

ACCOMMODATION SERVICES AGREEMENT

Economic Summary and Purchase Terms for the Accommodation Service

This Accommodation Services Agreement (the “Agreement”) sets out the terms and conditions governing the assignment and use, by the client (the “Assignee”), of an Accommodation Unit and the related services within one of the In-Domus Residences (the “Residence”), managed by In-Domus S.r.l. (“In-Domus” or the “Operator”). The assignment of the Accommodation Unit constitutes an accommodation service, aimed at the provision of an integrated set of hospitality services. This Agreement is entered into between the Operator and the Assignee in relation to the Accommodation Unit, under the terms and conditions set out below.

1 – THE PARTIES

The Operator

In-Domus S.r.l.

Via Mario del Monaco, 4 – 20157 Milan (MI) – Italy

VAT/Tax Code 08699440965 | SDI Code SUBM70N

and

the Assignee

Surname:

Name:

Gender:

Date of birth:

Place of birth:

Nationality:

Residential address:

Postcode:

City:

Province/State:

Country:

ID document type:

ID document number:

Issuing authority/Country:

ID document expiry date:

E-mail address:

Phone number:

By executing this Agreement, In-Domus grants the Assignee a personal and temporary right of use, for the term and under the conditions set out herein, of an Accommodation Unit within the selected Residence, together with the accommodation and ancillary services provided. The assignment is personal, temporary and non-transferable and is governed by this Agreement, the General Conditions of Accommodation Assignment (“GCA”) and Annexes A, B and C, which the Assignee declares to be aware of and to accept in full.

2 – CONTRACT DETAILS

In-Domus Residence:

Accommodation Solution:

Assignment Period:

Overall Duration:

3 – FEE

Fee – Monthly Amount:

Fee – Total Amount:

Number of instalments:

Payment instalments are not monthly and may include amounts corresponding to two (2) or three (3) monthly Fee amounts.

First instalment:

Due date:

Second instalment:

Due date:

Third instalment:

Due date:

Fourth instalment:

Due date:

Fifth instalment:

Due date:

4 – SECURITY DEPOSIT

Security Deposit:

5 – MISCELLANEOUS

Kitchen Kit:

Final Accommodation Restoration
and Reinstatement (to be paid at Check-in):

6 – PAYMENTS FOR THE BOOKING OF THE ACCOMMODATION UNIT

Amounts due upon submission of the booking request (option on the Accommodation Unit)

Booking Amount:

Admin Fee:

TOTAL:

Amounts due for completion of the booking request

First Fee instalment:

Security Deposit:

Kitchen Kit:

Stamp duty:

TOTAL:

To be paid by:

Date:

Signature:

GENERAL CONDITIONS OF ACCOMMODATION ASSIGNMENT

Academic Year 2026-2027

These General Conditions of Accommodation Assignment (“GCA”) govern, on a general and uniform basis, the rights, obligations, terms of use of the Accommodation Unit and the accommodation services, as well as the required conduct within the In-Domus Residences. The GCA supplement and complete the Accommodation Services Agreement executed by the Assignee and apply to all contractual relationships concerning the assignment of Accommodation Units managed by In-Domus.

Article 1 – DEFINITIONS

For the purposes of these General Conditions of Accommodation Assignment (“GCA”) and the Accommodation Services Agreement (“Agreement”), the terms set forth below, when capitalized, shall have the meanings assigned to them herein. These definitions apply to these GCA, the Agreement and Annexes A, B and C, which form an integral and binding part thereof.

- 1.1 Accommodation Services Agreement (“Agreement”):** the contractual document executed by the Assignee, which constitutes the summary of the assigned Accommodation Unit, the Assignment Period, the Fee, the amounts due, the payment methods and related deadlines, as well as the economic conditions applicable for the confirmation of the booking for the assignment of the Accommodation Unit and any additional economic conditions applicable to Optional Services.
- 1.2 Accommodation Unit:** the residential unit, whether single or shared, made available to the Assignee as part of the accommodation services.
- 1.3 Assignment Period:** the period of time, determined and indicated in the Agreement, during which the Assignee is entitled to use the accommodation services connected to the Accommodation Unit, under the conditions set forth therein.
- 1.4 Assignee:** the natural person to whom the Accommodation Unit is assigned and who executes the Accommodation Services Agreement, holder of the rights and obligations arising therefrom, as well as of the obligations set forth in the Agreement, these GCA and Annexes A, B and C.
- 1.5 Booking Amount:** the amount indicated in the Accommodation Services Agreement, paid by the Assignee at the time of submitting the booking request, intended to reserve the Accommodation Unit and to enable In-Domus to carry out the activities related to the management of the booking request and to grant an option on the Accommodation Unit. The Booking Amount is in all cases non-refundable. Upon completion of the booking process and assignment of the Accommodation Unit, the Booking Amount shall be offset against the total amounts due by the Assignee, in accordance with the Agreement and these GCA.
- 1.6 Check-in / Check-out:** the procedures for entry into and exit from the Accommodation Unit, to be carried out in accordance with the methods and timeframes set forth in Articles 3 and 11 of these GCA and in the Rules for the Use of Services contained in Annex B.
- 1.7 Community:** the group of Assignees who, in compliance with the Agreement, these GCA and Annexes A and B, live in and/or make use of the spaces and services of the In-Domus Residence.

- 1.8 Compensation for Damages and/or Costs Incurred:** the amounts payable by the Assignee in accordance with Annex B.
- 1.9 Disciplinary Measures:** the measures that In-Domus may adopt against the Assignee in the event of a breach of the Agreement or of the Rules of Coexistence and Code of Conduct set forth in Annex A.
- 1.10 Fee:** the amount payable by the Assignee in consideration of the accommodation services connected to the Accommodation Unit during the Assignment Period, determined in accordance with the applicable In-Domus price list and expressed both as a total amount and as a monthly amount (“Monthly Fee Amount”), as set forth in the Agreement and governed, where applicable, by these GCA, in particular Articles 5 and 6.
- 1.11 Final Accommodation Restoration and Reinstatement:** the service relating to the full restoration and reinstatement of the Accommodation Unit at the end of the stay, including cleaning, ordinary maintenance and reconditioning activities, as provided for in the Agreement and Article 11.3 of these GCA.
- 1.12 General Conditions of Accommodation Assignment (“GCA”):** this document, which governs and supplements the Accommodation Services Agreement, defining the rights and obligations of the Assignee and In-Domus, the terms of use of the Accommodation Unit and the accommodation services, as well as the applicable rules of conduct within the In-Domus Residences, also by reference to Annexes A, B and C, which form an integral part hereof.
- 1.13 Included Accommodation Services (Core Services):** the services included in the Fee and provided by In-Domus, including, by way of example and not limitation: ordinary maintenance; supply of utilities (water, electricity, heating and cooling); Wi-Fi internet connection; security services; daily cleaning of common areas; cleaning of the Accommodation Unit with linen change, as regulated in Annex B, which forms an integral part of this Agreement; and reception services.
- 1.14 Operator:** In-Domus S.r.l., as the entity responsible for the management of the Residences and the related services.
- 1.15 Residence:** the building or real estate complex managed by In-Domus in which the Accommodation Unit is located, including common areas and shared services.
- 1.16 Rules of Coexistence and Code of Conduct:** the set of rules and principles governing community life within the In-Domus Residences, contained in Annex A – Rules of Coexistence and Code of Conduct, which forms an integral and binding part of the Agreement, including the procedures for the application of Disciplinary Measures and compensation for damages and/or costs incurred.
- 1.17 Rules for the Use of Services:** the rules and operational instructions governing the use of services and common areas within the In-Domus Residences, contained in Annex B – Included Services, Optional Services, Third-Party Services and Rules for Use, which forms an integral and binding part of the Agreement.
- 1.18 Optional Services:** additional paid services offered by In-Domus, not included in the Fee, as governed by Annex B.
- 1.19 Security Deposit:** the total amount equal to two (2) Monthly Fee amounts, paid by the Assignee as security for the fulfilment of all contractual obligations and for the compensation of any damages, costs or expenses, including those arising from damage to the Accommodation Unit, furnishings or common areas, contractual or regulatory breaches, and failure to pay any amounts due for any reason whatsoever, including amounts relating to

previous agreements entered into by the same Assignee, as provided for in the Agreement and governed by Article 4 of these GCA.

Article 2 – OBJECT OF THE AGREEMENT

- 2.1** This Agreement concerns the assignment, by In-Domus, of an accommodation service that includes the provision of an Accommodation Unit located within the selected Residence, as well as access to common areas and the use of the Included Accommodation Services and Optional Services, as provided for in the Accommodation Services Agreement, governed by these GCA and by Annexes A and B, which form an integral and binding part thereof.
- 2.2** This Agreement exclusively governs a temporary accommodation service and does not constitute a lease agreement, nor does it grant the Assignee any real right or right of permanent occupancy over the Accommodation Unit. By virtue of this nature, the Assignee is expressly prohibited from transferring, even temporarily, their registered residence to the Accommodation Unit or to any In-Domus facility for the entire duration of the Agreement, without prejudice to the Assignee's right to elect domicile therein, in accordance with applicable law, solely for the duration of the contractual relationship and without this entailing the recognition of any real or equivalent right over the Accommodation Unit.
- 2.3** The accommodation service is provided for temporary housing and study purposes and forms part of a hospitality model primarily addressed to students.
- 2.4** The Assignee declares to have reviewed the type of Accommodation Unit assigned, the fittings and equipment provided, the common areas and the Included Accommodation Services, as specified in Annex B, which comprehensively governs services, facilities and methods of use.
- 2.5** The Accommodation Unit is made available for the Assignee's personal use only and may not be transferred, sub-assigned, granted for use, shared or otherwise made available, even temporarily, to third parties, except as provided for occasional guests under the Rules of Coexistence and Code of Conduct set forth in Annex A.
- 2.6** The Assignment commences on the Start Date of the Assignment Period indicated in this Agreement, regardless of the actual date of entry (check-in), and ends on the expiry date of the same Assignment Period, by which date the Assignee is required to vacate and return the Accommodation Unit.
- 2.7** The use of the Accommodation Unit, common areas and Services is in all cases subject to full compliance with this Agreement, the Rules of Coexistence and Code of Conduct set forth in Annex A, and the Rules for the Use of Services set forth in Annex B.

Article 3 – CHECK-IN AND HANDOVER

- 3.1** Check-in may be carried out on any day of the week, from Monday to Sunday, by prior appointment to be arranged with the Residence Reception via e-mail or through the digital platform indicated by In-Domus.
- 3.2** The check-in date and time must be booked with a minimum notice of three (3) calendar days prior to the scheduled arrival date, in order to allow In-Domus to adequately organise the reception service and to ensure efficient service delivery, reducing waiting times and operational issues during periods of high check-in volume.

- 3.3** In the event of check-in carried out without prior booking (“last second”), In-Domus may apply a management fee for extraordinary organisational activities, as provided for and governed by Annex B.
- 3.4** At the time of check-in, the Assignee is required to present the documentation requested in accordance with these GCA and the operational procedures of the Residence.
- 3.5** At the time of check-in, the Assignee is required to pay the amount relating to the Final Accommodation Restoration and Reinstatement, in the amount indicated in the Accommodation Services Agreement and under the conditions set forth in Article 11.3 of these GCA.
- 3.6** At the same time as check-in, In-Domus shall provide the Assignee with:
- a. the keys and/or access devices to the Accommodation Unit and the Residence;
 - b. the inventory form of the fittings and equipment present in the Accommodation Unit, which forms an integral part of the handover of the Accommodation Unit;
 - c. the emergency contact form (first name/last name/relationship, if any/phone/e-mail), to be completed and signed.
- 3.7** The Assignee acknowledges that In-Domus shall notify the competent Police Authority (Questura) of the Assignee’s details pursuant to Article 12 of Italian Legislative Decree no. 59 of 21 March 1978, in accordance with the procedures and time limits provided for by applicable law.
- 3.8** The Assignee is required to return the inventory form, duly completed and signed, within twenty-four (24) hours from the date of entry, reporting any discrepancies or missing items.
- 3.9** Failure to return the inventory form within the indicated deadline shall be deemed confirmation that the Accommodation Unit and the related fittings and equipment are in good condition, without prejudice to any issues reported within the time limit set out in the preceding Article 3.8.
- 3.10** The Assignee acknowledges that the Accommodation Unit shall be available starting from the Start Date of the Assignment Period indicated in this Agreement and that, from such date, the Assignment Period shall commence for the purposes of calculating the Fee due on the basis of the calendar months provided for in the Agreement, regardless of the actual check-in date, check-out date or actual use of the Accommodation Unit.

Article 4 – BOOKING AMOUNT, SECURITY DEPOSIT AND GUARANTEES

- 4.1** At the time of booking, the Assignee is required to pay to In-Domus a Booking Amount, as well as any additional amounts due by way of administrative management costs, as indicated in the Accommodation Services Agreement, which summarises the economic conditions applicable for the purpose of submitting the booking request. Such amounts are due in any case and are non-refundable.
- 4.2** The booking of the Accommodation Unit shall be deemed definitively completed only upon full payment of all amounts due for confirmation purposes, including: the Security Deposit, two (2) advance Monthly Fee amounts, any applicable stamp duty, and any Optional Services requested by the Assignee, as summarised in the Accommodation Services Agreement and governed by these GCA.
- 4.3** Where the Assignee completes the payment of all amounts due for the purpose of confirming the booking and the assignment of the Accommodation Unit is definitively

completed, the Booking Amount shall be offset against the total amounts due by the Assignee, as indicated in the Accommodation Services Agreement, as an advance on the Fee, the Security Deposit and/or other contractually provided amounts. The offsetting of the Booking Amount shall occur exclusively for accounting purposes and shall not entail its automatic conversion into Fee or Security Deposit, except to the extent of the actual offset applied, nor shall it constitute novation of the original obligations.

- 4.4** The Security Deposit is an amount paid by the Assignee by way of guarantee and retained by In-Domus for the entire duration of the Agreement to cover any contractual breaches, damages, costs or amounts due. The Security Deposit does not constitute consideration nor an advance payment of the Fee and shall be refundable at the end of the contractual relationship, within sixty (60) days from the check-out date and the full return of the Accommodation Unit, subject to verification of the condition of the Accommodation Unit and the proper fulfilment of all obligations by the Assignee, as provided for in this Agreement.
- 4.5** The total Security Deposit, equal to two (2) monthly Fee amounts, is paid by the Assignee as a guarantee for the fulfilment of all contractual obligations. At the end of the contractual relationship, In-Domus may offset, in whole or in part, the Security Deposit against amounts actually due and unpaid by the Assignee and/or as compensation for ascertained damages, including, by way of example and not limitation, the following cases:
- a. damage caused to the Accommodation Unit, furnishings or common areas;
 - b. contractual or regulatory breaches, including Disciplinary Measures entailing economic charges;
 - c. arrears in the payment of the Fee and/or Optional Services;
 - d. amounts due in the event of Early Termination, where applicable;
 - e. restoration costs, expenses incurred or other compensation for damages and/or costs incurred;
 - f. any outstanding debts arising from previous contracts, already terminated, entered into with the same Assignee;
 - g. any other amounts due and unpaid under this Agreement.

Article 5 – TERMS AND FEE

- 5.1** This Agreement is entered into for a fixed term and is not subject to automatic renewal. The duration of the Assignment Period may take one of the following forms:
- a. First semester: six (6) months, with an Assignment Period from 20 August 2026 to 14 February 2027;
 - b. Second semester: six (6) months, with an Assignment Period from 17 February 2027 to 10 August 2027;
 - c. Annual: twelve (12) months, with an Assignment Period from 20 August 2026 to 10 August 2027;
 - d. Other Assignment Periods: durations other than those indicated above, expressly agreed between the Parties.

The specific duration formula applicable to the Assignee is indicated in the Accommodation Services Agreement.

- 5.2** Regardless of the start or end date of the Assignment Period, the Fee is calculated on the basis of the full calendar months indicated in the Assignment Period and not on the basis of the actual days of use of the Accommodation Unit by the Assignee. The Fee is therefore due in full for all months included in the Assignment Period, even in the event of delayed check-in, absence from the Accommodation Unit or early check-out.
- 5.3** The total Fee and the related payment terms are indicated in the Accommodation Services Agreement, which forms an integral and binding part hereof.
- 5.4** The Fee is indivisible and shall not be subject to reductions, suspensions or refunds due to absences, delayed check-in, early departure or non-use of the Accommodation Unit, except as expressly provided for in these GCA, in particular in Articles 10 and 11.
- 5.5** Without prejudice to the amounts already paid by the Assignee at booking by way of Booking Amount, Security Deposit, advance monthly Fee amounts and other amounts due pursuant to Article 4, the obligation to pay the Fee instalments shall automatically commence from the Start Date of the Assignment Period, as indicated in this Agreement, regardless of the actual check-in date or the actual use of the Accommodation Unit.
- 5.6** In the event of late payment of the Fee, the provisions set forth in the following Article 6 of these GCA shall apply.

Article 6 – PAYMENTS AND DEFAULT

- 6.1** This Article fully and bindingly governs the payment terms, instalments, amounts due, due dates, as well as the consequences in the event of delay or default, with respect to the Fee, the Security Deposit and any other amounts provided for under the Accommodation Services Agreement, pursuant to Articles 4 and 5 of these GCA.
- 6.2** For the purposes of this Article, the following categories of Assignees are identified:
- a. New Assignees: individuals without an Accommodation Assignment Agreement with In-Domus at the time of execution of this Agreement;
 - b. Assignees with an existing Agreement: individuals who, as of the date of execution of this Agreement, are parties to a valid and ongoing Accommodation Services Agreement with In-Domus and who confirm their intention to enter into a new Agreement for the subsequent academic year or Assignment Period.
- 6.3** The initial amounts due by the Assignee are those required for the confirmation of the booking and for the effectiveness of the assignment of the Accommodation Unit, as governed by Article 4, and include, by way of example and not limitation, the Booking Amount, the Admin Fee, the Security Deposit, advance monthly Fee instalments, any applicable stamp duty and the selected Optional Services.
- Such amounts, as well as any subsequent Fee instalments, the related due dates and payment methods, are determined by In-Domus based on the category of Assignee referred to in Article 6.2 above and on the Assignment Period, and are specifically indicated in the Accommodation Services Agreement, which forms an integral and binding part of this Agreement. In particular:
- a. for New Assignees: the initial amounts due for the purpose of confirming the booking must be paid no later than 31 May following the date of execution of this Agreement;

- b. for current Assignees entering into a new Agreement: the initial amounts must be paid no later than 30 June following the date of execution of this Agreement, with any positive or negative adjustment of the Security Deposit pursuant to Article 4 of these GCA;
- c. or bookings made after the deadlines set forth under letters (a) and (b) above: the total amount due for the confirmation of the booking must be paid in full within forty-eight (48) hours from the execution of the Accommodation Services Agreement. Within the same term, the Assignee shall upload to the digital platform indicated by In-Domus a copy of the proof of payment.

