

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

Adherence to the Rules of Procedure for Stay Larsen is mandatory for all clients.

### **1. DOMESTIC PEACE**

- Clients are prohibited from bothering other Clients (making noise, playing loud music or otherwise disturbing the peace of other Clients).
- Quiet hours are in effect from Sunday to Friday, 22:00 to 06:00, and on Friday and Saturday, 00:00 to 08:00.
- If an Estonian public holiday falls on a weekday then quiet hour for that day and the following day is 00:00 to 08:00.
- Visitors are permitted between 7:00 and 23:00, provided their activities do not disrupt other clients. Clients are liable for any damage caused by their visitors.
- In case of emergencies outside customer support working hours, call the 24/7 security partner **+372 619 1899**.
- A fine of 50€ is imposed upon detection of a nighttime violation.
- A Client is prohibited from using the premises other than as a residence (all business activities, production, meetings and business meetings are prohibited).
- Clients are responsible for maintaining order in the building and property, refraining from causing damage intentionally or negligently. If the Client intentionally or negligently damages the Property, Building or Premises, Client shall undertake to compensate the damage in accordance with law and the agreement.

### **2. MAINTAINING CLEANLINESS**

- Clients must uphold cleanliness in their premises and common areas.
- Clients shall undertake to follow the maintenance instructions provided for the premises, building, and property.
- Periodic inspections may be conducted to ensure cleanliness compliance. 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.
- Specific guidelines for bathroom maintenance, drain cleaning, and care for various surfaces are outlined for client adherence. Please strictly follow the manufacturer's description of the use of the product in order to avoid damage to the surfaces.

### **3. SAFETY**

- The building and premises adhere to 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.
- Clients are responsible for regular inspection of electrical equipment. Equipment that is not working, broken, misused or repaired may pose a risk to the user's life
- DIY electrical or plumbing work is prohibited; contact customer service for assistance.
- Clients must adhere to fire safety measures, including proper handling of fire and switching off potential hazards.

- 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 hindering emergency access must not obstruct circulation paths during 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.
- 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.
- A fine of €40 applies to the Client if the fire alarm system is activated.
- Due to fire safety requirements, Clients are not allowed to leave their shoes or other belongings on the hallway, behind their room door.
  - A fine of € 30 applies to the Client who fails to comply with this requirement.

#### **4. ACCESS CONTROL SYSTEMS**

- Different buildings have specific access control systems. More detailed information on the use of the system may be found in the user manual received when handing over the premises.
- 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
- Loss of access cards or codes must be reported promptly; a service fee of 30€ applies for replacements.
- Clients found sharing access cards or codes to any third party may face fines of 100€ for each individual violation.
- Any issues with access control systems should be reported to 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.

#### **5. INTERNET**

- Free Wi-Fi is available in all Stay Larsen buildings. Network's name and password can be found on the information boards in the building.

#### **6. WASTE MANAGEMENT**

- 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**

- 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**

- Independent repairs is not permitted and require prior advance approval by the Service provider; costs may apply for its elimination as of the end of the Clients lease. Detailed terms and conditions are provided in the agreement
- Normal wear and tear is acceptable; however, costs for abnormal damage will be charged. 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 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). Service provider may invoice clients for repairs due to tenant's wrongdoing.
- If the service provider has to perform maintenance or repair work on the premises due to the customer's violation, the service provider has the right to invoice the customer for the repair + material and additionally an administration fee of €30 per case.
- The Service provider has no obligation to submit the basic documents of expenses incurred to the Tenant.

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

- Clients must obtain written consent before installing personal furniture.

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

- Stay Larsen buildings are smoke-free (including balconies/windows). 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. CODE OF GOOD CONDUCT**

- Clients are expected to always conduct themselves in a polite fashion towards other people in Larsen buildings. Inconsiderate behavior, intimidating behavior, unlawful acts, the encouraging of unlawful acts, threats of any kind, verbal abuse, physical violence, sexual harassment or assault will not be tolerated and are bases for terminating the accommodation agreement by Larsen.

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

- Additional provisions may be added as necessary, with clients informed in writing of any updates.