

QUO LIVING

HOUSE RULES

Dear Tenant,

Welcome to **QUO Milano**! We hope you enjoy your stay with us and also here in this beautiful city. We aim to provide a first-class service to all Tenants so you can relax and focus on your studies. If you have any questions please do not hesitate to contact any of our staff - we are pleased to help you.

We are all here to study or work hard and also to have a good time. Our policy is simple: respect the building and everyone in it. We are not here to control you and spoil the fun but we do expect that you respect our building, the staff and other Tenants. In order to avoid any misunderstanding on what "respect" implies, please find below our **House Rules**. For persons who continue to disrespect our building and other Tenants, we will take the measures pointed out below.

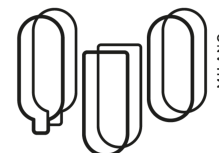
For words that start with a capital, we refer to the Definitions contained in the **QUO Living Terms & Conditions** to which these House Rules are attached. If penalties are applied, the amount charged to the Tenant will be deducted from the Deposit paid under the Rental Agreement.

RECEPTION AVAILABILITY

The Complex reception is available 24/7. We will help you to answer all your questions but please take into account that other matters might have priority.

GUEST/VISITORS POLICY

To maintain order and respect between the flatmates, **we do not allow any sleepovers**. Hosting friends, relatives or any other persons to sleep inside the Room or Common Area of the Apartments is strictly forbidden. The persons who visit the Tenants are allowed to stay inside the Apartments between 7 am to 11 pm. **QUO Milano** staff is entitled to deny the aforementioned persons access to the Apartments. Tenants who do not respect this rule will be charged a fine of 100€ per night/person who sleeps over in the apartment.



We remind you that all Tenants are entitled to a 10% discount on **QUO Hostel** for reservations for their friends and relatives. This discount is only valid for reservations done directly on **QUO Milano**'s website and subject to the availability of rooms/beds in the hostel. It is not applied during the Design Week of Milan. To make use of the discount, the Tenant should ask his/her friend or relative to make a regular booking on our website for the desired dates and room types. After the reservation is done, the Tenant must contact our front desk Staff to inform the booking's details and the discount will be applied.

PARTIES AND NOISE

We understand that everyone likes to party. But in order to minimise complaints from other Tenants and neighbours we ask you to respect the following:

- **Any kind of party or celebration is prohibited in the Common Areas of the Apartments, at any day or time.** Tenants are invited to celebrate and organise events or parties in the Events Area of the Complex or at **QUO Bar**. For more information, check the dedicated area on our website: <https://www.quomilano.com/location-eventi-milano>
- **There should be no noise (music, parties) inside the Apartments after 11 pm.**

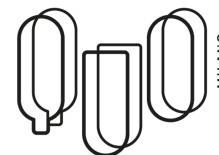
Please be reminded that security cameras monitor activities throughout the building and outside areas. Any Tenant who does not follow these rules will immediately receive an official warning and shall have to pay a penalty of 50€.

COMMON AREAS OF THE APARTMENTS

Please, keep in mind that your Rental Agreement refers to a single or double Room inside an Apartment. The Common Areas of the apartment are shared between all flatmates and must be respected as so. Therefore, we ask you to respect the following:

- The storage of any personal items or belongings is not allowed in the Common Areas (corridors, living room, kitchen). Each Tenant is required to use the designated cupboards and fridges to store personal items and/or food in the Common Area of the apartments, including the kitchen.
- Tenants are required to keep the Common Areas of the Apartment clean and tidy, which includes washing all the dishes and cleaning the kitchen right after using it.

Anyone who does not follow these rules will immediately receive an official warning and shall have to pay a penalty of 50€.



ROOM

The object of your Rental Agreement is your Room, not the whole Apartment. Except for emergency reasons, nobody from **QUO Milano** staff will access your Room without your previous authorization. Tenants who have a Rental Agreement with Deluxe Package must authorise in writing the entrance in the Room of the Staff member who will perform the cleaning inside the Room weekly.

Before you move into the Room, a member of our Staff will inspect it with you to check the condition of the furniture and structure. Before you move out, a new inspection will be done to guarantee the conditions of the Room are still the same. In case of any damage, **QUO Milano** is entitled to charge the Tenant the amount needed to fix or replace any item/structure.

It is forbidden to apply nails, screws and stickers on the walls, floors and ceilings of your Room. It is also not allowed to (re)move the fixed furniture from the Room.

In addition, throwing items outside through the windows or from the balcony/terrace is strictly forbidden. In order to grant the decorum of the building and the respect to the flatmates, Tenants are not allowed to display flags, posters or any other decoration on the windows and on the walls of the Common Area inside the Apartment. Fines may be applied to any tenant who fails to comply with these rules.