Failure to comply with the above shall result in the automatic lapse of the booking request and of the option on the selected Accommodation Unit, which shall be released and made available again for assignment to third parties, without prejudice to the non-refundable nature of the Booking Amount and the Admin fee.

- 6.4** Payment of each Fee instalment and of any other amounts due must be made by the respective due dates indicated in the Accommodation Services Agreement, by bank transfer or by any other electronic payment method accepted by the Operator, and in accordance with the conditions set forth in Articles 6.5 and 6.6 below.
- 6.5** Any payment made after the relevant due date shall constitute contractual default and shall result in the application of the consequences provided for under this Article, these GCA and Annexes A and B.
- 6.6** In the event of late payment of the Fee in relation to the due dates indicated in the Accommodation Services Agreement, administrative cost contributions and/or management charges may be applied to the Assignee, as governed and detailed in Annex B. This is without prejudice to In-Domus' right to demand full payment of the amounts due and to adopt the further measures provided for under this Agreement, these GCA and Annexes A and B.
- 6.7** The Assignee is expressly prohibited from offsetting amounts due by way of the Fee or other amounts governed by this Article against the Security Deposit referred to in Article 4 or against the amount paid for the Final Accommodation Restoration and Reinstatement referred to in Article 11.3.

Article 7 – CUSTODY, LIABILITY AND DAMAGES

- 7.1** The Assignee is required to take proper care of the Accommodation Unit, the furnishings, fittings and common areas of the Residence with due diligence and ordinary care, undertaking to keep them in good condition for the entire duration of the Agreement and to use them in compliance with the Rules of Coexistence and Code of Conduct set forth in Annex A and the Rules for the Use of Services set forth in Annex B.
- 7.2** The Assignee shall be liable for any damage caused to the Accommodation Unit, the common areas, the furnishings or the systems of the Residence, as well as for any damage caused by their guests or visitors.
- 7.3** Any damage, malfunction or deterioration detected in the Accommodation Unit or in the common areas must be promptly reported by the Assignee to the reception or through the assistance channels indicated by In-Domus. Failure to report, or delayed reporting, where

this results in an aggravation of the damage, shall constitute a contractual breach and may result in the charging of the related repair or restoration costs.

- 7.4** For the purposes of verifying the condition of the Accommodation Unit and assessing any liability of the Assignee, In-Domus may carry out checks and inspections in accordance with the provisions of the following Article 8.
- 7.5** Where the Accommodation Unit is left in conditions that do not comply with the minimum standards of hygiene, order and preservation provided for in this Agreement and the Annexes, In-Domus may carry out, also through third parties, the necessary restoration, cleaning or extraordinary maintenance works, charging the Assignee for the costs incurred as compensation for damages and/or costs incurred.
- 7.6** Any charges relating to compensation for damages, costs incurred, restoration works, maintenance and/or extra cleaning services must be paid within the deadlines indicated by In-Domus. Such amounts may not be set off against the Security Deposit during the term and validity of the Agreement, pursuant to Article 4. In the event of non-payment, In-Domus may withhold, in whole or in part, the amounts due from the Security Deposit exclusively at the time of check-out, in accordance with Articles 4 and 11 of these GCA, following verification of the condition of the Accommodation Unit and the fulfilment of all contractual obligations.

Article 8 – OPERATOR’S ACCESS RIGHTS

- 8.1** In-Domus, in its capacity as Operator, has the right to access the Accommodation Unit and the common areas of the Residence within the limits and in accordance with these GCA, exclusively for purposes related to the management of the accommodation service, security, maintenance, technical inspections and verification of the state of preservation of the Accommodation Unit.
- 8.2** Except in cases of urgency as referred to in Article 8.3 of these General Conditions of Accommodation Assignment (GCA), access to the Accommodation Unit by In-Domus or by persons appointed by it shall take place with at least twenty-four (24) hours’ prior notice, communicated to the Assignee in accordance with Article 15 of these GCA and/or through the official communication channels adopted by the Operator. Access subject to prior notice also includes ordinary maintenance activities, scheduled inspections, periodic technical checks and planned interventions necessary for the proper functioning of the systems, equipment and services of the Residence. Such access shall in all cases be carried out exclusively for the purposes set out in this Article and in compliance with these GCA, without undue interference with the Assignee’s private sphere.
- 8.3** The following, by way of example and not limitation, constitute cases of urgency that justify access to the Accommodation Unit without prior notice:
- a. situations posing a risk to the safety of persons or to the security of the Residence;
 - b. risk of fire, flooding, gas leaks or other events potentially harmful to persons, Accommodation Units or common areas;
 - c. activation or reporting of fire alarms, security systems or emergency devices;
 - d. non-deferrable technical interventions aimed at preventing serious damage or limiting its escalation;

- e. substantiated reports of serious violations of these GCA or of the Rules of Coexistence and Code of Conduct set forth in Annex A requiring immediate intervention;
 - f. prolonged absence of the Assignee in the presence of situations that may compromise the condition of the Accommodation Unit or the systems.
- 8.4** In cases of urgency relating to safety, protection of persons, prevention of serious damage to the Accommodation Unit, systems or common areas, as well as for non-deferrable maintenance interventions, In-Domus may access the Accommodation Unit without prior notice.
- 8.5** Legitimate cases of access to the Accommodation Unit pursuant to these GCA and the Accommodation Services Agreement include, by way of example and not limitation:
- a. ordinary or extraordinary maintenance interventions;
 - b. technical checks or inspections of the condition of the Accommodation Unit;
 - c. inspections following reports of damage, malfunctions or contractual breaches;
 - d. scheduled inspections of the condition of the Accommodation Unit and its fittings, in accordance with the procedures set out in this Article;
 - e. inspections or guided visits of the Residence authorized by In-Domus, subject to prior notice, without access to the Assignee's personal belongings and in compliance with applicable data protection regulations.
- 8.6** The Assignee is required to allow access to the Accommodation Unit in the cases provided for in this Article. Any unjustified refusal or obstruction of legitimate access shall constitute a contractual breach and may result in the application of the measures provided for in these GCA and Annexes A and B.

Article 9 – TERMINATION OF THE AGREEMENT

- 9.1** In-Domus may declare this Agreement terminated with immediate effect by written notice to the Assignee, in the following cases:
- a. failure to pay, failure to top up or failure to reinstate the Security Deposit, as well as failure or delay in the payment of the Fee, Optional Services, amounts arising from Disciplinary Measures, compensation for damages and/or costs incurred, or any other amount due to In-Domus, even in respect of a single due date, where such delay or default is not remedied within the time limits set forth in these GCA;
 - b. serious breaches of this Agreement or of Annexes A and B, or repeated conduct prohibited by this Agreement or Annexes A and B, even where each individual episode, considered in isolation, does not constitute a serious breach;
 - c. conduct contrary to the Rules of Coexistence and the Code of Conduct set forth in Annex A, which compromises, even potentially, the safety, quiet enjoyment or well-being of the resident Community;
 - d. damage caused to the Accommodation Unit, common areas, systems or furnishings of the Residence;
 - e. sub-assignment or unauthorised use of the Accommodation Unit, or unauthorised access to the Residence by third parties;

- f. introduction, possession or use within the Accommodation Unit or the Residence of dangerous materials or substances, including – by way of example – flammable, explosive, toxic, corrosive or similar substances, as well as any narcotic or psychotropic substances or any substances otherwise prohibited by applicable law and by the Rules of Coexistence and the Code of Conduct set forth in Annex A, with reservation, where required by law, of reporting to the competent authorities;
 - g. fraudulent conduct, false statements or behaviour intended to mislead In-Domus during the booking phase or during the stay.
- 9.2** In cases of serious or repeated breaches, In-Domus may proceed with the immediate termination of the Accommodation Unit and the removal of the Assignee from the Residence, with immediate loss of any right of access to common areas and services, including with the assistance of the competent authorities, without prior notice and without any right to continue using the Accommodation Unit or the Services.
- 9.3** Termination of the Agreement shall result in the forfeiture of all amounts already paid by way of Fee, even if relating to periods not enjoyed, without any right to refund, as well as the obligation for the Assignee to immediately vacate and return the Accommodation Unit in its original condition, ordinary wear and tear excepted.
- 9.4** In the event of suspension or expulsion of the Assignee from the Residence, ordered by In-Domus pursuant to this Article, the following measures shall apply:
- a. the Security Deposit shall be retained in full, regardless of the portion of the Agreement already performed;
 - b. the Assignee shall be required to pay an amount by way of indemnity and/or costs resulting from the early termination, up to a maximum of three (3) monthly Fees, to be determined in proportion to the remaining duration of the Agreement not yet performed as of the date of suspension or expulsion, it being understood that the total amount due shall in no case exceed the Fee payable for the remaining period.
- 9.5** Termination of the Agreement shall not prejudice In-Domus’s right to claim from the Assignee any further compensation for damages and/or costs incurred, nor the adoption of additional Disciplinary Measures pursuant to Annex A and these GCA.
- 9.6** In-Domus reserves the right, in light of the nature and seriousness of the breaches ascertained, to reject any future requests by the Assignee for the assignment of an Accommodation Unit within the facilities managed by In-Domus for one or more subsequent assignment periods.

Article 10 – EARLY WITHDRAWAL BY THE ASSIGNEE

- 10.1** Where the Assignee notifies In-Domus, no later than two (2) days prior to the Start Date of the Assignment Period, of their intention not to proceed with this Agreement or to withdraw therefrom (“Notice”), In-Domus shall refund any amounts paid by way of advance Fee. It is understood that the Assignee shall in any event remain liable for the payment of an amount equal to the Security Deposit, which shall be retained by In-Domus by way of indemnity for the withdrawal and to cover organizational, management and failure-to-reallocate costs relating to the Accommodation Unit, in accordance with these GCA and the Agreement. Should the Notice be received by In-Domus after the above-mentioned deadline, the

provisions set forth in Articles 6 and 11 of these GCA, as well as those of the Accommodation Services Agreement, shall apply.

- 10.2** The Assignee may withdraw from this Agreement prior to its natural expiry by giving written notice to In-Domus in accordance with the methods set forth in Article 15, indicating the intended check-out date.
- 10.3** In the event of early withdrawal, the Assignee shall comply with a minimum notice period of thirty (30) days, starting from the date on which the withdrawal notice is given by the Assignee. It is understood that:
- a. the check-out shall take place no later than the end of the notice period;
 - b. the Assignee shall in any event be required to pay the Fee and the services due until the end of the calendar month in which the notice period expires, regardless of the actual date on which the Accommodation Unit is vacated;
 - c. an early withdrawal penalty equal to two (2) monthly Fees shall also be due, without prejudice to the maximum limit of the total amounts payable for the entire duration of the Agreement.
- 10.4** Withdrawal shall not suspend or limit the Assignee's contractual obligations until the effective date thereof and shall not release the Assignee from the payment of any Disciplinary Measures or compensation for damages and/or costs incurred. The Security Deposit may in no event be used by the Assignee to offset Fees, indemnities, disciplinary charges or any other amounts due during the term of the Agreement.
- 10.5** In all cases of withdrawal, the Assignee shall be required to carry out the check-out in accordance with the procedures and time limits set forth in the following Article 11.

Article 11 – CHECK-OUT

- 11.1** Check-out shall be carried out no later than the end date of the Assignment Period, as indicated in the Accommodation Services Agreement, by prior appointment to be booked with the Residence Reception with a minimum notice of three (3) days.
- 11.2** In the event that the check-out is not booked within the required timeframe or is requested without observing the minimum notice period ("last second"), an additional management fee shall apply, as governed and detailed in Annex B to this Agreement.
- 11.3** The Final Accommodation Restoration and Reinstatement constitutes a service for the overall restoration and resetting of the Accommodation Unit at the end of the stay, including ordinary maintenance activities, cleaning and reconditioning necessary to restore the premises and fittings to their original delivery condition. The relevant amount, indicated in the Accommodation Services Agreement and paid by the Assignee at the time of check-in, is non-refundable, is due in all cases and does not constitute either a Security Deposit or an advance payment of the Fee. Such amount does not replace or limit any charges for damages, extraordinary interventions, compensation for costs incurred or Disciplinary Measures, pursuant to this Agreement, the GCA and Annexes A and B.
- 11.4** On the check-out date, the Assignee shall:
- a. vacate the Accommodation Unit of all personal belongings and return it in the same condition as at delivery, ordinary wear and tear excepted;
 - b. empty any assigned lockers of all personal belongings and any waste;
 - c. return the keys and/or access devices to the reception;

- d. take part in the inspection of the condition of the Accommodation Unit with In-Domus staff;
 - e. ensure that all amounts due (Fee, Optional Services, any Disciplinary Measures and/or compensation for damages and/or costs incurred) have been paid in full.
- 11.5** In the event of a room or Accommodation Unit change during the Assignment Period, regardless of the reason and unless otherwise agreed in writing, the Assignee acknowledges that such change entails the return of the originally assigned Accommodation Unit and the handover of a new one. Consequently, a new Final Accommodation Restoration and Reinstatement shall be due for the new Accommodation Unit, in accordance with Article 11.3 above, it being understood that the amount already paid for the originally assigned Accommodation Unit shall in any case remain retained and non-refundable.
- 11.6** At check-out, the condition of the Accommodation Unit shall be verified by comparison with the inventory form completed at check-in. Any damages, missing items or additional restoration works, duly ascertained and quantified by In-Domus staff, shall be deducted from the Security Deposit. Where the Security Deposit is insufficient to cover the damages and/or costs incurred, the Assignee shall be required to pay the difference.
- 11.7** Should the Assignee fail to vacate the Accommodation Unit by the established date, In-Domus may apply an indemnity for unlawful occupation, by way of compensation for the unavailability of the Accommodation Unit, equal to one (1) monthly Fee for each month or fraction thereof, including periods shorter than thirty (30) days, without prejudice to In-Domus's right to claim compensation for any further damages and/or costs incurred.
- 11.8** Any personal belongings left in the Accommodation Unit after check-out shall be deemed abandoned. In-Domus may arrange for their removal and disposal, charging the relevant costs to the Assignee by way of compensation for costs incurred.
- 11.9** The Security Deposit shall be refunded within sixty (60) days from the check-out date, subject to verification of the condition of the Accommodation Unit and the proper fulfilment of all contractual obligations by the Assignee, pursuant to Article 4.
- 11.10** Where it is not possible to agree on a check-out appointment time for reasons not attributable to In-Domus, or where the Assignee is unavailable or fails to attend the check-out for reasons attributable to them, In-Domus shall carry out the check-out ex officio, verifying the condition of the Accommodation Unit and the related fittings by comparison with the inventory form completed at check-in. In such cases, the Assignee hereby waives any objection regarding any damages, missing items or restoration works identified by In-Domus, which shall be quantified and charged in accordance with this Agreement, without prejudice to In-Domus's right to deduct the relevant amounts from the Security Deposit or to request payment thereof where the Security Deposit is insufficient.

Article 12 – RULES OF COEXISTENCE AND USE OF SERVICES

- 12.1** The Assignee declares to have received, read and accepted Annexes A and B, which form an integral and substantial part of this Agreement and of these GCA, and have the same binding effect for the purposes of the performance of the Agreement.
- 12.2** Annex A – Rules of Coexistence and Code of Conduct governs the conduct required within the Residence, community life, the rules relating to guests and visitors, respect for private

and common areas, as well as the measures applicable in the event of violations, including Disciplinary Measures and compensation for damages and/or costs incurred.

- 12.3** Annex B – Included Services, Optional Services, Third-Party Services, and Rules for Use defines the Accommodation Services (Core Services), any Optional Services and the related terms of use, as well as the rules governing access to and use of kitchens, laundry facilities, gyms, study areas and other shared spaces and services.
- 12.4** Annex C – Privacy Notice contains the information notice on the processing of personal data provided by In-Domus pursuant to Regulation (EU) 2016/679 (GDPR), including information on the purposes, methods of processing, data subject rights, as well as any specific and optional consents required from the Assignee. The Privacy Notice may be updated by In-Domus exclusively in the cases and within the limits provided for by applicable law, by measures of the competent authorities or by regulatory compliance requirements, with notice to the Assignee in accordance with the procedures set forth in Article 15 of these GCA.
- 12.5** Any breach of this Agreement or of Annexes A and B may entail, depending on the seriousness of the breach and in compliance with the principle of proportionality:
- a. the adoption of Disciplinary Measures, including warnings, temporary suspension of services, access limitations and, in the most serious cases, termination of the Agreement pursuant to Article 9, without prejudice to In-Domus’s right to graduate the measures based on the seriousness and recurrence of the breach;
 - b. the charging of amounts by way of compensation for damages and/or costs incurred, such as, by way of example, restoration costs, disposal costs, technical interventions or other necessary activities, without prejudice to the provisions concerning the Security Deposit pursuant to Article 4.
- 12.6** For organizational, security, health and safety or regulatory compliance reasons, In-Domus may amend or update Annexes A and B, which govern regulatory and operational aspects of the accommodation service. Such amendments shall be communicated to the Assignee with at least fifteen (15) days’ prior notice, by e-mail and/or by publication at the Reception and/or in the digital area indicated by In-Domus, and shall not have retroactive effect on economic rights already accrued by the Assignee.
- 12.7** In the case of assignment of a shared Accommodation Unit, the Assignee acknowledges that cohabitation with other assignees involves a subjective relational component. Any situations of incompatibility, conflict or lack of affinity between roommates shall not constitute a breach by In-Domus and shall not entitle the Assignee to reductions of the Fee, refunds or termination of the Agreement. Without prejudice to availability, the Assignee may request a room or Accommodation Unit change in accordance with Article 11.5 of these GCA.
- 12.8** An updated copy of Annexes A, B and C is always available at the Reception and/or in the digital area indicated by In-Domus; upon request, the Assignee may obtain a copy in electronic format.

