

## **RULES OF PROCEDURE OF STAY LARSEN**

The compliance with the rules of procedure of Stay Larsen is mandatory for all clients.

### **1. DOMESTIC PEACE**

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- Clients are prohibited from bothering other Clients (making noise, playing loud music or otherwise disturbing the peace of other Clients).
- The curfew lasts from Sunday to Friday from **22:00 to 06:00** and on Friday and Saturday from **00:00 to 08:00**
- Clients may be visited by guests between **7:00 and 23:00**, provided that their activities do not disturb other Clients. A Client is responsible for the damage caused by his / her guests as well as for the loss caused by himself / herself.
- In case of problems, call **+372 5883 9950** (during non-working hours, the call will be redirected to the call centre functioning 24/7)
- A Client is prohibited from using the premises other than as a residence (all business activities, production, meetings and business meetings are prohibited).
- In addition to his / her premises, the Client shall undertake to keep in order also the Building and the Property. Provoking any damage is prohibited. The Client shall always undertake to close and lock the door after him / her. If the Client intentionally or negligently damages the Property, Building or Premises, he / she shall undertake to compensate the damage in accordance with law and the agreement.

### **2. MAINTAINING CLEANLINESS**

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- Clients shall undertake to maintain cleanliness in their premises and in the common areas of the Building and the Property after their use.
- Clients shall undertake to follow the maintenance instructions for the premises, Building and Property, of which the Clients have been notified.
- The service provider is entitled to perform inspections from time to time as to whether the cleanliness is being maintained and the requirements are being met. Clients will be notified of the upcoming inspection pursuant to the procedure set forth in the agreement.
- During check-out, the premises must be handed over in a clean condition. Furthermore, during check-out, the Service provider orders a general cleaning service for the premises in accordance with the provisions of the agreement.
- Please clear the bathroom drain once a month. Also use a pipe cleaner or other similar tool when cleaning drains as well as the bathroom and kitchen sink pipes.
- When coming out of the shower, please make sure that your feet are dry when leaving the bathroom. Constant movement on the floor with wet feet causes water damage. Excessively wet floor cleaning may also cause damage.
- Please also dry the bathroom floor outside the shower area.
- When cleaning chrome surfaces, please strictly follow the manufacturer's description of the use of the product in order to avoid damage to the surfaces.
- Please regularly clean the kitchen wall behind the stove from grease and food residues.

### **3. SAFETY**

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- The Building and the Premises located in it meet the fire safety requirements. Appropriate evacuation plans have been installed in the public areas of the building.

All Clients must get acquainted with them independently when moving into the building.

- To ensure the safety, the maintenance of electrical equipment must be regularly inspected by the Clients. Equipment that is not working, broken, misused or repaired may pose a risk to the user's life.
- DIY electrical or plumbing work is not permitted. If Clients have problems with the electrical system or plumbing, they must contact customer service.
- In order to ensure fire safety, care must be taken when handling fire, the requirements set out in legislation must be observed and potential hazard situations must be avoided.
- Before leaving the premises / Building, the Client shall undertake to check that the equipment causing a potential fire hazard is switched off after use (steam iron, stove, etc.).
- Objects that could prevent the Rescue Board from accessing the Property, Building and the Premises must not be left in the circulation paths and stairwell in the event of a fire.
- To ensure general fire safety and the good working order of the technical systems of the Building, the Service provider shall, from time to time, carry out inspections in the premises and premises. Clients will be notified of the upcoming inspection in advance pursuant to the procedure set forth in the agreement.
- There is a smoke detector attached to the ceiling of each room. Clients are prohibited from removing or covering the detector independently. If this is done, a fine of € 500 per case must be paid. If there are any problems with the smoke detector, please contact customer service.
- Clients are prohibited from giving third parties access to the Building or Premises.
- Clients are prohibited from taking possession of objects or other movables in the common areas of the Building that are intended for use by all Clients.