KEYS

All Tenants will be supplied with a set of keys at the beginning of the Rental Agreement, which gives access to the **QUO Living** building, the Apartment and the Room. A 50€ key deposit must be paid at the beginning of the Rental Agreement which will be fully returned at the end of the contract if not used previously and the set of keys is properly delivered back when the Tenant ends his/her stay in the Complex.

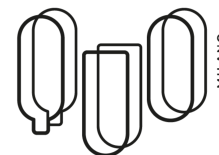
Tenants must notify the reception immediately in case of loss or damage to the keys. **QUO Milano** will provide the Tenant with new keys and the price will be deducted from the key deposit.

SMOKING

Smoking and the use of 'E-cigarettes' inside the premises of **QUO Milano**, including **QUO Bar**, the Common Area of the apartments and **even inside the Rooms is strictly prohibited**. If any staff of **QUO Milano** catches a Tenant or a Visitor smoking or finds evidence of smoking in the places indicated above, the Tenant will receive an official warning and shall pay a penalty of €50.

QUO Milano is entitled to terminate the Rental Agreement if a Tenant or a Visitor of him/her continues to smoke in non-designated areas.

Smoking is only allowed in the Garden of the Complex and in the outside area in front of the building.



SELECTIVE GARBAGE COLLECTION

All Tenants are required to follow the orientations from the Major of Milan regarding the selective garbage collection. Inside each Apartment, you will find instructions on everything you need to know about the subject. **The garbage/waste must be separated properly in the correct bins and using the correct colour of bags.** If the Flatmates don't find the proper bags to buy in the supermarkets, it's possible to buy them at the Reception paying only the cost price. There's a printed guide in the apartment indicating all the orientations that **MUST BE FOLLOWED**.

In every Apartment will be defined a monthly schedule to put away the garbage in the designated area in the building. Each Tenant will be responsible for this task and must complete it according to the schedule. Whoever doesn't follow the schedule will be charged a penalty of 25€ for each "shift" not performed.

ILLEGAL SUBSTANCES, DRUGS & WEAPONS

Bringing illegal substances, drugs and weapons into the Complex is strictly forbidden and shall entitle **QUO Milano** to terminate the Rental Agreement. In the event that the Tenant and/or his/her Visitor has brought illegal substances, drugs or weapons onto **QUO Milano** premises, the Tenant shall pay a sum equal to the outstanding sum due to the entire booking period. **QUO Milano** can, in addition, request the Tenant to compensate for any damages suffered and will notify the proper authorities.

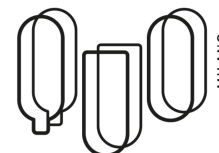
ALCOHOL

No person under 18 years may consume alcoholic beverages inside the premises of the Complex. Tenants over 18 years old are allowed to consume alcoholic beverages inside the Apartments. It is strictly forbidden to enter and consume any kind of beverages, especially alcoholic ones, inside **QUO Bar, QUO Working** and the Garden. In these areas, all beverages must be purchased from **QUO Bar**.

Alcohol consumption may not be abused. All Tenants are responsible for discouraging alcohol-related behaviour that is abusive to themselves or to others. Abuse of alcohol within the Complex shall entitle **QUO Milano** to terminate the Rental Agreement and request compensation for any damages. We will also notify the proper authorities.

BIKE PARKING

QUO Milano provides the Tenants with a specific parking area for their private bikes on the high-level floor of the QUO Living building. This parking area is free of charge and the key to access it may be requested at the reception of the Complex. Private bikes may not be parked inside the Complex premises if not in the designated area nor in the outside area in front of the building.



COFFEE SHOP AND BAR

QUO Bar is open 7 days a week from 8 am to 2 am. It is available for all Tenants of **QUO Living** and their accompanying guests, you are all welcome to use it as an extension of the Common Area of your Apartment. When you invite guests, though, please make sure they will respect our place and will behave in an appropriate way. Please note that the bar is monitored by CCTV.

At the beginning of the Rental Contract, all Tenants will receive a BAR CARD that gives the possibility to register all the consumptions at **QUO Bar** on the card and pay for everything on a monthly basis. The payment must be done directly at the reception of the Complex by credit card or cash. The bar card is valid throughout the whole duration of the Rental Agreement. It is personal and non-transferable and may be cancelled in case of misuse, which includes lending it to third persons or purchasing beverages/ food for other people in order to get any discounts.