Article 13 – PRIVACY AND PERSONAL DATA

- 13.1** The Assignee declares to have received, read and understood the privacy notice regarding the processing of personal data provided by In-Domus pursuant to Articles 13 and 14 of

Regulation (EU) 2016/679 (“GDPR”), attached to this Agreement as Annex C – Privacy Notice and Consents, which forms an integral and substantial part hereof.

- 13.2** The Assignee acknowledges that their personal data will be processed by In-Domus, acting as Data Controller, for purposes related to:
- a. the establishment, management and performance of this Agreement;
 - b. the fulfilment of legal, regulatory obligations or requirements arising from decisions of competent authorities;
 - c. the administrative, accounting and organisational management of the accommodation services, in accordance with the methods, legal bases and retention periods set out in Annex C.
- 13.3** The Assignee further acknowledges that video surveillance systems are in operation in the common areas of the Residence, installed and managed in compliance with applicable law and as regulated in Annex C. Access to the images is permitted exclusively to authorised In-Domus personnel for purposes of security and protection of persons and property. Access to recorded images is allowed only in the cases and within the limits provided by law, in particular upon request of the competent authorities. It is understood that, for ordinary monitoring purposes, only real-time viewing is permitted, while access to recordings is limited to the cases expressly provided for by applicable law.
- 13.4** Any optional and specific consents to the processing of personal data for additional purposes, including, by way of example:
- a. marketing activities and promotional communications;
 - b. newsletters and informational communications;
- use and publication of images and/or audiovisual recordings taken during events, are requested by In-Domus through dedicated and separately executed sections contained in Annex C.
- 13.5** The Assignee acknowledges that the granting of the consents referred to in the preceding paragraph is free and optional and that any refusal or subsequent withdrawal thereof shall not affect the validity or performance of this Agreement, except as expressly provided for in Annex C with respect to specific activities.
- 13.6** The Assignee declares to be informed of the rights granted under Articles 15 et seq. of the GDPR and of the methods for exercising such rights, as described in detail in Annex C.
- 13.7** By signing this Agreement, the Assignee confirms having taken note of the Privacy Notice and Consents set out in Annex C, provided by In-Domus pursuant to Article 13 of Regulation (EU) No. 679/2016:

Date

Signature

CONSENT TO THE PUBLICATION OF ONE’S IMAGE

The undersigned declares to be aware that In-Domus organises public events (“Events”) of various kinds, open to the participation of Assignees, the images of which, for the purpose of promoting the Residences, are published and/or disseminated by In-Domus on the official In-Domus website and/or the Residences’ websites and/or websites connected thereto (including, where applicable, social networks) and/or on related promotional materials.

Accordingly, also pursuant to and for the purposes of Article 10 of the Italian Civil Code and Articles 96 and 97 of Law No. 633 of 22 April 1941 (Copyright Law), by signing this clause, the undersigned grants In-Domus, free of charge and therefore with express waiver of any form of consideration, reimbursement of expenses or remuneration, consent to:

- a. the taking, also through appointed third parties, of audiovisual recordings and/or photographs of the undersigned in the event of participation in the Events;
- b. the publication and dissemination, also through appointed third parties, of the images collected pursuant to the preceding point on the official In-Domus website and/or the Residences' websites and/or websites connected thereto (including, where applicable, social networks) and/or in printed media and/or through any other means of dissemination, as well as the storage, also through appointed third parties, of such images for the purposes set out in this clause.

The undersigned further declares to have been informed that:

- a. it is always possible, at any time, to withdraw consent with non-retroactive effect, by means of a notice to be sent to In-Domus in accordance with Article 15 of this Agreement;
- b. in the absence and/or withdrawal of the above consent, the undersigned will not be allowed to participate in the Events (unless otherwise expressly authorised in writing by In-Domus).

Date

Signature

Article 14 – GENERAL PROVISIONS (MISCELLANEOUS)

- 14.1** This Agreement governs a temporary accommodation service and does not in any way constitute a lease agreement pursuant to Articles 1571 et seq. of the Italian Civil Code. No real right or right of permanent occupancy is granted to the Assignee.
- 14.2** This Agreement, together with Annexes A, B and C, which form an integral and substantial part hereof, constitutes the entire agreement between the Parties and supersedes any prior understanding or communication, whether written or oral, between the Parties relating to the same subject matter.
- 14.3** In-Domus reserves the right to amend or supplement this Accommodation Services Agreement, as well as the General Conditions of Accommodation Assignment and the Annexes, where necessary for organisational, operational, security, health, technical reasons or to comply with legal or regulatory requirements, provided that such amendments shall not have retroactive effect on rights already accrued by the Assignee. Such amendments shall be communicated to the Assignee in accordance with Article 15.
- 14.4** The nullity or invalidity of any clause shall not entail the nullity of the entire Agreement. The Parties undertake to replace any invalid clause with a provision that most closely reflects its original purpose and content.
- 14.5** Any tolerance by In-Domus of breaches or delays by the Assignee shall not constitute a waiver of its rights, nor shall it create any precedent or modify the contractual obligations in force.

- 14.6** The Assignee may not assign, in whole or in part, this Agreement or the rights arising therefrom to third parties without the prior written consent of In-Domus.
- 14.7** This Agreement is drawn up in Italian and English. In the event of translations into other languages, the Italian version shall prevail for interpretative purposes.
- 14.8** Use of the Accommodation Unit or the spaces of the Residence for activities contrary to law or public morality shall result in the immediate termination of the Agreement pursuant to Article 9 of these GCA, without prejudice to In-Domus's right to claim compensation for damages and/or costs incurred and, where applicable, to report the matter to the competent authorities.
- 14.9** In the event of unforeseeable events not attributable to In-Domus (by way of example: natural disasters, orders of public authorities, health emergencies, interruptions of essential services), the Operator may suspend or temporarily modify the provision of services without this constituting a contractual breach or giving rise to any right to reductions, suspensions or refunds of the Fee, except as mandatorily provided by law.
- 14.10** Where the Assignee uses the shared IT infrastructures of the Residence (including the Wi-Fi network) (the "IT Infrastructures") made available under this Agreement, the Assignee undertakes to sign and comply with the relevant terms of use, where applicable, and in any event to comply with the instructions provided by In-Domus.
- 14.11** The Assignee undertakes to indemnify and hold In-Domus harmless from any expense, cost, loss or damage arising from use of the Residence's IT infrastructures in breach of the law, these GCA or the instructions provided by In-Domus.
- 14.12** Any mechanisms for adjustment of the Fee or economic supplements related to extraordinary increases in energy costs are governed by Annex B, in relation to the services included in the Fee and/or Optional Services, in accordance with the provisions set out therein.

Article 15 – COMMUNICATIONS

- 15.1** All communications between In-Domus and the Assignee, unless otherwise provided for in this Agreement, may validly be made by means of:
- a. ordinary electronic mail (e-mail), to the address provided by the Assignee at the time of execution of the Agreement or subsequently communicated in writing;
 - b. certified electronic mail (PEC), where required by applicable law or by the nature of the communication;
 - c. registered letter with return receipt;
 - d. internal communications via digital notice boards (such as, by way of example, official WhatsApp groups or Residence community channels), management platforms adopted by In-Domus (PMS/StarRez) or notices posted at the Reception and/or within the Residence, exclusively for informational and organisational communications. Communications relating to withdrawal, termination, financial charges and/or Disciplinary Measures shall be made exclusively by means of items (a), (b) and/or (c) above.
- 15.2** Communications sent by In-Domus to the e-mail address provided by the Assignee shall be deemed valid upon dispatch, with a presumption of receipt, regardless of actual reading.

- 15.3** The Assignee shall promptly notify In-Domus of any change to their e-mail address, telephone number or residential address. Failing such notice, all communications sent to the previously provided contact details shall be deemed fully valid and effective.
- 15.4** Communications delivered by hand to the Assignee at the Residence shall be deemed received on the date of delivery, as evidenced by a receipt signature or, in the event of refusal or unavailability of the Assignee, by a record made by In-Domus personnel.
- 15.5** The Assignee may contact In-Domus via:
- a. the official e-mail address of the Residence;
 - b. the digital channels indicated by In-Domus;
 - c. PEC, where required.

Requests relating to maintenance, faults, reports or document updates must be submitted exclusively through the official operational channels indicated by In-Domus. Requests submitted through other channels shall not be taken into consideration and shall have no contractual effect.

Article 16 – GOVERNING LAW AND JURISDICTION

- 16.1** This Agreement shall be governed in all its parts by Italian law, to the exclusion of any other connecting criteria.
- 16.2** For any dispute relating to the validity, interpretation, performance or termination of this Agreement, exclusive jurisdiction shall lie with the Court of Milan, without prejudice to cases in which, pursuant to mandatory provisions of law, jurisdiction is vested in a different court.
- 16.3** Prior to commencing any judicial proceedings, the Parties undertake to seek an amicable or conciliatory solution, including through the exchange of written communications or a meeting at the Residence, except in cases of urgency or where immediate protection of the rights of one of the Parties is required.

SPECIFIC APPROVAL

Pursuant to and for the purposes of Articles 1341 and 1342 of the Italian Civil Code, the Assignee declares to have carefully read and expressly approved all clauses contained in this Accommodation Services Agreement and in the General Conditions of Accommodation Assignment (GCA), as well as the related Annexes A, B and C, which form an integral, substantial and binding part thereof. In particular, the Assignee expressly approves: Article 3 (Check-in and Handover of the Accommodation Unit), Article 4 (Booking Amount, Security Deposit and Guarantees), Article 5 (Duration and Fee), Article 6 (Payments), Article 7 (Custody, Liability and Damages), Article 8 (Access by the Operator), Article 9 (Termination of the Agreement), Article 10 (Withdrawal by the Assignee), Article 11 (Check-out), Article 12 (Rules of Coexistence and Rules for the Use of Services), Article 14 (General Provisions – Miscellaneous), Article 15 (Communications) and Article 16 (Governing Law and Jurisdiction), as well as Annexes A and B, which form an integral and substantial part of the Agreement.

Date

Signature

ANNEX A

Rules of Coexistence and Code of Conduct

1. Purpose and scope of the Annex

1.1 Purpose and scope

This Annex A – Rules of Coexistence and Code of Conduct governs the principles, rules of conduct and modalities of coexistence within the Residences managed by In-Domus, as well as the Disciplinary Measures and the related consequences applicable in the event of violation thereof.

1.2 Binding effect

This Annex forms an integral and binding part of the Agreement and of the General Conditions of Accommodation Assignment (“GCA”), and it is mandatory and binding for the Assignee to fully comply with the provisions contained herein for the entire duration of the Agreement, as well as for any guests, visitors or third parties otherwise admitted or introduced by the Assignee into the Residence, whose conduct the Assignee shall be fully responsible for.

1.3 Purpose

The Rules of Coexistence and Code of Conduct are intended to ensure a safe, respectful environment consistent with the principles of civil coexistence, safeguarding persons, spaces, assets and the proper functioning of the residential Community.

1.4 Obligation of knowledge

The Assignee is required to review this Annex, to fully comply with its content and to align their conduct with the provisions set forth herein. Lack of knowledge of the Rules of Coexistence and Code of Conduct shall not exempt the Assignee from liability.

2. Shared responsibility and Community life

2.1 Community principles

In-Domus is a residential Community based on coexistence, mutual respect and cooperation among Assignees. Living in the Residence means sharing spaces, rules and responsibilities within an environment founded on respect and inclusion.

2.2 Individual responsibility

Wellbeing, safety and quality of life within the Residence depend on the commitment of each Assignee: everyone has and plays their own part in complying with the Rules of Coexistence, using the spaces properly and adopting responsible conduct.

2.3 Participation and obligations

The Assignee is required to comply with the principles of coexistence, shared responsibility and proper use of spaces inherent to the residential Community, as governed by this Annex and, where applicable, by Annex B – Included Services, Optional Services, Third-Party Services and Rules for Use (hereinafter, “Annex B”). It is understood that participation in activities, initiatives or social moments proposed by the Residence is always optional; however, the Assignee is required to refrain from any conduct that may cause inconvenience, prejudice or limitations to the freedom, safety or usability of the spaces by

other residents, thereby contributing, through their conduct, to the maintenance of an orderly, safe and respectful environment.

2.4 Reports

The timely reporting of problematic situations, non-compliant conduct or risk conditions constitutes an integral part of shared responsibility and enables In-Domus to intervene effectively for the protection of the Community.

3. The In-Domus Community

3.1 Residential Community

The Residences managed by In-Domus constitute an organized residential Community, in which coexistence is governed by compliance with the Rules of Coexistence and Code of Conduct and with the provisions issued by In-Domus.

3.2 Duties of conduct

Each Assignee is required to adopt conduct in compliance with the Rules of Coexistence, avoiding behaviour that may cause disturbance, discomfort or prejudice to community life, to persons who, in any capacity, access or operate within the Residence, as well as to the spaces and assets thereof.

3.3 Coexistence in shared Accommodation Units

In the case of shared Accommodation Units, each Assignee is required to adopt respectful and cooperative behaviour in the management of both common and personal spaces. Any difficulties in coexistence or conflicts between roommates must be promptly reported to the Reception. Where possible, In-Domus may assess organizational or mediation solutions. Any request for a room or Accommodation Unit change may be considered exclusively subject to availability.

3.4 Prohibited conduct

Within the Residences, offensive, aggressive, intimidating behaviour or conduct otherwise incompatible with a shared and safe environment is not permitted, nor are attitudes that may compromise the well-being, serenity or dignity of others.

3.5 Cooperation with In-Domus

The Assignee is responsible for their own conduct and for the consequences arising therefrom and is required to cooperate with In-Domus and with the Residence staff in order to ensure compliance with the Rules of Coexistence.

3.6 Conflict management

In-Domus promotes a climate of dialogue and cooperation within the residential Community and, where possible, encourages the preventive management and resolution of conflicts among residents, without prejudice to In-Domus' right to intervene in the cases provided for under this Annex.

4. General rules of conduct

4.1 General conduct

The Assignee is required to adopt, within the Accommodation Unit and the common areas, conduct compliant with the Rules of Coexistence and Code of Conduct and with the provisions issued by In-Domus.

4.2 Quiet hours and schedules

The Assignee is required to respect the quiet and tranquillity of the Residence, refraining from noisy or disturbing behaviour, in particular, but not exclusively, during the time slot from 11:00 p.m. to 8:00 a.m. designated for rest, as well as from gatherings or activities likely to compromise the serenity of community life.

4.3 Prohibitions

It is prohibited to engage in conduct contrary to the Rules of Coexistence and Code of Conduct and to the GCA, and in particular, by way of example and not limitation:

- a. smoking inside Accommodation Units and enclosed areas of the Residence, including traditional cigarettes, electronic devices, vaporizers and similar products;
- b. carrying out unauthorised activities, including commercial or professional activities;
- c. tampering with systems, safety devices, equipment or facilities of the Residence;
- d. accessing or allowing access to unauthorised areas;
- e. possessing, using, transferring or introducing into the Residence narcotic, psychotropic, explosive or otherwise dangerous substances, as well as unlawful materials or objects prohibited by applicable law.

4.4 Order, cleanliness and hygiene

The Assignee is required to maintain the Accommodation Unit in adequate conditions of order, cleanliness and hygiene, adopting diligent behaviour and complying with internal rules. Breach of these obligations constitutes a violation of the Rules of Coexistence and Code of Conduct and may result in the initiation of Disciplinary Measures pursuant to Article 11.

4.5 Separate waste collection

The Assignee is required to correctly and mandatorily carry out separate waste collection in accordance with the procedures provided for in each Residence and set out in the regulations posted and available at the Reception. Failure to comply constitutes a violation of the Rules of Coexistence.

4.6 Protection of assets and facilities

The Assignee is required to take proper care of the furnishings, facilities and assets made available by In-Domus and is prohibited from damaging, modifying or improperly using them. Such conduct constitutes a violation of the Rules of Coexistence and Code of Conduct and may result in the initiation of Disciplinary Measures, without prejudice to the provisions on Compensation for Damages and/or Costs Incurred under Article 12 and the Appendix to Annex B.

4.7 Prohibited furnishings and appliances

It is prohibited to introduce, place or keep within Accommodation Units, common areas and corridors of the Residence bulky furniture, furnishings or objects, as well as recovered or non-compliant furnishings, which may compromise safety, hygiene, decorum or obstruct escape routes, passages, access points or common areas. Only small furnishings or accessories are permitted, subject to prior assessment and authorisation by the Reception, in compliance with the characteristics of the Accommodation Unit, safety regulations and the provisions of the Residence.

It is also prohibited to use within Accommodation Units unauthorised, non-compliant or potentially dangerous appliances or equipment, as provided for by these Rules of

Coexistence, Annex B and the operational instructions of the Residence. The storage of objects, furnishings, drying racks, footwear or personal belongings in corridors, in front of the doors of Accommodation Units or in other passage areas is not permitted and constitutes a violation of the Rules of Coexistence.

4.8 Duty of cooperation

The Assignee is required to cooperate with In-Domus and with the Residence staff, promptly reporting situations or conditions that may compromise coexistence, safety, hygiene or the proper functioning of the Residence, in accordance with Article 11.2 of this Annex.

4.9 Prohibition of animals

It is prohibited to introduce or keep animals within the Residence. Access is permitted exclusively in the cases provided for by applicable law, in particular for assistance animals serving persons with disabilities, subject to prior notice to In-Domus, submission of appropriate documentation attesting the status of assistance animal and subsequent authorisation by In-Domus.

5. Guests and Visitors

5.1 Scope of application

The Rules of Coexistence and Code of Conduct apply not only to the Assignees, but also to any person who accesses or remains within the Residences, including guests and visitors introduced by the Assignee. The Assignee is required to inform his/her guests and visitors of the existence and content of this Annex, which may be consulted at the Reception of the Residence or made available in electronic format by In-Domus.

5.2 Prohibitions and responsibility

The Assignee is prohibited from allowing his/her guests or visitors to engage in conduct contrary to the Rules of Coexistence, as well as from facilitating the access to or the stay within the Residence of unauthorized persons.

5.3 Responsibility of the Assignee

The Assignee shall be fully responsible for the conduct of his/her guests and visitors for the entire duration of their stay within the Residence and shall ensure that they fully comply with the Rules of Coexistence, the GCA and the instructions issued by In-Domus.

