

## **TERMS AND CONDITIONS OF AGREEMENT FOR MEETING, VIDEO AND BUSINESS LOUNGE RESERVATIONS**

### **1. Meeting reservation and confirmation**

A meeting reservation is considered to be binding once it has been confirmed. A confirmed reservation makes up a binding agreement between the client and AS Technopolis Ülemiste (Technopolis).

A reservation can be made through a client's personal visit to Technopolis customer service or by telephone, e-mail to Technopolis customer service or through the reservation system. In connection with the reservation, the client must provide the information required for carrying out the order. Reservations made at a Technopolis customer service point and by phone will be confirmed in connection with the reservation. Reservations made by e-mail or via the reservation system are confirmed using the reservation system.

The minimum duration of a reserved event is one hour. Non-arrival is invoiced at the full value of the reservation. The client is liable for both expenses invoiced on the basis of the reservation and costs of services ordered or consumed in connection with the event.

#### **1.1. Beginning of the confirmed event**

The client registers at the customer service of the building before the beginning of the reservation. The customer service points are open at building specific times but at least from 8.15 a.m.– 5.15p.m. on weekdays.

#### **1.2. End of the event**

The event must be closed within the reservation time, after which the participants must exit the building through the main entrance. Entrance doors must not be kept open unnecessarily, and must be closed appropriately. Alarms caused by users for non-compliance with the instructions regarding the locking of entrance doors are charged from the party causing the alarm. Any movable goods brought by the client and participants of the event must be removed from the building at the close of the event.

#### **1.3. Meeting technology**

The price of the meeting room includes room-specific A/V technology and the wireless TechnoWlan connection. The conference telephone package, subject to a separate order, includes a telephone and call minutes according to the order. The pricing of the call minutes package includes calls for which the charge is a maximum of EUR 0.30 per minute. Technopolis reserves the right to charge any excess call charges subsequently.

#### **1.4. Conference package**

The minimum participant amount is building specifically defined when conference package pricing is applicable. A conference package priced event always refers to a total package price per participant including the meeting room and defined catering for defined time period. A meeting package cannot be divided into parts; in all cases, it will be charged as such regardless for example of whether all participants have attended a meal.

#### **1.5. Videoconferencing**

The price of videoconferencing includes the room reservation, IP videoconferencing connection and testing of the connection. A separate connection charge is applied for the connection required for the ISDN subscription. The connection charge is determined according to the valid Technopolis price list. Technopolis is not liable for costs charged by the service provider of the other party's equipment.

Technopolis is not liable for any technical disturbances in videoconferencing and IP connections in excess of the amount charged for the service if the technical disturbance in the video connection is due to reasons attributable to Technopolis. The IP address or ISDN

number of the other party's equipment must be reported to kokous@technopolis.fi three working days before the event.

## **1.6. Restaurant services**

The restaurant proprietor specified by Technopolis has an exclusive right to provide catering services in the property unless otherwise specified on a building-specific basis and agreed upon with the client.

## **1.7. Special arrangements**

If furniture arrangements, special permits, program, live music, special decorations or exceptional technological equipment is required for the event, the client agrees to assume liability for the resulting costs.

## **1.8. Cleaning**

The rent includes cleaning resulting from the normal use of the space in accordance with the recommended number of users for the space in question. If special cleaning is needed before or after the event, it will be charged separately.

## **2. Business Lounge reservation**

Business Lounge is an area reserved for temporary work, allowing the client to reserve workspace with a package agreement or for a flat fee. The hours included in the package agreement are month-specific. Any hours that have not been used during a given month cannot be used in subsequent months. Reservations can only be made for the next 30-day period at a time.

A Business Lounge reservation is considered to be binding once it has been reserved. The reservation makes up a binding agreement between the client and Technopolis Plc. (Technopolis). This can take place verbally, in writing or via the reservation system. In connection with the reservation, the client must provide the information required for carrying out the reservation.

The minimum reservation duration for a workplace or work room is one hour. Non-arrival is invoiced at the full value of the reservation. The client is liable for both expenses invoiced on the basis of the reservation and costs of services ordered or consumed in connection with the event.

### **2.1. Beginning of the reservation**

The client registers at the customer service of the building before the beginning of the reservation. The customer service points are open at building specific times but at least from 8.15 a.m.– 5.15 p.m. on weekdays.

### **2.2. End of the reservation**

The event must be closed within the reservation time, after which the participants must exit the building through the main entrance. Entrance doors must not be kept open unnecessarily, and must be closed appropriately. Alarms caused by users for non-compliance with the instructions regarding the locking of entrance doors are charged from the party causing the alarm. Any movable goods brought by the client and participants of the event must be removed from the building at the close of the event.

