

## **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](mailto:stay@348suites.com). If you find any items broken in or around the apartment, please inform us straight away, even if such breakages were caused by you.

Office hours: Monday till Friday from 8 am to 5 pm

Domestic services 070-4150916, on weekdays from 9 am to 5 pm

### **Office 348 Suites at 7AM Den Haag BV**

Buitenhof 47

2513 AH The Hague

### **Apartments 348 Suites B.V.**

Dagelijkse Groenmarkt 29A-P

2513 AL The Hague

#### **For urgent matters**

Emergency number: 112

Police general: 0900-8844

Fire brigade: 088-2463500

Doctor's surgery: Smash, The Hague 070-3469669

Hospital nearby:

HMC Westeinde

Lijnbaan 32

2512 VA Den Haag

## **USE OF COMMON AREAS**

1. The following are not permitted in the common areas:

- placing, storing or leaving bicycles, mopeds, electric wheelchairs, toys or other personal items, except in those areas destined for such purpose. Bicycles may only be kept in the storeroom or in the bicycle shed;
- using machines which can cause nuisance from noise, vibration, dust or odour;
- decorative objects or other modifications made in or to the common areas, unless specific permission for this has been given. Any objects placed without the lessors permission will be removed;
- advertisements or opinion items;

2. It is not permitted to take bicycles through the hall, in the lift and along the galleries.

3. Any person who dirties or damages the common areas for whatever reason is required to clean or repair this immediately.

4. It is not permitted to access the roof and the lift shafts or to carry out any work on the shared systems.

5. It is prohibited from blocking the lifts or impeding its proper operation. The maximum weight as stated in the lift must never be exceeded.

6. Smoking is not permitted in the building.

7. Waste paper, advertising material, newspapers and suchlike must be tidied away by the Lessees and may not be deposited or left behind in the common areas.

8. All entrances and vestibule doors in the stairwell of the building must be kept closed after use. Lessees must be particularly vigilant in allowing entry to strangers.

9. Outdoor activities such as parties, barbecues, etc. are only allowed with the permission of the Lessor. A request for such must be made in writing at least 10 days before the start of the outdoor activity.

10. The common areas will be cleaned once a week.

11. The Lessee undertakes to take account of the interests of the lessor, other Lessees and neighbours, and therefore not to cause any hindrance or nuisance in any form whatsoever.

12. The Management will not in any way whatsoever be responsible for any loss / or damage to the Guest's belongings or any other property from either the apartment, storage box, common area or any other part of the apartment complex for any cause whatsoever including theft of pilferage.
13. All vehicles are parked at the risk of the owner. 348 Suites shall not assume liability or responsibility for any vehicle, occupants, or contents while operated or parked on the property of 348 Suites. No vehicle repairs on our premises.

#### **USE OF PRIVATE AREAS**

1. It is not permitted to cause any noise nuisance to neighbours. Lessees must observe the following rules:
2. Between the hours of 10 pm and 8 am it is not permitted to make any noise that may cause nuisance to other Lessees;
  - In general, each Lessee should be aware that music, slamming of house doors, running on the galleries and loud talking can be annoying to others;
3. Sound equipment, television and musical instruments must be adjusted so as not to cause nuisance to neighbouring Lessees;
4. The lessee has the obligation to personally use the premises, the lessee is not allowed to substitute another party in its place or to sublease the premises to another party.
5. The lessee undertakes to comply with all applicable laws and regulations originating from government agencies.
6. Appropriate measures must be taken during cold weather to prevent pipes and other vulnerable items from freezing (e.g. do not shut off radiator valves fully).
7. Sanitary towels, tampons, food etc. must never be flushed down the toilet. Any unblocking required as a result of such action will be charged to the Lessee.
8. Should the Lessee break or damage any item that is the property of the lessor, he or she must inform the lessor of this immediately. The Lessee will reimburse the lessor the costs of replacing or repairing the damaged items.
9. Please be economical with electricity, gas and water consumption. Please ensure when leaving the apartment that all the lights are switched off and the heating has been turned down to the anti-freeze (\*) position.
10. To prevent rain damage, no furniture, with the exception of plastic furniture, may not be placed outside.
11. Do not leave any food remains on the balcony, the tables on the terrace or in the apartment, as these attract pests.
12. If you wish to keep a pet, you must obtain written permission from the lessor. Permission will be granted in exceptional cases.
13. Pet owners must ensure that their pets do not cause any nuisance whatsoever to fellow Lessees. If any damage is caused by the pet, its owner will be liable. It is also not permitted to feed birds on or immediately outside the building or to place bird tables or nesting boxes on the balconies.
14. The lessee is not allowed to make any alterations in or to the premises, unless the lessor has given its previous written consent. The lessee is responsible for all damage that results from any (minor) alterations, for example affixing nails, screws, stickers etcetera.
15. Each Lessee is required to tolerate the placing of scaffolding and suchlike for the purpose of cleaning or maintaining the external walls, and in so far as necessary to leave balconies and private areas clear and accessible for this purpose.
16. It is not permitted without permission from the lessor to affix nameplates, exterior sun blinds, conventional and dish aerials, flags, banners, flower tubs, permanent drying racks or washing lines or any other projecting items in general. Any permission given for such items may be subject to certain conditions.

17. All keys must be handed in when the Lessee vacates the apartment. Any damage caused by failure to do so, such as replacing the cylinders or ordering new certified keys or transmitters, will be charged to the Lessee.
18. Household rubbish must be placed in closed plastic sacks and deposited in the containers intended for that purpose at the designated place. Household rubbish may be disposed of in the containers from Monday to Saturday between 10 am and 8 pm. There are containers for paper, glass and general rubbish. For bulky waste, Lessees must contact the municipal cleansing department themselves. It is not permitted to leave such bulky waste in the common areas or in front of the building.
19. The apartments will be cleaned by the cleaning service every other week and one final cleaning once vacated the apartment, if necessary also more often if the lessee so wishes.
20. It is not permitted to install a dish aerial.
21. Smoking in the apartment is not permitted. Candles may be lit indoors while there is supervision by the Lessee.
22. Wireless internet is available in the apartment. The login code is provided in the apartment.
23. All apartments have a battery-powered smoke alarm. When the battery is dead the smoke alarm will be activated. Remove the battery from the smoke alarm and inform the domestic services department immediately the next day so that a new battery can be fitted in the smoke alarm.
24. If the lessor or its authorized representative wishes to enter the premises for a viewing, valuation, future rent or repair of the premises and wishes to have the work carried out, the lessor will be entitled to do so on working days between 9:00 a.m. and 17:00 p.m. Before entering the premises at the aforementioned hours, the lessor has to make an appointment with the lessee at least 24 hours in advance, unless in the case of an emergency situation (e.g. flooding, leakage, fire). In such case lessor has the right to enter the premises at any time.
25. In the event of long-term absence of the lessee, e.g. holidays, the lessee makes sure that the lessor has access to the premises for the purposes of the aforementioned viewings and/or work. When the occasion arises the lessee informs the lessor in which way the lessor can get access to the premises.
26. If you fail to abide by these rules and we receive complaints about you, we will hold you accountable. If the situation still does not improve, we will take appropriate measures. Naturally we hope that this will not be necessary.

Agreed and signed:

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