5.4 Access and registration

Access by guests and visitors is permitted exclusively between 8:00 a.m. and 11:00 p.m., and up to a maximum of two (2) guests per Assignee at any one time, unless otherwise expressly authorized in advance by In-Domus, such authorization being granted for specific occasions (by way of example: study groups, organized activities, events or authorized social gatherings). All guests and visitors must mandatorily register at the Reception upon each access, by presenting and depositing a valid identity document and signing the relevant register, with the simultaneous signature of the Assignee introducing them. Access to or stay within the Residence by unregistered guests, or declarations made by third parties not confirmed by the Assignee through signature, shall constitute a serious violation of the Code of Conduct.

5.5 Prohibition on badge transfer

The badge and access tools assigned to the Assignee are personal and non-transferable. It is strictly prohibited to lend, transfer or allow the use of the badge or other access tools to

guests or third parties, for any reason whatsoever. Violation of this provision constitutes a serious violation of the Code of Conduct and results in the application of Disciplinary Measures, without prejudice to the provisions of Annex B regarding access device management, security and Compensation for Damages and/or Costs Incurred.

5.6 Access to rooms

Access by guests to the Assignee's room is permitted, subject to proper registration, under the following conditions:

- a. single-use accommodation units: access is permitted in compliance with these Rules;
- b. shared accommodation units or apartments: the Assignee must obtain prior written authorization from the roommate(s) and submit such authorization to the Reception before the guest's access.

In the absence of written authorization, access by the guest to the room or shared apartment is not permitted and constitutes a violation of the Code of Conduct.

5.7 Use of Common Areas

In-Domus encourages social interaction and the temporary presence of guests and visitors in the common areas of the Residence, provided that In-Domus services are primarily reserved for Assignees. Guests and visitors may access common and recreational areas exclusively if accompanied by the Assignee and in compliance with the Rules of Coexistence.

Guests and visitors are prohibited from independently using services reserved for Assignees, including, by way of example and not limitation:

- a. common kitchens for independent cooking;
- b. gyms, fitness areas, calisthenics areas and sports equipment;
- c. shared refrigerators and freezers;
- d. services subject to booking or reserved for residents.

Guests and visitors are allowed to temporarily remain, while accompanied, in common areas and kitchens exclusively for the consumption of meals together with the Assignee, in compliance with the applicable rules.

5.8 Overnight stays

Overnight stays by guests within the Residence are permitted only in the cases expressly provided for and in compliance with the conditions established by In-Domus.

Specific authorization and consent rules apply to overnight stays in shared rooms or apartments; for overnight stays in dedicated rooms or hospitality-type solutions, the conditions applicable to each Residence shall apply. The applicable economic conditions, limits and any benefits (including any free nights provided for under specific pricing solutions) are governed by Annex B.

5.9 Violations attributable to the Assignee

Any violation of the provisions of this Article, even if committed by guests or visitors, shall be attributable to the Assignee who introduced them and may result in the initiation of Disciplinary Measures and the application of the further consequences provided for in this Annex and in the GCA.

6. Code of Conduct within Accommodation Units and Common Areas

6.1 Principles of conduct

Within the Residence, the accommodation units and the common areas, the Assignee shall adopt conduct based on fairness, mutual respect, cooperation and a sense of responsibility, in order to ensure a civil, safe and respectful coexistence for all residents and the Community.

6.2 Coexistence in shared accommodation units

In shared rooms or apartments, the Assignee shall respect the spaces, privacy and property of the roommates. In particular, the following shall constitute violations of the Rules of Coexistence, by way of example and not limitation:

- a. using property, personal belongings or spaces assigned to others without authorization;
- b. removing, damaging or tampering with others' property, accommodation units, furnishings or equipment;
- c. engaging in conduct likely to disturb the peace, rest or study of roommates;
- d. violating the confidentiality or privacy of roommates;
- e. engaging in conduct or possessing materials likely to create dangerous situations for persons or premises, including, by way of example and not limitation, the use or possession of narcotic, psychotropic, explosive or otherwise dangerous substances.

The Assignee shall keep shared accommodation spaces orderly and clean, promptly and fully cleaning and tidying the rooms and equipment used immediately after each use, without unjustified delays that may cause inconvenience, hygiene risks or limitations to roommates. In the event of violations relating to shared accommodation spaces where it is not possible to clearly identify the individual responsible, the principle of joint and several liability among roommates shall apply, and In-Domus may charge the related costs, damages or restoration interventions on a pro-rata basis, in accordance with the GCA and the contractual Annexes.

6.3 Use of common areas

In common areas of the Residence, the Assignee shall respect the needs of other residents, avoiding conduct that may limit or compromise their use. It is prohibited to:

- a. improperly appropriate common spaces, equipment or property;
- b. cause damage to common areas or equipment;
- c. use common areas for purposes inconsistent with their intended use;
- d. engage in conduct that causes disturbance, inconvenience or prejudice to other residents.

The Assignee shall leave all common areas clean and tidy after each use, immediately cleaning and arranging surfaces, equipment and furnishings used. This obligation applies, by way of example and not limitation, to common kitchens, gyms and fitness areas, study rooms, music rooms, meeting rooms, terraces, lounges, recreational areas and any other shared environments, including worktops, stoves, sinks, dishes, sports equipment, study stations and common-use areas. Failure to clean or delayed cleaning, regardless of identification of the individual responsible, even if performed later, constitutes a violation of the Rules of Coexistence.

6.4 Storage of personal belongings and food

The Assignee shall store personal belongings in an orderly, safe and hygienic manner, avoiding situations of risk or deterioration. In particular:

- a. personal belongings must be stored in compliance with safety and hygiene requirements;
- b. food must be stored in closed and suitable containers;
- c. in shared refrigerators, food must be properly stored with attention to expiry dates and contamination prevention;
- d. expired or spoiled food must be promptly removed and disposed of;
- e. in areas equipped with shared refrigerators or freezers, food must be mandatorily stored in closed containers or sealed bags and clearly labelled with name, surname and room number;
- f. it is prohibited to store unlabelled, expired, improperly stored food, open liquids or glass or carbonated beverages in freezers;
- g. In-Domus carries out periodic checks of shared storage areas; expired, unlabelled or non-compliant food may be removed without prior notice, including by emptying and sanitizing the affected refrigerators or freezers.

6.5 Obligation to report

The Assignee shall promptly report to In-Domus or to the Residence staff any damage, malfunction, deterioration or conduct incompatible with coexistence, in order to enable appropriate intervention and prevent escalation. Failure to report, where it has prevented or delayed intervention, may be taken into account for the assessment of responsibilities.

6.6 Rules for the use of services

Common areas and Residence services are governed by specific instructions and regulations adopted by In-Domus, including rules on use, access and enjoyment of services, as detailed in Annex B and in regulations posted or otherwise made available within the Residence. The Assignee shall review and comply with such provisions. Failure to comply constitutes a violation of the Rules of Coexistence and Code of Conduct and may result in the initiation of Disciplinary Measures pursuant to Article 11 of this Annex, as well as – where applicable – Compensation for Damages and/or Costs Incurred pursuant to Article 12, the GCA and the Appendix to Annex B.

6.7 Internal regulations

Copies of the internal regulations may be requested at the Reception. Failure to comply with the regulations governing the use of common areas and services constitutes a violation of the Rules of Coexistence and Code of Conduct and may result in the initiation of Disciplinary Measures.

7. Safety and Protection of Health

7.1 Safe conduct

The Assignee shall adopt conduct suitable to ensure his/her own safety and that of others, as well as the protection of health and personal safety within the Residence, avoiding any behaviour that may create situations of danger, risk or prejudice.

7.2 Safety regulations

The Assignee shall comply with fire prevention, safety and health regulations, as well as with instructions and indications provided by In-Domus and the Residence staff, including through signage, written communications or notices displayed in common areas.

7.3 Safety-related prohibitions

The Assignee is prohibited from engaging in conduct that may compromise the safety of the Residence, including, by way of example and not limitation:

- a. tampering with or damaging systems, safety devices, fire-prevention systems, signage or emergency equipment;
- b. obstructing or improperly using escape routes, emergency exits or safety-related spaces;
- c. introducing, possessing or using dangerous objects, substances or equipment or those not compliant with applicable regulations.

7.4 Escape routes and safety equipment

It is strictly prohibited to obstruct, block or render inaccessible escape routes, emergency exits, corridors, stairways, passageways or safety equipment by placing objects, furnishings, waste or any other material. It is also prohibited to improperly use, open without authorization, move, tamper with or alter alarmed doors, fire extinguishers, hydrants, emergency buttons, safety signage or any other fire-prevention or safety device installed within the Residence.

7.5 Emergencies and evacuation

In the event of alarm activation, evacuation or emergency, all Assignees and any guests shall immediately leave the accommodation units and common areas, maintaining orderly and cooperative conduct, using only the indicated stairways and escape routes, without delay and without re-entering the premises until further instructions are given by staff or the competent authorities.

7.6 Reporting hazards

The Assignee shall promptly report to In-Domus or the Residence staff any hazardous situations, malfunctions, anomalies or conditions that may affect the safety or health of persons, even if such situations are not directly attributable to his/her conduct.

7.7 Badge and energy activation devices

The badge and access tools assigned to the Assignee are strictly personal and non-transferable. It is prohibited to lend, transfer or allow their use by third parties, for any reason whatsoever. It is also expressly prohibited to insert cards, badges or objects other than the assigned badge into badge-holders or other energy activation devices of the accommodation unit, or to tamper with or alter such devices in order to keep the electricity active in the absence of the Assignee. Such conduct constitutes a serious violation of the Rules of Coexistence, as it may compromise the safety of systems and of the Residence.

7.8 Smoking prohibition and tampering

It is strictly prohibited to smoke inside accommodation units, rooms, bathrooms, balconies, enclosed common areas and any internal area of the Residence, including traditional cigarettes, electronic devices, vaporizers and similar products. It is also prohibited to cover, disable, tamper with or alter in any way smoke detectors, fire detectors or safety devices installed in accommodation units or common areas, including for the purpose of evading detection systems.

7.9 Serious violations

The conduct referred to in this Article constitutes a serious violation of the Rules of Coexistence and Code of Conduct and may result in the immediate initiation of Disciplinary Measures, as well as the charging of costs arising from technical interventions, restorations

or activation of safety systems. Repeated violations of this Article constitute an element of particular seriousness and may result in the application of progressively more severe Disciplinary Measures, up to the termination of the Agreement and revocation of the Accommodation Unit, in accordance with this Annex and the GCA.

8. Access to Accommodation Units and Checks by In-Domus

8.1 Right of access

In-Domus has the right to access the Accommodation Units and the common areas in the cases and in accordance with the procedures set forth in the GCA, Article 8, as well as to carry out checks connected with compliance with the Rules of Coexistence.

8.2 Authorized access, traceability and operational limits

Access to the Accommodation Units and common areas by In-Domus shall be carried out exclusively by authorized personnel, for purposes connected with the management of the Residence, security, maintenance, technical inspections or compliance with the Rules of Coexistence, and shall be limited to what is strictly necessary. Such access shall be carried out in accordance with the procedures set forth in the GCA, shall be traceable in accordance with In-Domus' internal procedures, and shall in no event entail arbitrary use or use exceeding the purposes indicated above.

8.3 Scheduled and urgent access

Except in cases of urgency or emergency, access to the Accommodation Units shall take place upon prior notice in accordance with the GCA. In cases of urgency or danger, access may also take place without prior notice, within the limits and under the conditions set forth in the same GCA (Article 8).

8.4 Duty to cooperate

The Assignee shall allow access to the Accommodation Units in the cases provided for under this Article and shall cooperate with In-Domus and the Residence staff, avoiding obstructive conduct or any conduct capable of preventing or delaying verification or intervention activities.

9. Respect, Equal Dignity and Conflict Management

9.1 Equal dignity

Within the Residences, respect for the equal dignity of all persons is required. The Assignee shall behave properly and respectfully towards other residents, staff and any person accessing the Residence, avoiding conduct that may cause offense, inconvenience or prejudice.

9.2 Prohibition of offensive conduct

Aggressive, intimidating, offensive, discriminatory or harassing behaviour is not permitted, nor are attitudes capable of undermining peaceful coexistence or the well-being of persons.

9.3 Communication standards

The Assignee shall use communication methods based on fairness and respect, refraining from language, gestures or behaviour that are inappropriate or detrimental to the dignity of others.

9.4 Conflict management

In the event of conflicts among residents, the Assignee shall cooperate with In-Domus and the Residence staff, promoting, where possible, a civil and responsible management of tense situations.

9.5 Preventive reporting

The Assignee shall promptly report to In-Domus or the Residence staff any conduct or situations that may escalate into conflict, including to allow for preventive and proportionate intervention.

9.6 In-Domus intervention

In-Domus retains the right to intervene directly where the conduct carried out is incompatible with the Rules of Coexistence and Code of Conductor with the safety and proper functioning of the residential Community.

10. Breaches of the Rules of Coexistence

10.1 Definition of breach

A breach of the Rules of Coexistence and Code of Conduct and any conduct, act or omission by the Assignee, or by his/her guests or visitors, that is contrary to the provisions of this Annex, the GCA or the instructions issued by In-Domus.

10.2 Types of breaches

Breaches may relate, by way of example and not limitation, to:

- a. failure to comply with rules of conduct, order, cleanliness and hygiene;
- b. breach of the provisions on guests and visitors;
- c. conduct harmful to safety, health or personal integrity;
- d. improper use of the Residence's spaces, equipment or property;
- e. tampering with systems, safety devices or access tools;
- f. offensive, harassing, aggressive conduct or conduct otherwise incompatible with coexistence;
- g. failure to comply with instructions issued by In-Domus or the Residence staff.

10.3 Assessment criteria

Breaches of the Rules of Coexistence and Code of Conduct are assessed by In-Domus taking into account the nature, seriousness and recurrence of the conduct, as well as the circumstances in which the breach was committed and any effects produced on the residential Community.

10.4 Seriousness and recurrence

For assessment purposes, In-Domus may distinguish between less serious breaches and more serious breaches, it being understood that even apparently minor conduct, if repeated or capable of compromising coexistence or safety, may be considered more serious.

10.5 Responsibility for third parties

Responsibility for breaches committed by guests or visitors shall be attributable to the Assignee who introduced them, as provided for in this Annex.

10.6 Serious breaches and immediate termination

In the event of particularly serious breaches, In-Domus may proceed with the termination of the Agreement with immediate effect and revocation of the Accommodation Unit, without the need for prior notice, without prejudice to any further right to claim compensation for damages and/or costs incurred. Particularly serious breaches include, by way of example and

not limitation, conduct such as: acts of violence or threats, harassment, aggressive or intimidating behaviour, use, possession, dealing or facilitation of the use of narcotic or psychotropic substances, introduction or use of dangerous or unlawful materials, tampering with safety devices, as well as any conduct capable of endangering the safety, personal integrity or dignity of persons or the proper functioning of the residential Community.

11. Disciplinary Measures and Consequent Measures

11.1 Initiation of the procedure

Disciplinary proceedings may be initiated by In-Domus following a report of a breach, findings made directly by the Residence staff, or objective evidence of conduct contrary to the Rules of Coexistence and Code of Conductor the GCA.

11.2 Reports

Reports may be made by other residents, the Residence staff or third parties and may also be submitted in a confidential or anonymous form, in accordance with the methods made available by In-Domus, within the limits permitted by applicable law.

11.3 Assessment

Upon receipt of a report, In-Domus shall assess the alleged breach, taking into account the available evidence, the circumstances of the case and the provisions of this Annex.

11.4 Investigations

During the assessment, In-Domus may request clarifications from the Assignee, gather additional information or carry out checks, including through inspections or internal investigations, in compliance with applicable law.

11.5 Adoption of measures

Following the assessment, In-Domus may adopt, in a manner proportionate to the seriousness of the conduct, the Disciplinary Measures provided for under this Annex, without prejudice to In-Domus' right to adopt immediate measures in cases of particular urgency or seriousness.

11.6 Recurrence

Repeated breaches, as well as the Assignee's failure to comply with the instructions or reminders received, constitute aggravating circumstances for disciplinary assessment purposes.

11.7 Progressive measures

Repeated prohibited conduct, even if each individual instance could be classified as a less serious breach, entails the application of progressively more severe Disciplinary Measures. In-Domus may therefore adopt progressively more severe measures, including reminders, formal notices and the application of the disciplinary economic charges referred to in Article 14, as well as the further measures provided for under the Agreement and the GCA, up to termination of the Accommodation Unit and/or termination in the most serious cases or in the event of persistent default.

12. Compensation for Damages and/or Costs Incurred

12.1 Liability for damages and costs

The Assignee shall be liable for any damage caused to the Accommodation Unit, the common areas, furnishings, equipment and property of the Residence, as well as for any

costs incurred by In-Domus as a consequence of conduct contrary to the Rules of Coexistence, the Agreement or the GCA.

12.2 Liability for guests

The liability set forth in this Article shall also extend to damages and costs incurred by In-Domus as a result of conduct carried out by guests or visitors introduced by the Assignee, for whom the Assignee shall be fully responsible.

12.3 Independence from disciplinary proceedings

Compensation for damages and costs incurred is autonomous and separate from the economic charges applied as part of disciplinary proceedings pursuant to Article 14 of this Annex A, and may be claimed in addition thereto.

12.4 Quantification criteria

The methods of quantification, the types of costs and the criteria for charging damages and costs incurred are governed by the GCA and detailed in the Appendix to Annex B, to which reference is made.

12.5 Full compensation

In-Domus' right to claim full compensation for the damage or costs actually incurred shall remain unaffected, even where the amount exceeds any indicative values set forth in the contractual annexes.

12.6 Autonomy of measures

It is understood that, in relation to the same conduct or event, In-Domus may apply multiple Disciplinary Measures, also cumulatively, and may also claim compensation for damages and/or costs incurred, where the relevant conditions are met, such measures being autonomous and not alternative to one another.

13. Video Surveillance and Assessment of Violations

13.1 Presence of systems

Video surveillance systems may be present within the Residences, installed and managed by In-Domus in compliance with applicable data protection laws and regulations.

13.2 Purposes

Video surveillance systems are used exclusively for security purposes, protection of persons and property, prevention of unlawful conduct, and support in the assessment of potential violations of the Rules of Coexistence.

13.3 Use of images

Images and information collected through video surveillance systems may be used by In-Domus, within the limits permitted by applicable law, for the purpose of verifying facts and assessing violations of the Rules of Coexistence and Code of Conduct and the GCA.

