

REGULATIONS – CORPORATE HOUSING FACTORY Serviced Apartments

The Regulations are an addition to the general provisions of Corporate Housing Factory BV.

Corporate Housing Factory kindly requests you to carefully read the Serviced Apartments Regulations. The Regulations contribute to the safeguarding of a good quality of life together with the other (co-) occupants. You can contact Corporate Housing Factory for further information, complaints or comments.

Contact

Corporate Housing Factory BV

Gustav Mahlerlaan 50B
1082 ME Amsterdam
Telephone: +31 (0)88 1169501

CONTENTS

- Article 1 General
- Article 2 Contact
- Article 3 Security
- Article 4 Emergencies
- Article 5 Cleaning, Household refuse & Laundry
- Article 6 Use of communal areas
- Article 7 Health Club, Fitness Area and Swimming Pool
- Article 8 Use of balconies and galleries
- Article 9 Noise pollution
- Article 10 Pets
- Article 11 Postal details
- Article 12 Modification of layout
- Article 13 Car park
- Article 14 Installations, Breakdowns and Damage
- Article 15 Smoke free
- Article 16 Legionella
- Article 17 Check In and Check Out
- Article 18 Sublet
- Article 19 Registration address

CORPORATE HOUSING FACTORY REGULATIONS

Serviced Apartments

Article 1 General

- 1.1 The Serviced Apartments of Corporate Housing Factory include the Serviced Apartments in the buildings New Amsterdam (Amsterdam), Gershwin Apartments (Amsterdam, New Orleans (Rotterdam), Hoge Duin (Den Haag) and Hartje Gent (Eindhoven).
- 1.2 Compliance with these regulations is the responsibility of the occupant, user and/or visitors/guest of the occupant.
- 1.3 Corporate Housing Factory must be immediately informed (in writing) of any changes and/or additions to the composition of (the number of) registered occupants.

Article 2 Contact

- 2.1 The office of Corporate Housing Factory BV is established at the Gustav Mahlerlaan 50B 1082 ME Amsterdam. You can visit our office on working days between 8:00 am and 5:30 pm.
- 2.2 You can reach us by telephone on telephone number +31 (0)88 1169 501 (on working days from 8:00 am – 5:30 pm).
- 2.3 You can reach us by e-mail at frontoffice@corporatehousingfactory.com.
- 2.4 Corporate Housing Factory will as a rule contact the occupant if necessary by e-mail or by telephone through the e-mail address and (mobile) phone number provided by the occupant. Occupants are free to contact Corporate Housing Factory using the methods described in 2.2 and 2.3.

Article 3 Security

- 3.1 Corporate Housing Factory believes safe and comfortable living is important! Please report to us when you see or suspect issues that could affect the security in and around the apartment building.
- 3.2 Please ensure that the main access doors and the door to your apartment are always properly closed and unauthorised people are not allowed free passage into the building. Please report to us any doors that do not close properly.
- 3.3 Make sure that when you electronically open the access door from your apartment it is to an actual visitor who is known to you. Do not open the access door to strangers who allege that they had intended to ring the doorbell of another occupant. Please request the visitor in that event to ring the doorbell of the correct address.
- 3.5 All locations are protected by video cameras (CCTV) for your safety. The apartments are equipped with (laptop) safes for your convenience. Access control systems are made use of in some buildings.
- 3.6 For your comfort, there are (laptop) safes in the apartments. We encourage you to use them. The indicative value storage (i.e. the burglary resistance) of these safes is a maximum of € 3,500.
- 3.7 You are responsible for arranging all insurance for your own possessions, money and valuables.
- 3.8 The tenant or user must give employees of Corporate Housing Factory or persons or agencies designated by it the opportunity to maintain or exchange the installations or devices in question or to carry out work or make provisions. As a rule, we will notify you of this at least 24 hours in advance. Appointments can take place between 09:00 and 18:00. Corporate Housing Factory uses identification cards so that you know who is working for

us. In the event of a calamity (leakage, power failure), Corporate Housing Factory can also gain access to your apartment without prior notification.

Article 4 Emergencies

- 4.1 In the event of emergencies and life-threatening situations that may arise for people in a building, it is of great importance that you are familiar with the following matters:
- Who to call in the event of an emergency
 - How to leave the apartment and the building as quickly as possible (please ascertain the escape route from the instructions on the inside of your front door)
 - Always first bring yourself and others to safety!
- If you are not familiar with the above then please do not hesitate to contact us.

Article 5 Cleaning, Household refuse & Laundry

Cleaning

- 5.1 The apartment is cleaned as standard once per week on the day and time to be determined by Corporate Housing Factory. The bed linen is changed on the same day.
- 5.2 The apartment must be tidied as much as possible so that the cleaning work (and bed linen change) can be carried out without hindrance. For example, loose items on the floors, table or other surfaces should be tidied away.
- 5.3 The cleaning work includes, but is not limited to, wiping the floor surfaces including the floor, cleaning the bathroom and changing the bed linen. The occupant is personally responsible for the dishes, tidying up and the rubbish. An additional charge might occur when surfaces or areas are not left in a reasonable tidy state.
- 5.4 You are responsible for washing up, tidying up, keeping all kitchen appliances clean including hotplates, refrigerator, freezer, combination microwave and inside kitchen cupboards and drawers. Additional costs may be charged if the apartment is not kept tidy.