Tenants with a Rental Agreement for the Plus or Deluxe Packages are entitled to a 5% discount on any products at **QUO Bar**, automatically and given only when they use their BAR CARD to order at **QUO Bar**. If you lose your bar card, you'll be charged 10€ (euros) for a replacement – so please keep it safe!

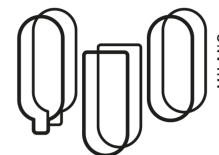
CO-WORKING / CO-STUDYING SPACE

QUO Working is the co-working and co-studying space of **QUO Milano**. It is open 7 days a week from 8 am to 7 pm and is available for free to all Tenants of **QUO Living**. You are welcome to come to study and bring your friends, which will be admitted according to our availability. **QUO Milano** is entitled to charge the entrance of non-Tenants according to the rates communicated on our website: <https://www.quomilano.com/coworking>

Please use the space and its facilities with respect. We remind you that the **QUO Working** is monitored by CCTV.

MAIL AND PACKAGES

Mail and packages that are delivered at the Reception of the Complex shall be picked up as soon as possible after receiving the notice. Please always indicate your room number in your address when you register somewhere or when you order something to be delivered at our frontdesk. The reception has the right to deny mail or packages with no room number indicated on the label. **QUO Milano** does not accept any responsibility for mail or packages that have been damaged or have become lost during the delivery. The correct way to inform your address for deliveries is:



YOUR NAME (Apartment's Name) - presso **QUO Milano**

Viale Regina Margherita 9, 20122 - Milano

We shall keep all mail/packages for Tenants that have already left for a maximum period of three weeks after receiving it. After the expiration of three weeks, the mail/packages shall be returned to the sender in the event that they have not been collected by the ex-Tenant. Eventual shipping costs will be in charge of the ex-Tenant.

PETS

We do love animals, but for safety and healthy reasons pets are not allowed in **QUO Milano**.

RESPECT TO OTHER TENANTS AND STAFF

Please ensure that you respect all members of Staff, fellow Tenants and any other person who finds him/herself in **QUO Milano**. This is a safe and friendly environment where everybody must be treated with the same level of respect. We have a zero-tolerance approach to bullying, intimidation and/or psychological/physical violence caused (also through the internet) to any of our Staff and to any person who finds him/herself in here. In the event that one of these cases occurs, we shall be entitled to terminate the Rental Agreement and if deciding to terminate the Rental Agreement, the Tenant's stay in the building shall terminate immediately.

RESPONSIBILITY FOR VANDALISM OF QUO MILANO PROPERTY

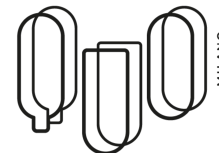
QUO Milano does not accept any form of vandalism or theft of its property. Any Tenant who causes any kind of damage to **QUO Milano**'s property will be charged for the costs of fixing and/or replacing what has been damaged. If the vandalism results in a loss of turnover to **QUO Milano** the perpetrator shall also be charged for this loss of turnover.

PERSONAL PROPERTY

It is a Tenant's responsibility to ensure that personal belongings are secure at all times. **QUO Milano** accepts no liability for the loss, theft or damage to Tenants' property, however sustained or caused. We strongly recommend you keep your personal belongings at all times inside your Room and keep it locked whenever you are not at the Apartment.

CCTV

For your safety and the safety of the other Tenants, **QUO Milano** has placed CCTV in the common areas of the hostel, such as the frontdesk, bar, coworking and garden. The footage will be used only for reasons



connected to security. If requested, **QUO Milano** will provide the CCTV images to the proper authorities.

TECHNICAL ISSUES

Any technical issues must be reported in person directly to the Reception of the Complex, by email (live@quomilano.com) or by phone/Whatsapp (+39 375 6592444). We will handle technical malfunctions as soon as possible during office hours on weekdays. Urgent issues will be dealt with as a priority and will be handled urgently. Without a notice, our technical staff can enter the Common Areas of the Apartments at any time and for the duration needed to deal with the technical issue. For repairs inside the Rooms, each Tenant must authorize the entrance of our Staff.

INTERNET USE

QUO Milano offers its Tenants free Wi-Fi. It is strictly prohibited for our Tenants to use the Wi-Fi network for illegal activities and to install private networks or private routers. The quality of our Wi-Fi network can be negatively influenced by these private networks/routers. Any use of the Wi-Fi network for illegal activities and use of private networks or routers implies the payment of a penalty of €50.

NOTIFICATIONS

QUO Milano will be entitled to terminate the Rental Agreement and to terminate the stay of the Tenant if he/she fails to act in compliance with the **House Rules** established.

Milan, _____ / _____ / _____

Read and acknowledged,

[FILL IN WITH LESSEE'S NAME]