13.4 Data processing

The processing of personal data connected with video surveillance systems shall be carried out in compliance with applicable data protection laws and with the Privacy Notice set forth in Annex C to the Agreement, to which reference is made for further details.

13.5 Retention of recordings

Recordings from video surveillance systems are retained for a period limited to what is strictly necessary to pursue security purposes, after which they are automatically deleted. It is understood that, prior to automatic deletion, the retention or extraction of specific recordings may take place exclusively where required by the competent Authority or where

it is objectively necessary for the verification of violations of the Rules of Coexistence or the GCA, for the protection of the safety of persons and property, or for the exercise or defence of a legal right. In such cases, In-Domus may retain only the strictly relevant recordings and only for the time strictly necessary, in compliance with applicable laws and as further detailed in Annex C – Privacy Notice.

14. Economic Charges Following Disciplinary Violations

14.1 Application of charges

In the event of an ascertained violation of the Rules of Coexistence, In-Domus may apply predetermined economic charges as measures following the initiation of Disciplinary Measures, in accordance with this Annex and the GCA.

14.2 Table of disciplinary charges

Disciplinary economic charges are applied in the cases identified in the Appendix to Annex A – Table of Disciplinary Charges, which forms an integral and substantial part of this Annex A. The amounts indicated shall apply per single event, without prejudice to cases of recurrence, greater seriousness or concurrence with further violations, as well as to any compensation for damages and costs incurred pursuant to Article 12 and/or further Disciplinary Measures pursuant to Article 11 of this Annex.

14.3 Nature of charges

The charges referred to in this Article are disciplinary and compensatory in nature and are intended to sanction prohibited conduct and to cover the organizational and management costs incurred by In-Domus as a result of the ascertained violations, independently of any compensation for further damages or costs incurred pursuant to Article 12 and of the adoption of additional Disciplinary Measures pursuant to Article 11 of this Annex.

14.4 Additional damages

It remains understood that, where disciplinary violations also result in material damages or additional costs exceeding the amounts set forth in the disciplinary table, In-Domus may claim full compensation thereof pursuant to Article 12.

14.5 Communication and payment

Disciplinary economic charges shall be communicated to the Assignee in accordance with the procedures set forth in the GCA (Article 15) and shall be paid within the terms indicated by In-Domus.

15. Communications

15.1 Official channels

Communications between the Assignee and In-Domus relating to life in the Residence, services, reports and Disciplinary Measures shall be carried out using the official channels made available by In-Domus.

In particular:

- a. for Residence matters, residential living and maintenance:
 - Milano Olympia Residence: milanolympia@in-domus.it
 - Milano Internazionale Residence: milanointernazionale@in-domus.it
 - Milano Monneret Residence: milanomonneret@in-domus.it

- b. for general information requested by external users who are not Assignees or current Residents: info@in-domus.it
- c. for customer assistance and Guest Relations: guestrelations@in-domus.it
- d. for bookings and agreements: reservations@in-domus.it
- e. for payments and invoices: amministrazione@in-domus.it

The provisions governing communications set forth in the Agreement and in the GCA (Article 15) shall remain fully applicable and are hereby expressly incorporated also for the purposes of Disciplinary Measures and related charges.

16. Update of the Rules of Coexistence and Code of Conduct

16.1 Amendments

In-Domus reserves the right to amend, supplement or update the Rules of Coexistence and Code of Conduct set forth in this Annex where necessary for organizational, operational, security, health, technical needs or for compliance with legal or regulatory requirements.

16.2 No retroactive effect

The amendments or supplements referred to in this Article shall have no retroactive effect and shall not affect rights already accrued by the Assignee.

16.3 Effectiveness of amendments

Any amendments or supplements to the Rules of Coexistence and Code of Conduct shall be communicated to the Assignees in accordance with the procedures set forth in the GCA and shall become effective as of the date indicated in the relevant communication.

Data

Signature

APPENDIX TO ANNEX A
Table of Disciplinary Charges
(integral and material part of Annex A)

Prohibited Conduct	Article Ref.	Charge (€)	Charge in Case of Serious and/or Repeated Violation (€)
Lack of order and cleanliness in the Accommodation Unit or shared spaces	4.4 – 6.2	20.00	up to 100.00
Failure to immediately tidy up kitchens and common areas	6.3	20.00	up to 100.00
Improper food storage / failure to label food	6.4	20.00	50.00
Disturbance of quiet hours (11:00 p.m. – 8:00 a.m.)	4.2	50.00	up to 200.00
Unregistered guests or guests outside permitted hours	5.4	50.00	up to 500.00*
Transfer or improper use of badge / obstruction / conduct contrary to security	5.5 – 7.7	100.00	up to 200.00*
Tampering with badge holder / energy activation system	7.7	100.00	200.00
Access to unauthorised areas	4.3	100.00	up to 500.00*
Improper use or unauthorised opening of alarmed doors	7.4	50.00	200.00
Obstruction of escape routes or emergency exits	7.4	up to 100.00	up to 250.00*
Failure to evacuate in case of alarm	7.5	100.00	up to 200.00
Smoking in prohibited areas	4.3 – 7.8	up to 100.00	up to 250.00*
Covering / tampering with smoke detectors	7.8	up to 250.00	up to 500.00*
Tampering with fire extinguishers or safety systems	7.3 – 7.4	up to 300.00	up to 600.00*
Activation of the EVAC system	12	up to 300.00	up to 600.00
Intentional damage to property or facilities	6.2 – 12	up to 200.00, plus compensation for damages and/or costs incurred, up to termination of the Agreement and revocation of the assignment of the Accommodation Unit	Termination of the Agreement and revocation of the assignment of the Accommodation Unit
Theft or attempted theft	6.2	up to 500.00 or double the value of the stolen goods, up to termination of the Agreement and revocation of the assignment of the Accommodation Unit	Termination of the Agreement and revocation of the assignment of the Accommodation Unit
Use or possession of narcotic substances	4.3 – 6.2	up to 500.00, up to termination of the Agreement and revocation of the assignment of the Accommodation Unit	Termination of the Agreement and revocation

			of the assignment of the Accommodation Unit
Possession of explosive or dangerous materials	4.3 – 7.3	up to 500.00, up to termination of the Agreement and revocation of the assignment of the Accommodation Unit	Termination of the Agreement and revocation of the assignment of the Accommodation Unit

** In cases marked with an asterisk, repetition and/or the particular seriousness of the violation may result in the application of additional Disciplinary Measures pursuant to Article 11 of this Annex A, up to revocation of the assignment of the Accommodation Unit and/or termination of the Agreement, as provided for under the GCA.*

General note | Table of Disciplinary Charges

The charges set out in this table are disciplinary in nature and are applied for each ascertained violation. The repetition of prohibited conduct, even where each individual violation may be classified as minor in itself, may constitute a serious breach of the Rules of Coexistence and Code of Conduct and may result in the adoption of progressively more severe Disciplinary Measures, up to revocation of the assignment of the Accommodation Unit and/or termination of the Agreement, as provided for under this Annex A and the GCA.

It is further understood that particularly serious conduct, including, by way of example and not limitation, theft or attempted theft, violence, harassment, threats, use or possession of narcotic substances, possession of explosive or dangerous materials, or tampering with safety devices, may result in the immediate initiation of Disciplinary Proceedings and in the revocation of the assignment of the Accommodation Unit and/or termination of the Agreement, irrespective of the application of disciplinary charges, and without prejudice to compensation for damages and/or costs incurred.

ANNEX B

Included Services, Optional Services, Third-Party Services, and Rules for Use

1. Purpose and Scope of the Annex

1.1 Purpose and Scope of Application

This Annex B – Included Services, Optional Services, Third-Party Services, and Rules for Use (hereinafter, the “Annex”) governs the services included in the Fee, the Optional Services and the Third-Party Services made available to the Assignees within the framework of the Accommodation Services Agreement and the General Conditions of Accommodation Assignment (“GCA”), as well as the related operational rules for their use.

1.2 Rules for Use and Principles of Proper Enjoyment

This Annex governs the operational rules and conditions of use strictly connected to the enjoyment of the services and spaces of the Residence (including procedures, organisational limits, access conditions, booking rules and use of facilities), within the limits set out in the following Articles.

1.3 Coordination with the Agreement, the GCA and Annex A

The services described in this Annex form an integral part of the Accommodation Services covered by the Accommodation Services Agreement, within the limits and in accordance with the terms set forth herein. The Rules of Coexistence and the Code of Conduct set out in Annex A, which govern behavioural profiles, Disciplinary Measures and Compensation for Damages and/or Costs Incurred, remain autonomous and fully applicable and shall apply in addition to, and not in replacement of, the provisions of this Annex.

1.4 Update of the Rules for Use

In-Domus reserves the right to amend, update or supplement, during the Assignment Period, the rules governing the use of services, spaces and facilities regulated by this Annex, for organisational, operational, technical, safety, health-related or regulatory reasons. Such amendments shall be communicated and/or made available to the Assignee in accordance with Article 15 of the GCA and through the official channels referred to in Article 15 of this Annex. Such amendments may take immediate effect in cases of urgency or for safety-related reasons.

2. Services Included in the Fee

2.1 Accommodation Services Included in the Fee

The Fee indicated in the Accommodation Services Agreement includes the Accommodation Services (Core Services) as governed by this Annex, for the purpose of ensuring the proper enjoyment of the Accommodation Services.

2.2 List of Included Services

The services included in the Fee comprise the following services, the use of which is subject to the operational rules set out in this Annex and in the following Articles:

- a. access to and use of the assigned Accommodation Unit, including the related facilities and appurtenances;

- b. access to and use of the common areas of the Residence, to be shared with other residents, in compliance with the Rules for Use of the Services set out in this Annex;
- c. reception and assistance service operating 24 hours a day, 7 days a week, structured as a daytime reception service (indicatively from 7:00 a.m. to 11:00 p.m.) and a night-time supervision service (indicatively from 11:00 p.m. to 7:00 a.m.), provided in accordance with the operational arrangements and functions effectively applicable to each time slot and to the specific Residence, without implying identity of services between daytime and night-time hours, as well as any additional assistance services or operational supervision other than 24/7 reception, where provided by the specific Residence;
- d. utilities relating to the supply of electricity, gas and heating and cooling services, in accordance with the operating methods of the building systems and in compliance with the applicable provisions of the Municipality of Milan, without prejudice to the energy risk-sharing clause set out in Article 2.5;
- e. cleaning service within the Accommodation Unit, including ordinary cleaning only and linen change, within the limits, modalities, frequency and timelines set out in Article 7 of this Annex, excluding extraordinary or additional cleaning services, unless otherwise agreed or purchased as Optional Services by the Assignee, as detailed in Article 12 below;
- f. ordinary maintenance service of the Accommodation Unit and common areas, limited to interventions qualifying as ordinary maintenance and subject to the reporting, management and timing procedures set out in Article 8 of this Annex;
- g. scheduled cleaning services of common areas, carried out in compliance with applicable health and hygiene regulations;
- h. parcel and mail handling and collection service, in accordance with the organisational procedures of the Residence;
- i. waste separation service, to be carried out by the Assignee in compliance with the operational instructions provided by the Residence and with the provisions set out in this Annex;
- j. Internet connectivity and Wi-Fi service, where available within the Residence, provided as a shared service in support of residential life and study, with performance levels consistent with the characteristics of the building and the intended use of the service. In-Domus shall not be liable for any malfunctions, interruptions or slowdowns not attributable to its responsibility, without prejudice to Article 2.6, nor does it guarantee full compatibility or proper functioning of the service on the Assignee's personal devices, for which assistance is provided solely within the limits of In-Domus' competences;
- k. access to and use of study areas, fitness, wellness or similar common spaces, where available within the Residence.

2.3 Services Provided Depending on the Residence

The services included in the Fee are provided depending on the characteristics of each individual Residence and shall be deemed limited to the services actually available at the Residence assigned to the Assignee.

2.4 Consequences of Non-Compliance with the Rules

Failure to comply with the Rules for Use of the Services set out in this Annex and with the operational and organisational rules applicable from time to time may result, where the relevant conditions are met, in the application of Disciplinary Measures and/or Compensation for Damages and/or Costs Incurred, in accordance with the General Conditions of Accommodation Assignment (GCA) and Annex A – Rules of Coexistence and Code of Conduct.

2.5 Energy Risk-Sharing Clause

Utilities relating to the supply of electricity are included in the agreed Fee, in accordance with this Annex. In consideration of the variable and unpredictable nature of energy markets, the Parties agree on a risk-sharing mechanism in the event of significant increases in electricity costs. In particular, where the average daily cost of the PUN electricity price (€/MWh), as recorded and published by the Italian Energy Markets Operator (*Gestore dei Mercati Energetici* – GME), during the Assignment Period exceeds €200.00, the Fee indicated in the Accommodation Services Agreement shall be automatically increased by an amount equal to €1.00 (one/00) for each day of the duration of the Agreement. Such adjustment:

- a. applies automatically upon occurrence of the objective condition indicated above;
- b. constitutes an economic rebalancing mechanism linked to external factors not attributable to In-Domus and does not structurally modify the agreed Fee.

2.6 Service Disruptions Attributable to Third Parties

It is understood that any disruptions, suspensions, limitations or delays relating to the services included in the Fee that are attributable to third parties, including, by way of example and not limitation:

- electricity, water, heating, cooling, gas or Internet connectivity providers;
- technology or maintenance service providers;
- operators of external networks or infrastructures;

events or interventions not dependent on the will or direct control of In-Domus, shall not automatically entitle the Assignee to Fee reductions, indemnities or refunds, except as required by mandatory provisions of law. In such cases, In-Domus undertakes to act diligently to restore the service or manage the disruption, without assuming liability for events not directly attributable to it.

3. General Rules for the Use of Services

3.1 General Principles of Use

The Assignee is required to use the services included in the Fee, the Optional Services and the spaces of the Residence in a proper, proportionate and diligent manner and in compliance with their intended purpose, in accordance with the Rules for the Use of Services set out in this Annex, as well as with the operational, organisational and behavioural rules established by In-Domus and made available in accordance with the GCA and this Annex.

3.2 Personal, Non-Exclusive Use and Intended Purpose

The services and spaces made available are intended for personal, non-exclusive use and must be used in accordance with their intended purpose, in a manner compatible with the

nature of the Residence and with the coexistence needs of other residents, in compliance with quiet enjoyment, decorum, safety and ordinary usability of the spaces.

It is prohibited to use the services and spaces for purposes other than those provided for, or in a manner that may compromise their proper functioning, safety or usability by other residents.

3.3 Quiet Hours

In order to ensure quiet enjoyment, rest and coexistence within the Residence, the Assignee is required to comply with the quiet hours established by In-Domus, generally between 11:00 p.m. and 8:00 a.m., as well as with any additional time slots or specific rules applicable to individual spaces or Residences. During such time periods, it is prohibited to engage in conduct, activities or use of spaces that may cause disturbance to other residents.

3.4 Duties of Care and Reporting

The Assignee is required to:

- a. use spaces, facilities, furnishings and equipment with due care and diligence;
- b. promptly report to In-Domus any breakdowns, malfunctions or risk situations;
- c. adopt conduct suitable to prevent damage, abnormal wear or improper use of services, spaces and facilities;
- d. comply with the rules of coexistence, conduct and proper use of common areas and the Accommodation Unit, as governed by Annex A – Rules of Coexistence and Code of Conduct, which applies on a complementary basis and in addition to this Annex.

3.5 Health-Related Reporting and Protection of the Residential Community

The Assignee is required to promptly notify In-Domus, in accordance with the procedures set out in the GCA, of the occurrence of potentially contagious situations that may pose a risk to the health and safety of the residential Community.

Such notifications shall be handled by In-Domus in compliance with Annex C – Privacy Notice, it being understood that the information may be used and, where required, communicated to the competent authorities solely for the purpose of adopting organisational, operational or regulatory measures, including temporary measures, also at the request of the competent health or administrative authorities, aimed at risk containment and the protection of the health and safety of the residential Community.

Failure or delay in such reporting, where it results in risks, damages or prejudice to other residents or to the Residence, may lead to the adoption of organisational or restrictive measures, as well as to the application of Disciplinary Measures and any charges for Compensation for Damages and/or Costs Incurred, pursuant to the GCA, this Annex and Annex A.

3.6 General Prohibitions

The Assignee is prohibited from:

- a. tampering with, modifying or removing systems, facilities or equipment;
- b. assigning, allowing or facilitating the use of assigned and/or shared services and spaces, in any capacity, by unauthorised persons;
- c. introducing equipment, materials or substances that may cause damage, danger or obstruction to the proper use of services or spaces;
- d. engaging in repeated conduct or conduct otherwise capable of compromising quiet enjoyment, safety or civil coexistence within the Residence;

- e. accessing unauthorised areas or areas reserved for In-Domus staff, including, by way of example and not limitation, technical rooms, service areas, storage rooms, offices, plant rooms or any other areas not intended for use by Assignees.

3.7 Liability for Damages and Conduct of Guests/Visitors

The Assignee is responsible for the use of the services and spaces of the Residence, as well as for the conduct of his/her guests or visitors, without prejudice to the provisions of Article 10, and shall be liable for any damages, costs or expenses arising from use not compliant with the Rules for the Use of Services.

3.8 Suspension or Modification of Services

In-Domus reserves the right to limit, suspend or temporarily modify the provision of one or more services in accordance with Article 14 of this Annex.

3.9 Specific Rules for Individual Services and Spaces

Without prejudice to the provisions set out in the following Articles of this Annex, the use of the services and spaces of the Residence is also subject to compliance with specific rules governing access, hours of use, operational modalities and limitations relating to the presence of guests, established by In-Domus for each service or space and indicated by means of appropriate signage, informational documentation and/or made available at the Reception, also in accordance with Article 15 of this Annex.

4. Rules on the Use of Common Areas

4.1 Purpose and scope of common areas

This Article governs the rules for the use of the common areas of the Residence, including, by way of example and without limitation, study areas, kitchen and dining areas, lounge and social areas, gyms and wellness areas, outdoor areas, and any other areas intended for shared use, even if not expressly listed herein.

4.2 Shared, non-exclusive use and fair enjoyment

Common areas are intended for shared, orderly and respectful use, consistent with their intended purpose and based on principles of non-exclusive use and fair enjoyment by all residents. Any conduct which, even without formal assignment, results in prolonged or exclusive occupation of common areas through the placement of personal items or materials, even if temporarily left unattended, is prohibited. The Assignee shall use such areas in compliance with the Rules on the Use of Services set out in this Annex and with any operational instructions issued and made available by In-Domus, without prejudice to the provisions of Annex A – Rules of Coexistence and Code of Conduct.