Household refuse

- 5.5 You, as occupant or user of a serviced apartment, are personally responsible for throwing out your refuse.
- 5.6 The refuse is separated in most buildings. Usually, the glass, paper/cardboard and residual waste are separated. This will be made known to you at check in. You can also check through our App or website what is and what is not separated.
- 5.7 During check in you will be informed of how and where the refuse, separated or not, can be thrown out.
- 5.8 You must make use of the so-called residual waste bags in order to prevent odour nuisance. These must be properly tied before being deposited in the containers. In order to prevent vermin and odour nuisance it is not permitted to place your household refuse, waste, cardboard and suchlike in the communal areas, even temporarily.

Laundry

- 5.9 Generally, there is a washing machine, tumble dryer, ironing board and iron present in all apartments of Corporate Housing Factory. The use of this equipment is entirely at one's own risk.

Check out

- 5.11 Before check out, you are responsible for emptying the fridge & freezer, throwing away the rubbish and the dishes must be done. In addition, the apartment must be delivered broom clean. Corporate Housing Factory can charge extra cleaning costs if the apartment is delivered very dirty upon check in.

Article 6 Use of communal areas

- 6.1 Communal (or general) areas as a rule include those areas that are regularly accessible to all occupants or users. These can be 'traffic areas' (for example corridors, elevators, hallways, etc.) as well as 'user areas' (such as a fitness area, bicycle park, and suchlike).
- 6.2 The occupant/user is obliged when carrying household refuse or other goods through the building to prevent soiling the communal areas, or to immediately rectify and/or clean them should they have become soiled.
- 6.3 Placing bicycles, motorbikes, prams and suchlike in any entrances, floors or storage spaces and corridors is prohibited. It is also prohibited to transport bicycles and motorbikes in elevators; this is related to damage and soiling. Bicycles, motorbikes and child bike trailers must be placed in the bicycle storage or outside intended for this.
- 6.4 Placing furniture, boxes, planters etc. in communal areas is not permitted. These items not only hinder passage or escape routes but also seriously increase the danger of fire.
- 6.5 Smoking is prohibited in the communal areas (and in the apartments).

Article 7 Health Club, Fitness Area and Swimming Pool

- 7.1 The tenant has the right to make use of the Health Club, Fitness Area, Swimming Pool and/or accompanying changing area should they be situated in the complexes. The use is free of charge and can be terminated by the landlord at any time without stating reasons.
- 7.2 In case of termination of the tenancy agreement the right of access to these areas will lapse. The occupant/user can no longer make claim to the use of these facilities after he/she has checked out.
- 7.3 Recorded regulations apply to the Health Club, whereby all rules, instructions, regulations, guidelines and/or recommendations must always be followed. In case of failure to comply with these regulations, or in case of breach of the standards of decent behaviour, access can be denied for a limited or an entire period.
- 7.4 The use of these areas and the equipment present in these areas takes place entirely at one's own risk.
- 7.5 Corporate Housing Factory does not accept any liability whatsoever in the event of theft, loss and/or damage to or of your personal property, or in the event of personal injury.
- 7.6 Any costs ensuing from improper use or damage caused, as well as personal injury of employees and/or co-users will be recovered from the person responsible.
- 7.7 The minimum age for the use of the Health Club (including any sauna, steam room, swimming pool and/or fitness area present) is 16 years. Children under the age of 16 years are only allowed access subject to continuous supervision by an adult who is a registered occupant of the building concerned.
- 7.8 Guests are not permitted in the Health Club.
- 7.9 There is no permanent supervision present in the Health Clubs. However, there may be video registration related to your safety. Jumping and diving into the swimming pools is prohibited due to their shallow depths.
- 7.10 Due to the shallow depth of the pools, jumping and diving is prohibited.

Article 8 Use of balconies and galleries

- 8.1 Attaching posters, planters and/or other items to the windows or hanging them from the balcony/the gallery or between the spikes of the balustrade of the balcony/the gallery is prohibited.
- 8.2 It is prohibited to throw down rubbish or other objects. Rugs and doormats may only be beaten on the balcony/gallery within the balustrade.
- 8.3 Fire baskets are not permitted on the balcony and it is prohibited to have barbecues on the balconies or the galleries.
- 8.4 It is not permitted to use the balcony/the gallery as storage space or to place other objects there that disrupt the external appearance of the building. Drying laundry and

suchlike on or from the balcony/the gallery, other than from a standing airer, is also not permitted.

- 8.5 Do not leave any food leftovers on the balcony/the gallery; this is to prevent, among other things, nuisance from pigeons. Feeding birds from/on the balcony/the gallery is also not permitted.

Article 9 Noise pollution

- 9.1 It is not permitted to cause noise pollution through acts such as: turning up any sound equipment or source to a high volume, playing musical instruments, slamming doors unnecessarily hard etc.

