BUITENHOF 47

IMPORTANT CONTACT INFORMATION
Should you have any questions or comments during the period of your tenancy agreement, please send an email to stay@348suites.com. If you find any items broken in or around the residence, please inform 348 Suites, as soon as possible.

Office hours: Monday till Friday from 8.30 AM to 5.00 PM
Domestic services 070-4150916, on weekdays from 8.30 AM to 5.00 PM

Office 348 Suites B.V.
Buitenhof 47
2513 AH The Hague

For urgent matters

Emergency number:	112
Police:	0900-8844
Fire brigade:	0900-0904
Doctors office:	Hadoks, Den Haag 070-3469669
Closest hospital:	HMC Westeinde, Lijnbaan 32

Minors (under the age of 18) have to be accompanied by an adult of the age of 21 or above to stay in the residence. The adults have to supervise the minors and are responsible for any defects that might occur by the minors.

At 348 Suites we treat each other with respect and it is therefore forbidden to express insults or make discriminatory remarks. It is also prohibited to sexually harass our guests and employees by word or gesture (action). To maintain peace, order and safety within 348 Suites, it is forbidden to use violence or threaten violence. Guests must promptly comply with all instructions given by 348 Suites staff regarding the house rules.

USE OF COMMON AREAS

1. The following is not permitted in the common areas:
    - 1.1 Go through the main entrance by bike. Placing, storing or leaving bicycles, mopeds, electric wheelchairs, toys or other personal items. Bicycles are only allowed at the designated bicycle areas;
    - 1.2 Use of machines that can cause nuisance in terms of noise, odour and vibration;
    - 1.3 Place decorative objects or make other adjustments in the common areas, unless specific permission has been given. Objects posted without permission will be removed;
    - 1.4 Advertise or disseminate opinion points.
2. If a person contaminates the common area, it must be cleaned immediately.
3. It is not allowed to go to the roof or elevator shafts to do maintenance on shared systems.
4. Smoking is not allowed anywhere in the building (terraces and balconies included). If it is found that smoking has occurred, then there will be a fine of €250,00 imposed, without prejudice to the right of 348 Suites B.V. to recover the actual damage.

5. It is prohibited to block lifts or hinder their proper functioning. The maximum weight stated in the lift may not be exceeded.
6. Magazines, advertising material, newspapers and the like must be cleaned up by the guests and may not be deposited or left in the common areas.
7. All entrances and doors in the stairwell of the building must remain closed after use. Guests should be particularly vigilant about allowing access to strangers. The guest must check at all times when entering and leaving the property that the front door is completely closed.
8. Outdoor activities such as parties, barbecues etc. are only allowed with the permission of 348 Suites. A request must be submitted in writing no later than 10 days before the start of the outdoor activity.
9. The guest undertakes to keep an eye on the interests of 348 Suites, other guests and neighbours and therefore does not cause any nuisance in any form whatsoever.
    9.1 The common areas are regularly cleaned by 348 Suites.
    9.2 348 Suites is in no way responsible for loss/damage to the guest's property or other property from the residence, common area or any other part of the residence complex for any cause whatsoever, including theft.

USE OF PRIVATE AREAS

1. It is not allowed to cause nuisance to neighbours. Guests must observe the following rules:
2. Between 10.00 PM and 8.00 AM it is not allowed to make any noise that may cause nuisance to other guests.
    2.1 In general, every guest should be aware that loud music, slamming house doors, running in the common areas and talking loudly can be a nuisance to others.
3. Sound equipment, television and musical instruments must be set up in such a way that they do not cause any nuisance to neighbouring guests.
4. Sanitary pads, tampons, food, etc. should never be flushed down the toilet. Any unblocking required as a result of such action will be charged to the guest.
5. If the guest breaks or damages an object belonging to 348 Suites, he must immediately inform 348 Suites. The guest reimburses the costs of replacement or repair of the damaged items.
6. It is the responsibility of the guest to be economical with the consumption of electricity and water. For example, when you leave the residence, make sure that all lights are turned off. If you are absent for more than 24 hours, set the thermostat to 19 degrees Celsius.
7. To prevent rain damage, property of 348 Suites may not be placed outside the common areas and residences.
8. To prevent vermin, it is the responsibility of the guest to ensure that no food is left behind on the balcony, on tables, on the terrace or in the residence.
9. Pets are not allowed unless written permission is given. Consent is only granted in exceptional cases.
    9.1 Pet owners must ensure that their pets do not cause a nuisance to co-guests. If the pet causes any damage, the owner is liable. It is also not allowed to feed birds on or directly outside the building or to place bird tables or nest boxes on the balconies/window frames.
10. The guest is not permitted to make changes in or to the property, unless 348 Suites has given prior written permission for this. The guest is responsible for any damage that is

the result of (minor) adjustments, for example the application of nails, screws, stickers, etc.