4.3 Hours of use and temporary restrictions

The use of common areas is permitted during the hours established by In-Domus, as indicated by internal signage, official communications or specific Residence regulations. In-Domus reserves the right to temporarily restrict access to or use of one or more common areas in accordance with Article 14 of this Annex.

4.4 Common equipment and conditions of use

The common areas of the Residence are equipped with furnishings, equipment and facilities intended for shared use by Assignees, including, by way of example and without limitation, study and work equipment, functional furnishings, sports, recreational and leisure equipment, kitchen facilities and any other equipment made available by In-Domus. Such equipment is included in the Fee, without prejudice to the provisions relating to Third-Party

Services under Article 13 of this Annex, and must be used with care and diligence, in compliance with any operating instructions posted or otherwise made available by In-Domus, in accordance with the Rules on the Use of Services set out herein.

4.5 Duties of order, cleanliness and proper use

The Assignee shall:

- a. keep common areas orderly and clean after use;
- b. use furnishings, equipment and facilities properly;
- c. dispose of waste correctly in the appropriate containers, in compliance with the applicable waste separation rules, ensuring that waste generated is removed and that kitchen and dining areas are left clean and clear after use;
- d. promptly clean the areas and equipment used, particularly in kitchen and dining areas, leaving them clean, orderly and suitable for use by other residents, without relying on ordinary cleaning services, which do not replace the Assignee's obligation to immediately tidy up after use.

4.6 Prohibitions relating to the use of common areas

The Assignee is expressly prohibited from:

- a. permanently occupying or reserving common areas for exclusive use;
- b. leaving unattended or bulky personal belongings in common areas;
- c. introducing unauthorised furnishings, equipment or materials;
- d. carrying out activities that may cause disturbance, danger or obstruction to the normal use of common areas by other residents;
- e. leaving food, beverages, dishes, waste, study materials and/or personal belongings in common areas beyond the time strictly necessary for use, including for the purpose of reserving or preventing use by other residents.

4.7 Temporary unavailability of common areas

The temporary closure or unavailability of one or more common areas is governed by Article 14 of this Annex.

4.8 Specific rules for individual common areas

Each common area of the Residence is subject to specific access rules, hours of use—which may vary from area to area (e.g. study areas, music rooms, gyms, wellness areas)—operational conditions of use, and any limitations relating to the presence of guests, including any prohibitions, numerical limits or access conditions, as established from time to time by In-Domus. Such rules may be indicated by signage posted in the relevant areas, made available through the official Residence channels and/or provided at the Reception. The Assignee is required to become acquainted with such rules, request copies or clarifications where necessary, and comply with them in full.

4.9 Updates to the rules on the use of common areas

Updates to the rules governing the use of common areas are governed by Article 1.4 of this Annex and by Article 15 of the GCA.

5. Safety Devices and Equipment

5.1 Purpose and scope of safety devices

This Article governs the use of safety devices, systems and equipment installed within the Residence in order to ensure the protection of persons, spaces and structures, as well as

compliance with applicable safety, health and hygiene, fire prevention and emergency management regulations.

5.2 Types of safety devices and systems

The Residence is equipped, by way of example and without limitation, with:

- a. detection and signalling systems (such as smoke, heat and gas detectors, acoustic and visual alarms);
- b. fire protection systems and equipment (such as fire extinguishers, hydrants, fire doors, emergency exits, emergency lighting, fire alarm buttons);
- c. access control and security systems (such as alarmed doors, automatic locking systems, badges, turnstiles where present, and control devices);
- d. safety signage, emergency layouts and evacuation devices;
- e. video surveillance systems installed in the common areas of the Residence;
- f. any additional safety equipment or devices required by applicable regulations and installed by In-Domus.

5.3 Video surveillance and data protection

Where present, video surveillance systems are installed and managed by In-Domus in accordance with Annex C – Privacy Notice, which is hereby fully incorporated by reference.

5.4 Obligations of the Assignee in relation to safety

The Assignee shall:

- a. use safety devices and equipment properly;
- b. refrain from tampering with, disabling, removing, obstructing or altering such devices in any way;
- c. comply with safety signage, emergency layouts and operating instructions posted or otherwise made available by In-Domus;
- d. promptly report to In-Domus any faults, malfunctions or hazardous situations detected.

5.5 Prohibitions relating to safety devices

The Assignee is expressly prohibited from:

- a. improperly using safety devices or activating them without justified reason;
- b. obstructing access to, visibility or operation of safety devices;
- c. independently intervening on safety systems or equipment, including for repair or adjustment purposes;
- d. removing, concealing or rendering ineffective safety signage or emergency devices.

5.6 Liability for improper use of safety devices

The Assignee shall be liable for any damage, cost or expense, whether direct or indirect, arising from improper, non-compliant or unlawful use of safety devices and equipment, including restoration costs, technical interventions, inspections, improper activations, sanctions or charges imposed by competent authorities or service providers. Without prejudice to the application of Disciplinary Measures and compensation for damages and/or costs incurred pursuant to the GCA and Annex A.

5.7 Conduct in the event of an emergency

In the event of an emergency, the Assignee shall strictly comply with safety procedures and operating instructions established and made available by In-Domus, including through signage or notices displayed on site, as well as with instructions provided by authorised staff

and competent authorities. Without prejudice to the provisions of Article 14 of this Annex regarding suspension, limitation or unavailability of services.

6. Rules on the Use of the Accommodation Unit and Its Furnishings

6.1 Purpose and scope of use of the Accommodation Unit

This Article governs the use of the Accommodation Unit assigned to the Assignee, including its furnishings, equipment and appurtenances, throughout the entire Assignment Period, in accordance with the Accommodation Services Agreement, the GCA, this Annex, and the inventory and check-in form, which constitutes a binding reference for the purposes of verifying the condition of the Accommodation Unit and its furnishings.

6.2 Intended use of the Accommodation Unit and principles of proper use

The Accommodation Unit is intended for personal residential use only. The Assignee shall use it with care and diligence, in compliance with the Rules on the Use of Services and with Article 3 of this Annex, ensuring use consistent with its residential purpose and such as not to prejudice hygiene, safety and decorum, as well as any operational rules established and made available by In-Domus.

6.3 Furnishings, equipment and features of the Accommodation Unit

All Accommodation Units are equipped with an en-suite bathroom. Each Accommodation Unit is delivered to the Assignee complete with the standard furnishings, equipment and fittings provided for the specific accommodation type and the relevant Residence.

By way of example and without limitation, depending on the type of Accommodation Unit and the relevant Residence, such furnishings and equipment may include: bed, wardrobe, desk, chair, bookcase, under-bed storage box or container, notice board, equipped kitchen, dining table, chairs, extractor hood, induction hob, refrigerator, microwave oven, bathroom with shower enclosure, WC, bidet, washbasin and vanity unit, smoke detector, badge reader, badge holder, mirror, thermostat, curtains.

It is understood that the list of furnishings and equipment is not exhaustive and may vary depending on:

- a. the type of Accommodation Unit selected;
- b. the Residence chosen;
- c. any updates, replacements, improvements or different configurations adopted by In-Domus.

Furnishings and equipment are included in the Fee, unless otherwise provided for Optional Services or Third-Party Services, and must be used with care and diligence and in accordance with their intended purpose. Any removal, replacement, modification or relocation without prior authorisation from In-Domus is prohibited.

6.4 Duties of care, preservation and cooperation of the Assignee

The Assignee shall:

- a. keep the Accommodation Unit in good condition, orderly and clean, ensuring daily tidying, proper waste management and ordinary cleaning duties borne by the Assignee, maintaining a standard of decorum compatible with the provision of the ordinary cleaning service included in the Fee pursuant to Article 7 of this Annex, which does not replace the Assignee's daily hygiene obligations;
- b. adopt conduct suitable to prevent damage, abnormal wear or deterioration;

- c. allow access to the Accommodation Unit in the cases and in the manner provided for under the GCA (e.g. maintenance interventions, technical inspections, scheduled or urgent checks);
- d. promptly report to In-Domus any damage, faults, malfunctions or anomalies detected in the Accommodation Unit, systems or furnishings, in accordance with the GCA, this Annex and any operating procedures made available by In-Domus through official communication channels.

6.5 Prohibitions relating to the use of the Accommodation Unit

The Assignee is expressly prohibited from:

- a. making structural, system-related or aesthetic modifications to the Accommodation Unit;
- b. tampering with systems, devices or furnishings;
- c. using the Accommodation Unit for purposes other than residential use;
- d. subletting, assigning or allowing use of the Accommodation Unit by unauthorised persons, under any title;
- e. using unauthorised electrical appliances, heat sources, cookers, heaters, candles, incense or similar devices incompatible with the Residence's safety conditions;
- f. obstructing air vents, ventilation grilles, windows, radiators or air-conditioning devices;
- g. disposing of materials, substances or waste unsuitable for drainage systems that may cause blockages or damage;
- h. drilling, affixing, gluing or attaching items to walls, doors, furnishings or surfaces without prior authorisation from In-Domus.

6.6 Specific operating rules and conditions of use

Use of the Accommodation Unit is also subject to specific operating rules, including, by way of example and without limitation, rules relating to hours of use, presence of guests, and use of systems and furnishings, as established by In-Domus and indicated through signage, information materials, official communications and/or made available at the Reception. Such rules shall be contractually binding pursuant to Article 15 of the GCA. The Assignee shall become acquainted with them, request clarifications where necessary, and comply with them in full.

6.7 Liability for damages and consequences of non-compliant use

The Assignee shall be liable for any damage caused to the Accommodation Unit, furnishings and equipment, as well as for the conduct of their guests, and shall be responsible for any compensation for damages and/or costs incurred by In-Domus, even in the absence of wilful misconduct. Such costs may include restoration, replacement, technical intervention, extraordinary cleaning or waste disposal costs arising from non-compliant use. Without prejudice to the application of Disciplinary Measures and compensation for damages and/or costs incurred pursuant to the GCA and Annex A.

7. Cleaning Services and Linen Change

7.1 Ordinary cleaning services included in the Fee

The Fee includes exclusively ordinary cleaning services, provided in accordance with the methods, frequency and timing established by In-Domus for the specific Residence and type of Accommodation Unit. Such services are intended to maintain general hygienic conditions

of the premises and do not constitute a tidying service, arrangement of personal belongings or extraordinary cleaning, nor do they replace the Assignee's daily obligations of care and hygiene.

7.2 Frequency of ordinary cleaning

The frequency of ordinary cleaning services is determined by In-Domus depending on the type of Accommodation Unit and the Residence and, as a general rule, provides for:

- a. one (1) cleaning per week for shared accommodation solutions;
- b. two (2) cleanings per month, approximately one every two weeks, for single-use accommodation solutions.

For single-use Accommodation Units, the linen change service for bed and bathroom linen is included among the Services Included in the Fee and is provided with the same frequency as ordinary cleaning services, within the limits and according to the operational procedures established by the Residence.

7.3 Operational conditions for service execution

In order for the ordinary cleaning and linen change service to be properly carried out, the Assignee shall prepare the Accommodation Unit in accordance with the following operational rules:

- a. completely clear the bed, removing used linen;
- b. place all bed linen inside a pillowcase and leave it on the floor;
- c. collect all used bath towels and place them together on the floor;
- d. clear all surfaces (desks, bedside tables, bathroom surfaces, shower box, shelves);
- e. remove personal items, clothing, bags or materials from the floor.

Cleaning staff are not authorised to move, touch or tidy personal belongings and shall intervene exclusively on areas left free and accessible. Bed linen and towels not placed on the floor shall be considered clean and shall not be replaced.

7.4 Exclusions from ordinary cleaning services

Ordinary cleaning services do not include, by way of example and without limitation:

- a. tidying of personal belongings left in disorder;
- b. bed-making, which constitutes a paid Optional Service;
- c. arrangement of bath towels;
- d. removal of abnormal accumulations of objects, waste or materials;
- e. cleaning made necessary by neglect, improper use or failure to comply with the rules of use.

At the end of the service, the Assignee shall find clean linen placed on the bed, with any further arrangement remaining the Assignee's responsibility.

7.5 Prohibitions relating to linen use

The Assignee is expressly prohibited from:

- a. hiding, disposing of, retaining or damaging the linen provided;
- b. using the linen for purposes other than those intended;
- c. independently disposing of the linen.

In the event of stains, damage or deterioration, the Assignee shall promptly notify the Reception in accordance with the procedures set out in the GCA, Article 15.

7.6 Verification and claims regarding delivered linen

In the event that delivered linen is missing items, damaged or non-compliant, the Assignee shall immediately notify the Reception. In the absence of timely notification, the linen shall be deemed correctly delivered.

7.7 Waiver, cancellation or rescheduling of the service

The Assignee may request cancellation or rescheduling of scheduled cleaning services exclusively subject to agreement with In-Domus and only where operational availability permits. In any case:

- a. cleaning services cancelled for reasons not attributable to In-Domus shall be deemed definitively waived;
- b. any cleaning service cancelled, not performed or not usable for reasons not attributable to In-Domus shall be considered waived by the Assignee;
- c. waiver of the service shall not in any case entitle the Assignee to discounts, Fee reductions, indemnities, refunds, compensation or contractual variations, and any related economic or contractual claim is excluded.

7.8 Liability for extraordinary cleaning

The Assignee shall be liable for the costs incurred by In-Domus for extraordinary cleaning, restoration or replacement made necessary due to neglect, improper use or breach of these rules, in accordance with the GCA and Annex A.

8. Ordinary and Extraordinary Maintenance Services

8.1 Scope and purpose of maintenance services

This Article governs the reporting, management and execution of ordinary and extraordinary maintenance interventions for the Accommodation Unit and the common areas of the Residence, as well as the related obligations and liabilities of the Assignee, in accordance with the Accommodation Services Agreement, the GCA and this Annex, without prejudice to the economic and disciplinary consequences provided for in Annex A.

8.2 Ordinary maintenance included in the Fee

Only ordinary maintenance interventions are included in the Fee, understood as those necessary to ensure proper operation and normal preservation of systems, fittings and structures of the Accommodation Unit and common areas, provided that they do not arise from improper use, neglect, negligence or breach of contractual rules. Interventions made necessary by such conduct are excluded from ordinary maintenance and shall be fully charged to the Assignee, as set out in the Charges Table contained in the Appendix to this Annex. By way of example and without limitation, ordinary maintenance includes:

- a. interventions on electrical, plumbing and air-conditioning systems in the event of malfunctions not attributable to the Assignee;
- b. replacement or repair of elements subject to normal wear and tear;
- c. technical inspections and minor corrective interventions on provided fittings;
- d. maintenance interventions in common areas necessary to ensure safety and usability.

8.3 Extraordinary maintenance and related consequences

Extraordinary maintenance includes structural, system-related or technically complex interventions not falling within ordinary maintenance, necessary for restoration, upgrading or safety compliance of spaces and systems. Such interventions:

- a. are planned and managed by In-Domus according to its operational and technical priorities;
- b. may result in temporary limitations on the use of the Accommodation Unit or parts of the Residence;
- c. do not entitle the Assignee to discounts, Fee reductions, indemnities, refunds or contractual variations, nor justify suspension or self-reduction of the Fee, except as provided by mandatory law.

8.4 Reporting obligation and consequences of omission

The Assignee shall promptly report any faults, malfunctions or anomalies detected in the Accommodation Unit or common areas, in accordance with the procedures set out in the GCA and operational guidelines provided by In-Domus. Failure or delay in reporting:

- a. may worsen the damage, extend its scope or cause permanent deterioration, with increased restoration costs and liability for the Assignee;
- b. entails the Assignee's liability for additional restoration costs;
- c. may result in cost charges and the application of Disciplinary Measures under the GCA and Annex A;
- d. may compromise service provision and create risk situations, without liability on the part of In-Domus.

8.5 Access to the Accommodation Unit for maintenance

The Assignee shall:

- a. allow access to the Accommodation Unit to personnel appointed by In-Domus for maintenance interventions, in accordance with the GCA;
- b. make the Accommodation Unit accessible and cleared as necessary to allow the intervention;
- c. comply with operational instructions provided by In-Domus.

Refusal, obstruction or lack of access not attributable to In-Domus shall result in:

- a. suspension or waiver of the scheduled intervention;
- b. liability of the Assignee for any resulting damage.

8.6 Maintenance interventions not included in the Fee

The following are excluded from services included in the Fee:

- a. interventions made necessary by improper use, neglect, negligence or breach of rules of use;
- b. damage caused by the Assignee or their guests;
- c. interventions on unauthorised equipment or devices introduced by the Assignee;
- d. interventions requested for aesthetic purposes or personal customisations.

Such interventions, if carried out by In-Domus or appointed third parties, shall be fully charged to the Assignee in accordance with the GCA, Annex A and the Damage and/or Cost Compensation Table contained in the Appendix to Annex B.

8.7 Intervention times and limitation of liability

Intervention times for ordinary and extraordinary maintenance are determined by In-Domus based on the nature and seriousness of the reported issue, safety priorities and availability of technicians and suppliers.

Delays, suspensions or limitations due to causes not attributable to In-Domus shall not entitle the Assignee to discounts, Fee reductions, indemnities, refunds or compensation, nor

to suspension, set-off or modification of contractual obligations, except as required by mandatory law.

9. Access, Badges, Keys and Personal Devices

9.1 Access to the Residence and spaces

Access to the Residence, the Accommodation Unit and common areas shall take place exclusively through the access devices provided by In-Domus at check-in, depending on the characteristics of the specific Residence.

9.2 Personal and non-transferable assignment of access devices

Access devices are assigned to the Assignee for personal, temporary and non-transferable use, exclusively for the duration of the Assignment Period. It is expressly prohibited to transfer, lend, duplicate, allow use or facilitate use of access devices by third parties, even temporarily.

9.3 Custody and proper use obligations

The Assignee shall exercise the utmost care in safeguarding assigned access devices and shall use them exclusively for legitimate access to the Residence, the Accommodation Unit and authorised spaces, in compliance with these Rules of Use and the GCA.

9.4 Prohibitions relating to access devices

The Assignee is expressly prohibited from:

- a. tampering with, altering or damaging access devices;
- b. duplicating keys or badges without In-Domus' authorisation;
- c. forcing or bypassing access control systems;
- d. allowing unauthorised access using their own devices;
- e. using access devices in a manner inconsistent with operational instructions provided by In-Domus.