Article 10 Pets

- 10.1 Pets are not permitted, unless with express permission in writing. The tenant/resident must sign a pet policy prior to the stay. The pet policy includes the conditions for bringing a pet. It also states what will be done in the event of damage to the home and/or furniture and which additional cleaning costs (can) be charged.

Article 11 Postal details

- 11.1 The receipt of mail and packages takes place at one's personal responsibility through the post boxes in the (central) hall or through your personal front door (ringing of doorbell).
- 11.2 Special deliveries not received by you personally can only be passed on to the Front Office upon request. Corporate Housing Factory does not accept any liability for loss, damage or the delivery to a wrong address of mail (packages).

Article 12 Modification of layout

- 12.1 Drilling or screwing into the walls, ceiling and furniture of the apartment is not permitted.
- 12.2 Painting, covering or otherwise making structural changes to the apartment, or the furniture and fittings of the apartment is not permitted.
- 12.3 It is not possible to change anything or add anything to the apartment unless this has been permitted in writing by Corporate Housing Factory.

Article 13 Car park

- 13.1 The use of the car park situated in the building depends on the agreed rental arrangements and location. You can therefore only make use of a parking space with express written permission or confirmation.
- 13.2 The parking procedure to be followed differs per location and will be made known to you during check in.
- 13.3 Parking is only permitted in the parking space allocated to you.
- 13.4 It is not permitted to carry out extensive repair work in the garage or in the parking space.
- 13.5 It is not permitted to store items (other than a motor vehicle) in the parking space allocated to you.
- 13.6 Any, local rules of independent car park managers may apply.

Article 14 Installations, Breakdowns and Damage

- 14.1 There are technical installations and equipment present in the leased property, such as heating, ventilation and air-conditioning, lighting, TV, domotics, fire alarms, etc. for the purpose of living comfort.
- 14.2 The tenant or user must give employees of Corporate Housing Factory, or the persons or authorities designated by it, the opportunity to maintain, exchange or carry out work or take measures with regard to the installations or equipment concerned. We will notify the tenant or user at least 2 hours in advance. The appointment can take place between 8:00 am and 6:00 pm Corporate Housing Factory uses identifications cards so that you

- know who works for us. In the event of an emergency (leakage, power failure), Corporate Housing Factory can also gain access to the apartment without prior notification.
- 14.3 If a problem occurs with such a technical installation or equipment, then the occupant or user must report this immediately to Corporate Housing Factory.
 - 14.4 Tenant or user is obliged to follow instructions from Corporate Housing Factory for the prevention or remedying of breakdowns.
 - 14.5 In case of damage in the apartment, please contact the Service Desk of Corporate Housing Factory. Occupants can call: +31 (0)88 1169 501 or e-mail frontoffice@corporatehousingfactory.com.

Article 15 Smoke free

- 15.1 The buildings are smoke free. Smoking is prohibited in the building (including communal areas, apartments or car parks). A financial penalty can be imposed in case of breach of this article.

Article 16 Legionella

- 16.1 If water is standing still for a long period, the chance of the growth of (legionella) bacteria in a tap water installation increases. It is of importance in order to prevent cases of legionella, that you prevent long-term stagnation of water. You can do this by weekly running all unused water taps for 2 minutes. This applies to cold as well as hot water taps. For example, run all taps after you have been away on holiday or a business trip.

Article 17 Check In and Check Out

- 17.1 Check- in is Monday through Friday between 2:00 pm and 8:00 pm. The apartment is guaranteed to be available after 2pm. Corporate Housing Factory aims to check in every (new) occupant *personally* to the apartment concerned.
- 17.2 In many cases it is possible to check in outside those times (an 'Express Check In' or 'Airport Pick Up'). An appointment must first be made for this purpose. Corporate Housing Factory will in such a case send confirmation in writing.
- 17.3 A number of days prior to the agreed Check Out date Corporate Housing Factory will confirm this date and request a check out time.
- 17.4 Check out must be done before 11:00 am on the day of departure and is possible from Monday to Sunday

Article 18 Sublet

- 18.1 Without prior written permission from the Lessor, the Lessee and/or Occupant is not permitted to sublet the Rented Property entirely or in part, or to allow third parties to use it, or to offer the Rented Property to third parties for rent or use on the internet or in some other way.
- 18.2 Furthermore, in the event of unauthorised subletting, the Lessee will pay the Lessor all income acquired through the subletting. In addition to this, the Lessee will incur an immediately payable penalty of € 5,000 plus € 250 for each day that the infringement continues.

9 Registration address

- 9.1 At the request of the client, Corporate Housing Factory BV will issue a registration letter with which the resident can register at the rented address.
- 9.2 The resident is responsible for all extra costs (for example governmental taxes) that possibly result from the registration at the address without adjustment of the agreed rental price.
- 9.3 From the moment of registration, Corporate Housing Factory BV will no longer charge tourist tax. The client will submit a proof of registration to Corporate Housing Factory BV.

- 9.4 The client can reclaim the overcharged tourist tax up to 4 weeks after registration at the address. This right expires after 4 weeks.
- 9.5 The resident is obliged to deregister at the registered address after check out. Corporate Housing Factory BV can impose a fine if the resident does not deregister.