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#### 4. ACCESS CONTROL SYSTEMS

- Clients of **Eduard House** can open the doors of the Building via their smartphones or with the help of an access card issued to them when handing over the premises. More detailed information on the use of the system may be found in the user manual received when handing over the premises.
- Clients of **Rocca House** and **Campus House** can access the building and premises via access code.
- All access codes and cards are personalised and intended for use only by a specific Client. Giving the card into the possession of a third party is prohibited.
- If the Client loses the card or a code, a service fee of € 30 will apply when issuing a new card.
- If the Client loses the card or a code, the Service provider must be notified promptly.
- If the Client gives his / her card or code to any third party, a fine of € 100 must be paid for each individual violation.
- If you have any problems using the access control system, please contact the customer service.
- If the Client has forgotten the access code or card (or smartphone) into the Premises and access must be provided by a property management company, the Client must pay a service fee of € 30 euros for each visit.

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#### 5. INTERNET

- Every Stay Larsen building has a free Wi-Fi network. Network's name and password can be found on the information boards in the building.

## 6. WASTE MANAGEMENT

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- Stay Larsen supports waste recycling. When sorting waste, the corresponding markings on the containers must be followed.
- It is the responsibility of each Client to sort their waste according to the marking on the containers.

## 7. PARKING

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- Parking spaces are available in the parking lot located on the Property.
- A customer service representative should be contacted to rent a parking space.
- Bicycles must be stored in a designated bicycle parking garage.
- Clients are not allowed to park their cars outside the designated parking spaces.

## 8. RENOVATION AND REPAIRS

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- Independent repair work (incl. drilling holes in the walls, painting the walls) is not permitted and must be approved in advance by the Service provider. In the course of giving the consent, it is specified whether the performance of the said work entails an obligation for the Client to pay for its elimination as of the end of the lease. Detailed terms and conditions are provided in the agreement.
- Normal wear and tear is the natural wear and tear of the premises and its furnishings that accompanies the purposeful use of the dwelling, its equipment and furnishings. In case of a normal wear and tear, the Client will have maintained all equipment and other parts of the premises according to the instructions.
- The normal wear and tear does not include wear and tear, defects and related damage caused by an improper use of the premises, its equipment and furnishings. The costs incurred by such abnormal use shall be paid for during check-out. In addition, unintentional and intentional damage to the premises, equipment and furnishings shall be compensated. Such damage may include, for example, cut marks on the kitchen countertop, placing a hot kitchen utensil on the countertop, damages to the flooring with furniture legs, and the like. To boot, such damages include the cost of removal of dirt, fixing dents, holes, etc. on the walls, floor, ceiling, windows, doors and other parts of the premises.
- The Service provider must be notified at once of any incident with the furniture, equipment or premises installed by the Service provider (more detailed information provided in the agreement).
- **If the Service provider has to perform maintenance or repairs in the Premises due to the Tenant's wrongdoing, the Service provider has the right to submit an invoice to the Tenant for the performance of the Repairs, referring to the following price list:**
  - o **Service provider's administration fee - € 30 for each case**
  - o **Contractor's salary proportional to the actual working time - € 30 / h + VAT**
  - o **Product's cost price upon the replacement of the item**
  - o **Transport cost incurred upon the replacement of the product**
  - o **In the case of large products, also the fee for the disposal of the damaged product**

- **The Service provider has no obligation to submit the basic documents of expenses incurred to the Tenant.**

#### **9. FURNISHINGS OF THE PREMISES**

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- It is not allowed to instal your own furniture in the premises without the written consent of the Service provider.

#### **10. SMOKING AND CONSUMPTION OF OTHER SUBSTANCES**

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- Stay Larsen buildings are completely smoke free. Smoking inside the Building and inside the Premises (incl. smoking of e-cigarettes) is strictly prohibited. Smoking is only allowed at designated locations.
- Clients and their guests are prohibited from using and possessing drugs and other narcotic substances.
- **In case when Client or his / her guest is caught smoking in the dwelling, in the Premises or in the public areas of the Building other than in the designated place, a fine of € 500 per case will apply.**

#### **11. SUPPLEMENTS TO THE RULES OF PROCEDURE**

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- New provisions may be added to the Rules of Procedure as necessary. Clients shall be notified in writing of the updated Rules of Procedure.