9.5 Loss, theft or damage of access devices

In the event of loss, theft, damage or failure to return access devices (including badges, keys or cards), the Assignee shall immediately notify In-Domus in accordance with the GCA, to allow prompt deactivation and security measures.

The first replacement of an access device is free of charge.

From the second replacement onwards, and in all cases of lost, damaged or unreturned devices, replacement shall be carried out by In-Domus and the related costs charged to the Assignee, as set out in the Charges Table contained in the Appendix to this Annex.

9.6 Consequences of improper use of access devices

In the event of improper use, unauthorised transfer, duplication or failure to return access devices, In-Domus may:

- a. immediately deactivate the affected devices;
- b. charge the Assignee for incurred costs and any Damage and/or Cost Compensation;
- c. limit or suspend the Assignee's access to Residence spaces;
- d. apply the Disciplinary Measures provided for in the GCA and Annex A.

9.7 Return of access devices at the end of the assignment

Upon termination of the Agreement and, in any event, at check-out, the Assignee shall return all access devices received. Failure to return shall result in charging replacement and management costs, without prejudice to any further Damage and/or Cost Compensation and/or Disciplinary Measures under Annex A.

10. Guests, Visitors and Overnight Stays

10.1 Definitions of visitors and guests

For the purposes of this Annex:

- a. “visitors” means persons who access the Residence without staying overnight;
- b. “guests” means persons authorised to stay overnight on a temporary basis within the Accommodation Unit.

10.2 General principles for access of visitors and guests

Access of visitors and guests is permitted exclusively in compliance with these Rules of Use of Services, the GCA and Annex A – Rules of Coexistence and Code of Conduct, including the numerical and time limits set out therein.

10.3 Assignee’s obligations regarding visitors and guests

The Assignee shall:

- a. register visitors and guests in advance in accordance with the Residence’s operational procedures and in compliance with the access time slots set out in Annex A (Art. 5);
- b. ensure that guests hold a valid identification document and, where required by the Residence’s procedures, that such document is shown and/or deposited at the reception for registration purposes;
- c. be fully responsible for the conduct of guests and visitors and for any consequences attributable to them, pursuant to the GCA and Annex A;
- d. comply with and ensure compliance with the maximum number of persons allowed per access as set out in Annex A (Art. 5), as well as any further organisational rules made available by the Residence;
- e. for shared Accommodation Units or apartments, obtain – where required – the prior consent of flatmates in accordance with Annex A (Art. 5) and the Residence’s operational procedures;
- f. comply with and ensure compliance with the access and exit times for visitors and guests, as governed by Annex A (Art. 5) and the Residence’s operational procedures.

10.4 Maximum number of free guest nights

For each Residence and type of Accommodation Unit, the Assignee is entitled to a maximum number of free overnight stays for guests, as follows:

Milano Internazionale Residence:	
Steel Double Single Use	unlimited nights
Palladium	unlimited nights
Iridium Plus	6 nights/month
Iridium 1–9	3 nights/month
Iridium 10–14	3 nights/month
Milano Monneret Residence:	
Steel Doppia Uso Singola	unlimited nights
Platinum	10 nights/month
Iridium	3 nights/month

Milano Olympia Residence:	
Steel Doppia Uso Singola	unlimited nights
Junior Gold Premium DUS	unlimited nights
Platinum	10 nights/month
Iridium Plus	6 nights/month
Iridium	3 nights/month

Free nights refer to the individual Accommodation Unit and are calculated on a monthly basis, unless otherwise specified. It is understood that, even where “unlimited nights” apply, the overnight stay may not become habitual, continuous or comparable to co-habitation and remains subject to the limits set out in this Article, including the authorisation and revocation powers under the following provisions. Upon the guest’s check-out, only the tourist tax (where applicable) shall be due.

10.5 Prohibition of improper use of free nights

In any case, it is prohibited to use free guest nights to allow or facilitate overnight stays in Accommodation Units or room types other than those assigned to the Assignee. In particular, the Assignee may not lend, transfer, share or “swap” their free nights with other Assignees, nor agree with other residents that guests stay overnight in rooms other than the room of the Assignee entitled to the free nights.

Any direct or indirect use of free nights in breach of this paragraph constitutes a breach of the Rules of Use of Services and of the Rules of Coexistence.

10.6 Overnight stay arrangements during free nights

During free nights:

- the guest may stay overnight in the Assignee’s bed or, upon request, using a folding bed provided by housekeeping (where available);
- the folding bed is provided without linen, unless extra paid services (Optional Services) are requested;
- any additional services (cleaning, linen, bed-making) are Optional Services and are charged as set out in Article 12 and in the Appendix to this Annex.

10.7 General limits on overnight stays and authorisations

Guests’ overnight stays are permitted within the quantitative and time limits set out in this Article and may not become habitual, continuous or comparable to co-habitation. In-Domus reserves the right to deny, limit or revoke authorisation for overnight stays in the event of:

- a. exceeding the applicable thresholds;
- b. organisational, operational, security or health-related needs;
- c. breaches of the Rules of Use of Services, the GCA or Annex A;
- d. conduct likely to compromise quiet enjoyment or coexistence within the residential Community.

10.8 Overnight stays exceeding free nights

Overnight stays by guests beyond the free nights (if any) provided for the relevant Residence and type of Accommodation Unit:

- a. are not permitted, unless expressly authorised in advance by In-Domus;
- b. are subject to the Residence’s operational availability;
- c. entail the application of additional rates, where provided, in accordance with Optional Services and the applicable price lists set out in the Appendix to Annex B.

In the absence of authorisation, any overnight stay exceeding the free nights constitutes a contractual breach under the GCA and Annex A.

10.9 Guests/Visitors' rules of conduct

Guests/Visitors shall:

- a. fully comply with the Rules of Use of Services, the GCA and Annex A;
- b. follow the instructions of In-Domus staff;
- c. use exclusively the areas expressly permitted to guests, in compliance with operational rules and any limitations applicable to each service or space; in any event, the autonomous or assisted use of services reserved to Assignees is excluded, including, by way of example and without limitation, gyms, fitness/wellness areas, common kitchens for meal preparation, study/meeting rooms, equipment and services subject to booking, unless otherwise expressly authorised by In-Domus;
- d. comply with the requirement to be accompanied by the Assignee where applicable, and with any further condition or limit set out in Annex A and this Annex.

10.10 Specific prohibitions regarding guests and visitors

The Assignee is expressly prohibited from:

- a. allowing access or overnight stays to unregistered or unauthorised persons;
- b. bypassing access control systems to facilitate unauthorised entry;
- c. allowing overnight stays in common areas or areas not intended for residential use;
- d. hosting persons in numbers exceeding the permitted limits;
- e. deriving any direct or indirect economic benefit from hosting third parties;
- f. lending, transferring or allowing third parties to use badges, keys or other access devices assigned to the Assignee.

10.11 Consequences of violations

Violation of this Article may result in:

- a. the immediate revocation of authorisation for guests;
- b. the application of Disciplinary Measures and any Damage and/or Cost Compensation, as set out in the GCA and Annexes A and B;
- c. in the most serious or repeated cases, termination of the Agreement, as provided for under the GCA.

11. Check-in, Check-out and Operational Procedures

11.1 Mandatory booking of check-in and check-out

Check-in and check-out shall be mandatorily booked by the Assignee with at least three (3) days' prior notice, in accordance with the operational methods and channels indicated by In-Domus. Check-ins or check-outs not booked, carried out without prior notice or requested with shorter notice than the term above, are classified as "last second" and entail a management fee of €15.00 (fifteen/00), as set out in the Appendix to this Annex.

11.2 Assignee's obligations at check-in

At check-in, the Assignee shall:

- a. appear on the booked day and time, holding a valid identification document;
- b. sign the documentation required by the check-in procedure;
- c. pay, where due, the amount for the final reinstatement set-up of the Accommodation Unit, as provided for in the Accommodation Services Agreement;

- d. complete the inventory and check-in form and return it to In-Domus within twenty-four (24) hours from check-in, in accordance with the Residence's operational procedures;
- e. report within the same term any anomalies, discrepancies, damage or missing items identified with respect to the fittings and conditions of the Accommodation Unit.

The inventory and check-in form (and any reports made within the above term) constitutes a binding reference for the purposes of verifying the condition of the Accommodation Unit and its fittings at check-out.

11.3 Assignee's stay and operational responsibility

During the Assignment Period, the Assignee is responsible for proper custody of the Accommodation Unit, furniture, fittings and access devices received, as well as for compliance with the Rules of Use of Services, operational procedures and instructions made available by In-Domus.

11.4 Check-out procedure

Check-out shall take place upon expiry of the Agreement or on a different agreed date, in accordance with the booking made. Check-out includes:

- a. return of all access devices received;
- b. verification of the condition of the Accommodation Unit, furniture and fittings, also by comparison with the inventory form completed at check-in;
- c. recording of any damage, missing items, discrepancies or need for reinstatement works.

11.5 Check-out carried out ex officio

Where it is not possible to carry out check-out in the presence of the Assignee for reasons attributable to them, or in the event of failure to book, unavailability or unjustified absence, In-Domus may proceed with check-out ex officio. In such cases, verification of the condition of the Accommodation Unit shall be based on the inventory completed at check-in and on the conditions found, without prejudice to the provisions of the GCA on Damage and/or Cost Compensation, and the Assignee hereby waives any challenge regarding the outcome of such verification, without prejudice to mandatory rights under applicable law. It is understood that, where the relevant conditions are met, the provisions on Disciplinary Measures and Damage and/or Cost Compensation set out in the GCA and in Annex A – Rules of Coexistence and Code of Conduct shall apply.

11.6 Condition of the Accommodation Unit at check-out

The Accommodation Unit shall be returned:

- a. free from persons and personal belongings;
- b. in conditions of order and cleanliness compatible with correct and diligent use;
- c. with all fittings, furniture and accessories present at check-in.

Any damage, missing items, extraordinary cleaning or reinstatement works shall be assessed and charged in accordance with the GCA, Annex A and the Appendix to this Annex.

11.7 Return of access devices

Return, loss, damage and the related economic and disciplinary consequences concerning access devices are governed by Article 9 of this Annex.

12. Optional and Paid Services

12.1 Definition of Optional Services

“Optional Services” means additional services not included in the Fee, which may be activated upon the Assignee’s request and are subject to specific charges, in accordance with this Annex, the GCA and the Appendix to Annex B.

12.2 Activation of Optional Services

Optional Services are provided exclusively upon the Assignee’s request, in accordance with the operational procedures communicated by In-Domus and subject to the organisation, availability of the Residence and technical timelines of the requested service. In-Domus does not guarantee the immediate provision of the requested Optional Services.

12.3 Fees and Charging Methods

Optional Services are subject to the fees indicated in the Appendix to Annex B – Table of Optional Services and related charges, which forms an integral and substantial part of this Annex. The applicable fees are those in force at the time the service is requested and communicated to the Assignee in accordance with the GCA. Fees may be charged in advance, at the time of provision or after the service has been provided, depending on the type of Optional Service.

12.4 Optional Services related to Guests and Overnight Stays

Services requested in connection with the presence of guests (including, by way of example, folding beds, additional linen, extra cleaning or bed-making) qualify as Optional Services and are always subject to specific charges as indicated in the Appendix to Annex B, including in cases of free overnight stays provided for under Article 10 above.

12.5 Types of Optional Services (non-exhaustive list)

By way of example and without limitation, Optional Services include:

- a. extraordinary cleaning services, including additional interventions beyond the ordinary cleaning included in the Fee;
- b. additional linen changes and provision of extra linen beyond that included;
- c. bed-making services;
- d. folding beds for guests and related services connected with guest stays;
- e. additional services related to check-in and check-out, including “last second” check-in or check-out or those carried out outside standard procedures;
- f. kits and additional equipment, including, by way of example, kitchen kits or further items not included in the initial furnishing of the Accommodation Unit;
- g. use of or additional services relating to spaces, equipment or facilities subject to booking or specific rules, where not included in the Fee;
- h. any other services requested by the Assignee that are not included in the Fee, where available at the Residence.

12.6 Non-use or Waiver of the Service

Failure to use an Optional Service requested for reasons attributable to the Assignee does not entitle the Assignee to any refund, without prejudice to In-Domus’s discretionary assessment. Any waiver or modification must be communicated within the time limits set out in the operational procedures of the Residence; failing this, the service may still be charged.

12.7 Assignee's Responsibility

The use of Optional Services remains subject to the Assignee's responsibilities, to compensation for damages and/or costs incurred and to the Disciplinary Measures provided for under the GCA and Annexes A and B.

13. Services Provided by Third Parties

13.1 Definition of Third-Party Services

"Third-Party Services" means services made available within or in connection with the Residence, but provided and managed directly by third parties other than In-Domus and not included in the Fee.

13.2 Type of Services

By way of example and without limitation, Third-Party Services include:

- a. self-service or externally managed laundry services;
- b. vending machines for food and beverages;
- c. printing, copying or technological vending services;
- d. transport, taxi, transfer or mobility services, even if suggested or indicated by In-Domus;
- e. healthcare, pharmaceutical, medical or psychological assistance services provided by external professionals or facilities;
- f. any agreements or ancillary services offered by external partners and indicated by the Residence.

13.3 Contractual Relationships and Liability

Third-Party Services are provided by parties external to In-Domus, which are responsible for the organisation, operational management and execution of the service. Without prejudice to any contractual or cooperation relationships between In-Domus and third parties aimed at making such services available within the Residence, In-Domus does not act as service provider towards the Assignee.

The actual use of Third-Party Services, including operational procedures, reporting and, where applicable, payments, may take place directly between the Assignee and the third-party provider, in accordance with the terms established or communicated by such provider.

In-Domus is therefore expressly excluded from any direct or indirect liability for:

- a. service disruptions, interruptions or malfunctions;
- b. damage to persons or property;
- c. losses, thefts or misplacements;
- d. contractual, financial or performance-related disputes.

13.4 Rules Governing the Use of Spaces

The use of spaces within the Residence designated for or connected with Third-Party Services is in any case subject to:

- a. the Rules Governing the Use of Services set out in this Annex;
- b. the Rules of Coexistence and Code of Conduct set out in Annex A;
- c. the operational and safety instructions displayed or communicated by the Residence.

Failure to comply with such rules may result in the application of Disciplinary Measures and any charges for damages and/or costs incurred, in accordance with the GCA and Annexes A and B.

14. Modification, Suspension or Unavailability of Services

14.1 General Principles

In-Domus undertakes to provide the Included Services and, where requested, the Optional Services in accordance with this Annex, subject to the organisational, operational, technical and safety requirements of the Residence.

14.2 Right to Modify Services

In-Domus reserves the right to modify, integrate, reorganise or update the services offered, including delivery methods, schedules, spaces, facilities and operational procedures, where necessary due to:

- a. organisational or management needs of the Residence;
- b. ordinary or extraordinary maintenance works;
- c. regulatory, legal or safety requirements;
- d. overall improvement of the service or residential experience;
- e. unforeseeable technical or operational reasons.

Such modifications do not constitute a contractual breach and do not entitle the Assignee to any reduction of the Fee, compensation or damages, save as provided by mandatory provisions of law.

14.3 Temporary Suspension of Services

In-Domus may order the temporary, total or partial suspension of one or more services, including ancillary services, common areas or facilities, in the event of:

- a. technical, maintenance or safety-related works;
- b. unforeseen events, faults, urgent works or force majeure;
- c. health, public order or safety requirements;
- d. overall improvement of the service or residential experience;
- e. temporary unavailability of suppliers or external services.

14.4 Unavailability of Individual Services or Spaces

The occasional or prolonged unavailability of individual services, spaces or facilities, even if included in the Fee, does not constitute a contractual breach, provided that it does not substantially affect the use of the Accommodation Unit as a residential service.

Where possible, In-Domus will adopt alternative organisational solutions compatible with the operational conditions of the Residence, without assuming any additional obligations.

14.5 Modification, Suspension or Unavailability of Optional or Third-Party Services

The modification, suspension or unavailability of Optional Services and/or Third-Party Services does not automatically give rise to any right to refunds or compensation, save as may be provided for by the individual third-party providers or by specific applicable agreements.

15. Communications and Service-Related Reports

15.1 Official Communication Channels

All communications and reports relating to Included Services, Optional Services and Third-Party Services must be made by the Assignee through the official channels made available by In-Domus, including, by way of example:

- a. the Residence Reception;
- b. digital systems, portals or applications indicated by In-Domus;

- c. official email addresses or other contacts communicated to the Assignee.

Communications made through other channels do not guarantee processing or timely intervention.

15.2 Operational Reports and Service Requests

Reports relating to:

- a. malfunctions, faults or anomalies of services or facilities;
- b. requests for maintenance, extra cleaning or other Optional Services;
- c. issues connected with the use of common areas or services;

must be made promptly in accordance with the operational procedures indicated by In-Domus. Failure or delay in submitting a report may:

- a. compromise service provision;
- b. aggravate the damage or required intervention;
- c. result in liability or charges borne by the Assignee, in accordance with the GCA and Annexes A and B.

15.3 Handling Times for Reports

The time required to take charge of and manage reports varies depending on the nature of the intervention, the degree of urgency, priorities related to the safety of persons and spaces and the operational availability of the technicians or suppliers involved. In-Domus does not guarantee predetermined response times, unless expressly stated or required by mandatory provisions of law.

15.4 Communications from In-Domus to the Assignee

In-Domus may issue communications relating to:

- a. modifications, suspensions or unavailability of services;
- b. scheduled or urgent interventions;
- c. updates to operational procedures or applicable regulations;

through the official channels indicated in the GCA, including digital notices, written communications or postings within the Residence, where compatible with the nature of the communication.

15.5 Assignee's Cooperation Obligations

The Assignee is required to:

- a. regularly check communications received;
- b. comply with the operational instructions provided;
- c. cooperate, where necessary, to allow the execution of interventions or the proper management of services.

Failure to comply with these obligations may result in delays, inability to intervene or the application of the consequences provided for under the GCA and Annexes A and B.

16. Cross-References and Contractual Coordination

- 16.1 This Annex B forms an integral and substantial part of the Accommodation Services Agreement and shall be governed and interpreted in coordination with the General Terms and Conditions of Assignment (GCA) and with Annex A; in the event of conflict, the provisions of the Agreement and the GCA shall prevail.