11. Each guest is obliged to tolerate the placing of scaffolding and the like for the purpose of cleaning or maintaining the outer walls and, to the extent necessary, to keep the balconies and private areas free and accessible for this purpose.
12. It is not permitted to attach nameplates, outdoor awnings, conventional and satellite dishes, flags, banners, flower boxes, permanent drying racks or clotheslines or other protruding objects. Any permission 348 Suites grants for such matters may be subject to certain conditions.
13. It is the guest's responsibility to put the household waste in sealable garbage bags and to deposit it in the appropriate containers and/or waste compactor. Cardboard must be recycled and deposited in the designated containers. For bulky or chemical waste, guests must contact the municipal cleaning service themselves. It is not allowed to leave such bulky waste in the communal areas or in front of the building.
14. It is not permitted to discharge fats into the sewer or to place them with the waste in open packaging.
15. Smoking is not allowed in the residence. Candles may be lit indoors under the supervision of the guest. If it is found that smoking has occurred, then there will be a fine of €250,00 imposed, without prejudice to the right of 348 Suites B.V. to recover the actual damage.
16. Smoke detectors are installed throughout the entire building, including all the apartments, to ensure everyone's safety. Note that all detectors are linked to the fire department. If it is discovered that these detectors have been tampered with, covered, or removed in any way, you must immediately leave the premises. The amount for an already paid room will not be refunded.
17. The use of incense in the residence is not allowed.
18. Using or being in possession of narcotics and soft drugs on the premises of 348 Suites is prohibited. This is offset by a fine of €500,00.
19. Trading in narcotics and softdrugs on the premises of 348 Suites is strictly prohibited. Should this be detected, the reservation will be cancelled immediately, and there will be no refund for any (pre)paid apartment charges.
20. Receiving guests in the residences for sex work is strictly prohibited. Upon discovery, a fine of €5.000,00, immediate eviction and a report to the police follows.
21. If 348 Suites or his authorized representative wants to enter the property for a viewing, appraisal, inspection, maintenance, future rental or repair of the property and wishes to have the work carried out, 348 Suites has the right to do so on working days between 8:30 AM and 5:00 PM o'clock. Before 348 Suites enters the building during the above-mentioned hours, 348 Suites must make an appointment with the guest at least 24 hours in advance, unless in the event of an emergency (for example, flood, leakage, fire). In that case, 348 Suites has the right to enter the premises at any time.
22. In case of long-term absence of the guest, e.g. holiday, the guest ensures that 348 Suites has access to the site for the aforementioned views and/or activities. In that case, the guest informs 348 Suites when 348 Suites has access to the site.
23. All vehicles parked in the 348 Suites parking garage are parked at the risk of the owner of the vehicle. 348 Suites assumes no liability or responsibility for any vehicle, occupants or contents while operated or parked on 348 Suites property. It is not permitted to carry out repairs and/or maintenance to vehicles on 348 Suites premises.
24. The guest has the right to personally use the premises, the guest is not allowed to substitute another party in its place or to sublet the premises to another party.

25. The guest undertakes to comply with all applicable laws and regulations of government authorities.
26. All keys must be returned to 348 Suites when the guest leaves the residence. Any damage resulting from non-compliance with this, such as replacing the cylinders or ordering new certified keys, is at the expanse of the guest.
27. If the key is lost, this must be reported to 348 Suites as soon as possible. The key is deactivated and a replacement is programmed and delivered. A fee of €75,00 will be charged for the new key and programming time.
28. If the guest forgets the key, so that 348 Suites has to come by to let the guest in, a fee of €50.00 will be charged for the travel costs / expenses incurred for this.
29. At the end of the tenancy agreement, the guest is obliged to hand over the house in the condition in which the house was delivered to the guest at check-in.

CHECKLIST CHECK-OUT

After your check-out, our colleagues from housekeeping will start with the final cleaning.
We would appreciate if you can;

- Empty the fridge and throw away these items plus any garbage/waste in the container downstairs.
- Load the dishwasher if needed.
- Log out of your streaming services on the TV (Netflix etc.).

The apartment needs to be vacated before 11 am.
Unless explicitilty agreed in written concend with 348
Suites