotbot.ai/privacy_policy https://hotbot.ai/cookies_policy_en

Mail	VK LLC	https://help.mail.ru/legal/terms/myTarget/privacy
Roistat	Business-analytics LLC	https://roistat.com/ru/privacy
TalkMe	Sofit LLC	https://talk-me.ru/policy2
TL	TravelLine Systems LLC	https://www.travelline.ru/support/privacy/politika-konfidentsialnosti-dlya-onlayn-servisov-kompanii-travelline-/
vk	Vkontakte LLC	https://vk.com/data_protection?section=rules
Yandex	Yandex LLC	https://yandex.ru/legal/confidential/ https://yandex.ru/legal/cookies_policy/

Our website may use additional cookies that are necessary for its operation and functionality. These cookies are initiated by scripts and modules installed by “TravelLine Group” LLC at the request of the hotel for which this website was created, however, “TravelLine Group” LLC is not responsible for their use.

3. How to Manage and Delete Cookies?

Our website provides a cookie management tool. This is implemented through the cookie consent banner that appears when you visit the site for the first time. You can:

- Accept all cookies
- Accept necessary cookies
- Customize the settings by selecting which types of cookies you want to allow

You can disable the saving and use of cookies on your device or delete already saved cookies in your browser settings. If you choose to refuse the processing of cookies, our website will only use strictly necessary cookies.

For more information about cookies, including instructions on how to manage and delete cookies on your device, you can visit AboutCookies.org. This resource provides a detailed explanation of what cookies are, how they are used, and how you can set your preferences in different browsers.

4. Changes to This Policy

We may change this Policy any time. All changes will be posted on this page and will be effective from the moment they are posted. This is a summary of our current use of cookies. If we change their use, we will update the Policy without further notice. By continuing to use our website after changes, you agree to the updated Policy.

5. Contacts

If you have suggestions or questions regarding our Cookie Processing Policy, please email us at booking@volgaintour.ru.