Date

Signature

APPENDIX TO ANNEX B
Table of Charges for Compensation for Damages
and/or Costs Incurred
(integral and substantial part of Annex B)

Repair and Replacement Costs

Kitchen	Charge starting from
Freezer door	€ 100,00
Refrigerator handle	€ 100,00
Freezer flap	€ 100,00
Refrigerator shelf (small)	€ 80,00
Refrigerator shelf	€ 100,00
Mini fridge	€ 400,00
Refrigerator	€ 400,00 / € 600,00
Fridge / freezer cleaning	€ 30,00
Extractor hood	€ 250,00 *
Sink	€ 500,00 *
Mixer tap	€ 150,00 *
Induction hob (2 burners)	€400,00 *
Induction hob (4 burners)	€ 600,00 *
Microwave oven	€ 150,00
Electric oven	€ 600,00 *
Kitchen shelf	€ 100,00 *
Table	€ 300,00
Chair	€ 100,00
Switches	€100,00
Skirting board	€150,00
Floor / tiles	€300,00
Kitchen countertop	€700,00
Window glass	€1000,00
Window handle	€300,00
Curtain	€250,00
Dirty ceiling	€100,00
A/C vents	€250,00
Waste bin	€ 20,00
Bathroom	Charge starting from
Manual unclogging (sink/bidet/WC/shower)	€ 60,00 *
Bathroom sink replacement	€ 300,00 *
Bathroom repainting	€ 100,00 *

Shower enclosure	€600,00 *
Shower tray	€1100,00 *
Toilet paper holder	€50,00
Towel holder	€ 50,00
WC brush	€ 20,00
Bathroom cabinet with mirror	€ 300,00 *
Soap dispenser	€ 20,00
Extra bathroom cleaning	€ 40,00
Electrical sockets	€150,00
Switches	€100,00
A/C vents	€250,00
Skirting board	€100,00
Exhaust fan	€150,00
Door	€300,00
Handle	€100,00
Lock	€150,00
Tiles	€300,00
Sink plug	€80,00
Shower drain	€150,00
Heated towel rail	€400,00
WC	€300,00 *
Bidet	€ 300,00 *
WC seat	€ 90,00
Basin mixer tap	€150,00 *
Shower head	€ 80,00
Under-sink cabinet	€ 400,00 *
Mirror light	€ 80,00 *
Bedroom	Charge starting from
Wardrobe	€ 800,00
Coat rack	€ 50,00
Bedside table	€ 150,00 *
Desk	€ 350,00
Chair	€ 100,00
Armchair	€ 250,00
Single bed	€ 700,00
French bed (1½ size)	€ 850,00
Double bed	€950,00
Mattress (80×200)	€ 280,00
Mattress (120×200)	€ 400,00

Mattress (160×200)	€450,00
Pillow	€ 50,00
Wool blanket	€ 80,00
Bedsread	€ 90,00
Bed linen set	€ 70,00
Pillowcase	€ 30,00
Mattress protector	€ 80,00
Bath towels	€ 20,00
Bookcase	€ 350,00 *
Shelves	€250,00 *
Wall	€100,00
Skirting board	€100,00
Door	€300,00
A/C vent	€250,00
Tiles	€300,00
Notice board	€ 50,00
Lights*	Charge starting from
Ceiling light	€ 100,00 *
Desk lamp	€ 100,00 *
Wall lamp <i>*Burnt-out light bulbs are covered by the operator</i>	€ 100,00 *
Doors / Access Devices	Charge starting from
Electronic lock replacement	€ 500,00 *
Badge (from second copy)	€ 20,00
Internal badge holder	€ 500,00 *
External badge holder	€ 500,00 *
Common Areas	Charge starting from
Corridor walls	€ 100,00 *
Fire extinguisher	€150,00
Emergency flag	€150,00
Fire hydrant	€200,00
Hydrant cover	€80,00
Fire safety signage	€50,00
Floor plans	€50,00
Electrical sockets	€150,00
A/C vents	€250,00
Acoustic alarm	€300,00
Emergency light	€ 100,00 *
Ceiling	€100,00

Floor	€300,00
Switches	€100,00
Skirting board	€100,00
REI emergency stair doors	€900,00
Panic bars	€600,00
Handles	€150,00
Locks	€150,00
Cameras	€ 100,00 *
Other *	Charge starting from
Repainting of one wall	€ 100,00
Thermostat	€ 500,00
Telephone	€ 250,00
Extra window cleaning (per room)	From € 40,00 to € 50,00
Curtains	€ 250,00 *
Window handle	€ 250,00 *
Window hinge	€ 300,00

* Other repairs/replacements not listed will be quoted separately;

* Where indicated, charges include labour, management and coordination costs.

Table of Charges for Optional Services

(integral and substantial part of Annex B)

Service	Description	Charge
Additional standard cleaning	Extra cleaning vs ordinary service	€ 20,00
Extra kitchen cleaning	Additional kitchen cleaning	€ 20,00
Fridge/freezer cleaning	Internal cleaning	€ 10,00
Microwave cleaning	Internal & external cleaning	€ 5,00
Electric oven cleaning	Deep cleaning	€ 20,00
Extra bed-making	Outside included service	€ 5,00 Or included with the purchase of the extra linen kit
Extraordinary sanitisation	Hygiene/health interventions	upon quotation
Last-second check-in	Late booking	€ 15,00
Last-second check-out	Late booking	€ 15,00
Additional standard cleaning	Extra cleaning vs ordinary service (approx. 20 min)	upon quotation

Extra Linen	Charge
Terry bath towel	€ 2,00
Terry towel	€ 1,00

Terry bath mat	€ 1,00
White cotton bidet towel	€ 1,00
Single bed sheets	€ 2,00
French bed sheets	€ 2,00
Double bed sheets	€ 2,00
Standard pillowcase	€ 1,00
Pillow cover	€ 3,00
Pillow	€ 5,00
Decorative single bedspread	€ 7,00
Decorative double bedspread	€ 8,00
Single wool blanket	€ 10,00
French-size wool blanket	€ 12,00

ANNEX C

Privacy Notice Pursuant to Article 13 of Regulation (EU) 2016/679 addressed to clients

A. The “Data Controller”

In-Domus S.r.l., pursuant to Article 4 of Regulation (EU) 2016/679 on the protection of natural persons with regard to the processing of personal data and on the free movement of such data (hereinafter, the “EU Regulation” or “GDPR”), is the Data Controller of personal data and, in accordance with Article 13 of the EU Regulation (“Information to be provided where personal data are collected from the data subject”), provides the following information.

The Data Controller therefore informs you that the personal data acquired, also with reference to existing legal relationships (by way of example and not exhaustively: pre-contractual relationships, executed contractual relationships, orders, purchases), are processed in compliance with the above-mentioned legislation.

In relation to the above processing activities, the Data Controller provides, inter alia, the following information:

- “Personal data” (pursuant to Article 4(1) of Regulation (EU) 2016/679) means any information relating to an identified or identifiable natural person (“data subject”); an identifiable natural person is one who can be identified, directly or indirectly, in particular by reference to an identifier such as a name, an identification number, location data, an online identifier or to one or more factors specific to the physical, physiological, genetic, mental, economic, cultural or social identity of that natural person.
- “Processing” (pursuant to Article 4(2) of Regulation (EU) 2016/679) means any operation or set of operations which is performed on personal data or on sets of personal data, whether or not by automated means, such as collection, recording, organisation, structuring, storage, adaptation or alteration, retrieval, consultation, use, disclosure by transmission, dissemination or otherwise making available, alignment or combination, restriction, erasure or destruction.

Such processing shall be carried out in accordance with the principles of lawfulness, fairness and transparency, protecting your privacy and your rights.

B. Personal data collected

The personal data collected essentially relate to:

- Identification data (company name or business name, or name and surname of natural persons, registered office address, telephone, fax, e-mail, tax data, etc.);
- Data relating to existing legal relationships and data relating to presence within the facilities (if provided directly by the data subject);
- “Special categories” of data: data concerning health (in the event of disability or conditions or ailments requiring the cooperation or support of the Data Controller’s staff).

C. Identity and contact details of the Data Controller

Company name: In-Domus S.r.l.

Registered office: Via Mario del Monaco, 4, 20157, MILANO

Telephone: 02 45377590

E-mail: privacy@in-domus.it

D. Purposes of processing

The purposes of processing personal data are as follows:

1. Compliance with obligations provided for by laws, regulations, EU legislation, or provisions issued by Authorities and Supervisory and Control Bodies, in relation to, or otherwise connected with, existing and/or future legal relationships;
2. Management of administrative, accounting, tax and financial processes of clients;
3. Performance and organisational management of contracts and preliminary or existing agreements, including booking management, management and provision of services provided to clients, including the collection of correspondence and registration of presence within the Data Controller’s facilities (the latter only to educational institutions, universities and similar entities that at least partially subsidise the services provided to clients);
4. Management of information requests, also received via the website;
5. Protection of contractual rights;
6. Audio-video recordings and/or photographs, also through appointed third parties, of the data subject, in the event of participation in Events organised by the Data Controller;
7. Publication and disclosure, also through appointed third parties, of the images collected under the preceding point, on the official In-Domus website and/or the websites of the Residences and/or websites linked thereto (including, where applicable,

social networks) and/or in print media and/or any other means of dissemination, as well as the related retention, also through appointed third parties, of the aforesaid images, necessary to carry out such activities;

8. Advertising or promotional activities, in the broadest sense of the term (e.g., sending newsletters and informational material, sending brochures, organising events, etc.) and other marketing activities, through automated and non-automated contact methods.

The following table specifies, for each purpose identified above, the legal basis, the categories of personal data processed, and the relevant retention period:

Purpose of processing	Lawfulness of processing	Type of data	Data Storage Period	Recipients Categories
Purpose 1	Legal Obligation	<ul style="list-style-type: none"> • Identification Data • Personal Data 	Until termination of Contract and for a further 10 years period	*
Purpose 2	Contract	<ul style="list-style-type: none"> • Identification Data • Personal Data 	Until termination of Contract and for a further 10 years period	*
Purpose 3	Contract (plus Consent to possibly collect Personal Data concerning health)	<ul style="list-style-type: none"> • Identification Data • Personal Data • Data concerning health • Data related to presence 	Until termination of Contract and for a further 10 years period (except for data concerning health, that are stored for the necessary data storage period in order to be compliant with any legal obligation or with the related time-barred period for possible compensatory claims)	*
Purpose 4	Contract (with regard to information concerning provided and requested services)	<ul style="list-style-type: none"> • Identification Data • Personal Data 	Until the execution of the request or the accomplishment of the practice	*
Purpose 5	Contract	<ul style="list-style-type: none"> • Identification Data • Personal Data 	Until termination of Contract and for a further 10 years period	*
Purpose 6	Consent	<ul style="list-style-type: none"> • Images and audio-video recordings • Any additional Identifying Data and Contact Data 	For the duration of the Event	*
Purpose 7	Consent	<ul style="list-style-type: none"> • Images and audio-video recordings • Contact Data 	5 years from the time of acquisition of the image or video- recording, without prejudice to the Data Subject's right to cancel or revoke the prior consent given	*
Purpose 8	Consent	<ul style="list-style-type: none"> • Any additional identification Data • Data and Contact Data 	2 years from the release of consent or from voluntary and optional registration to the newsletter sending service (carried out by the Data Controller)	

*** Recipients categories**

In relation to the aforementioned purposes, personal data could be disclosed to the following Companies, Bodies and/or natural persons, located in EU Countries, which provide services, also external, on behalf of the Data Controller. Among which**, in order to clarify, we just give an example, not as an exhaustive list:

- Consultants for accounting management and chartered accountants;
- IT service providers;
- Supervisory and control bodies and the board of statutory auditors;
- Companies managing the Data Controller's website;
- Maintenance service providers, aimed at resolving issues connected with the services provided by the Data Controller relating to the data subject's stay;
- Public authorities and public administrations, in the cases provided for by applicable legislation;
- Educational institutions, universities and similar entities that at least partially subsidise the services provided to clients, in relation to Purpose 3 above, to demonstrate their presence within the Data Controller's facilities.

(**) More detailed information on external recipients is available at the Data Controller.

E. Data Retention Period

Please take a look at column 4 of Table 1 (Data Retention period).

F. Data Subjects' Rights

With reference to the aforementioned data processing, the Data Subject can exercise the following rights provided by the GDPR:

- Right of access by the data subject [article 15 of the GDPR];
- Right to rectification [article 16 of the GDPR];
- Right to erasure ('right to be forgotten') [article 17 of the GDPR];
- Right to restriction of processing, including in the case of unlawful processing or disputing the accuracy of personal data by the data subject [article 18 of the GDPR];
- Right to data portability [article 20 of the GDPR];
- Right to object [article 21 of the GDPR];
- Right not to be subject to a decision based solely on automated processing [article 22 of the GDPR].
- You can easily get further information concerning Data Subjects' Rights by visiting our website or simply asking the Data Controller to provide an integral extract of the aforementioned Data Subjects' Rights.
- The aforementioned rights may be exercised, according to the provisions of the GDPR, by sending an e-mail to privacy@in-domus.it
- In-Domus S.r.l., pursuant to article 19 of the GDPR, proceeds to inform recipients to whom the personal data have been communicated, about any requested corrections, erasure or treatment purpose limitations, where this is possible.
- Where the data processing activity purpose has a Consent as legal basis, the data subject will be entitled at any time to withdraw his/her consent, simply sending an e-mail to the aforementioned email address.

Pursuant to article 7 of the GDPR, the withdrawal of consent shall not affect the lawfulness of processing based on consent before its withdrawal. The latter can therefore be valid only for the future and does not apply to anything which has already been published, especially in paper format and on magazines or digital documents distributed or downloaded on-line.

G. Right to lodge a Complaint

If the data subject considers that his/her rights have been harmed, he/she has the right to lodge a complaint to the Supervisory Authority for the protection of personal data, according to the formalities indicated by the same authority. If you are Italian you can refer to the following link: <http://www.garanteprivacy.it/web/guest/home/docweb/-/docweb-display/docweb/4535524>.

H. Mandatory Provision of Personal Data and nature of the Provision of Data

We underline that, if the Data Processing purpose has as legal basis a legal or a contractual obligation (even also a pre-contractual one), the Data Subject has necessarily to confer his/her required personal data.

If not so, the Data Controller will be unable to pursue the specific Data Processing purpose.

For the other purposes described above, **for which consent is necessary, the Data Subject may revoke his/her consent at any time and the effects will start running from the moment of revocation**, subject to the terms established by the law. **As a general principle, revocation of consent is effective only for the future.** Therefore, with regard to what mentioned above on use and publication of the images in which the Data Subject appears (about the revocation of the consent previously given), the processing of Data carried out before the revocation of consent will not be affected and will not lose its legitimacy.

Additionally, if published on websites or social network, audio-visual and/or photographic material may be downloaded and the downloaded copies of the images/recordings will not be available to the Data Controller but under the own responsibility of any third parties who download the mentioned material.

Failure or partial consent may prevent the complete provision of services or the performance of activities, only with reference to the single purposes for which consent is denied.

With particular reference to the video-audio recordings and/or the photoshoots and the subsequent publication, please note that the consent to such treatment, while remaining free and optional, is necessary in order to join the event and, therefore, a denial/refusal of such consent will result in the impossibility to attend the events or continue to attend them. In-Domus S.r.l. does not carry out any automated decision-making processes.

I. Data Processing Formalities

Personal data will be processed in paper form and electronically by inserting them in the applicable data banks (clients, users etc.) which can be consulted and processed by the operators and processors appointed by the Data Controller who will be able to carry out the consultation, use, handling, comparison and any other appropriate operation, direct or automatic, respecting the legal requirements necessary to guarantee the confidentiality and the security of the data, as well as their accuracy, updating, and their relevancy to the declared aims.

L. Change and updates

This privacy notice is valid as of the date indicated therein.

In-Domus S.r.l. can make changes, update or additions to this privacy policy also as a consequence of any addendum laid down by legal obligations, EU Regulations, Italian and European laws. Changes will be notified and the Data Subject may view the text of the updated privacy policy on the website: <https://www.in-domus.it/privacy-policy/>

CONSENT PURSUANT TO ARTICLE 7 OF EU REGULATION NO.679/2016

In accordance with the provisions of article 7 of EU Regulation no. 679/2016, the Undersigned

(Name and Last Name)

declares to have fully understood the attached Privacy Notice provided by the Data Controller In-Domus S.r.l. and

Gives Consent [] Denies Consent []

to his/her Personal Data Processing in order to pursue the purposes set forth in letter D point 3 of the aforementioned "PRIVACY NOTICE PURSUANT TO ARTICLE 13 OF EUROPEAN REGULATION NO. 2016/679" (i.e.: performance and management of the existing Contracts and Agreements, including, inter alia, booking management, management and provision of Services), being aware that special categories of personal data, including data concerning health, may be processed.

Gives Consent [] Denies Consent []

to his/her Personal Data Processing in order to pursue the purposes set forth in letter D point 6 of the aforementioned "PRIVACY NOTICE PURSUANT TO ARTICLE 13 OF EUROPEAN REGULATION NO. 2016/679" (that is, to carry out, even by means of appointed third parties of audiovisual footage and / or photographs of the interested party in the case of participation in Events organized by the Data Controller).

Gives Consent [] Denies Consent []

to his/her Personal Data Processing in order to pursue the purposes set forth in letter D point 7 of the aforementioned "PRIVACY NOTICE PURSUANT TO ARTICLE 13 OF EUROPEAN REGULATION NO. 2016/679" (i.e.: Publication and disclosure (also via duly appointed third parties) of the images collected according to point 6 above: on In-Domus website and/or In-Domus' Residences official websites and/or websites linked to them (including, possibly, social networks) and/or print media sources and/or any other means of circulation, as well as the related retention (also via duly appointed third parties) of the aforesaid images if needed to carry out such activities).

Gives Consent [] Denies Consent []

to his/her Personal Data Processing in order to pursue the purposes set forth in letter D point 8 of the aforementioned "PRIVACY NOTICE PURSUANT TO ARTICLE 13 OF EUROPEAN REGULATION NO. 2016/679" (Carrying out advertising or promotional activities, in the broadest sense of the term (for example, sending newsletters and information material, sending brochures, organizing events, etc.) and other marketing activities, through automated contact methods (e.g. example: calls without operator, mail, sms, and various messaging systems, even instantaneous and on the internet, even to mobile phones) and non-automated (sending of paper mail and calls with operator).

Date

Signature