### **2.3. Meeting technology**

The price of the meeting room includes room-specific A/V technology and the wireless TechnoWlan connection. The conference telephone package, subject to a separate order, includes a telephone and call minutes according to the order. The pricing of the call minutes package includes calls for which the charge is a maximum of EUR 0.30 per minute. Technopolis reserves the right to charge any excess call charges subsequently.

**2.4. Restaurant services**

The restaurant proprietor specified by Technopolis has an exclusive right to provide catering services in the property unless otherwise specified on a building-specific basis and agreed upon with the client.

**2.5. Cleaning**

The rent includes cleaning resulting from the normal use of the space in accordance with the recommended number of users for the space in question. If special cleaning is needed before or after the event, it will be charged separately.

**3. Prices**

Technopolis reserves the right to amend its price list in force. The price list valid at the beginning of a given event is applied to invoicing related to the event.

Value added tax will be added to the prices at the rate valid at each time.

**4. Client's responsibility**

The client shall present any special wishes concerning reservations and services in the reservation phase.

The client shall protect the building premises, furniture and goods against damage. The client is liable for any damage caused by the client's guests, equipment, personnel or performers to the property or removable assets in the property. The client is liable for any equipment and removable assets brought by the client to the building. The client undertakes to comply with the instructions of the building's staff in matters related to the use of the building and goods, furniture and equipment. We recommend liability insurance for the events.

The client is responsible for all event specific necessary authority and other permits applications and costs.

**5. Subcontracting**

Technopolis has the right to use subcontractors for services produced under this agreement without notifying the client of this.

**6. Cancellation terms**

Cancellations of reservations and decreases of numbers of persons related to the reservations shall comply with the cancellation terms. The reservation-specific cancellation terms are specified in the confirmation of the reservation.

Cancellation term 1: A reservation may be cancelled at no expense two days before the event by 2 p.m., after which 50% of the total value of the reservation will be charged. If the reservation is cancelled one working day before the event after 2 p.m., 100% of the total value of the reservation will be charged.

Cancellation term 2: A reservation may be cancelled at no expense seven days before the event by 2 p.m., after which 50% of the total value of the reservation will be charged. If the reservation is cancelled three days before the event after 2 p.m., 100% of the total value of the reservation will be charged.

Cancellation term 3: A reservation may be cancelled at no expense 14 days before the event by 2 p.m., after which 50% of the total value of the reservation will be charged. If the reservation is cancelled five working days before the event after 2 p.m., 100% of the total value of the reservation will be charged.

Cancellation term 4: A reservation may be cancelled at no expense 29 days before the event by 2 p.m., after which 50% of the total value of the reservation will be charged. If the

reservation is cancelled eight days before the event after 2 p.m., 100% of the total value of the reservation will be charged.

Cancellation term 5: Applies to meeting rooms with adjoining sauna compartment. If the time of the meeting ends by 4 p.m. on a working day, cancellation term 1 shall apply. If the reserved event is to take place on a weekend, public holiday or ends after 4 p.m. on a working day, cancellation term 3 shall apply.

Cancellation term 6: Applies to meeting rooms with adjoining sauna compartment. If the time of the meeting ends by 4 p.m. on a working day, cancellation term 2 shall apply. If the reserved event is to take place on a weekend, public holiday or ends after 4 p.m. on a working day, cancellation term 3 shall apply.

Cancellation term 7: Applies to meeting rooms with adjoining sauna compartment. If the time of the meeting ends by 4 p.m. on a working day, cancellation term 1 shall apply. If the reserved event is to take place on a weekend, public holiday or ends after 4 p.m. on a working day, cancellation term 4 shall apply.

Cancellation term 8: Applies to meeting rooms with adjoining sauna compartment. If the time of the meeting ends by 4 p.m. on a working day, cancellation term 2 shall apply. If the reserved event is to take place on a weekend, public holiday or ends after 4 p.m. on a working day, cancellation term 4 shall apply.

Cancellation term 9 : A reservation may be cancelled at no expense two working days before the event by 12 a.m., after which 50% of the total value of the reservation will be charged. If the reservation is cancelled one working day before the event after 12 a.m., 100% of the total value of the reservation will be charged.

## 7. Terms of payment

Invoicing of premises rent is based on reserved time. If used time exceeds the reserved time the exceeded time will be invoiced additionally.

Invoicing of catering and conference packages is based on the number of people confirmed in connection with the reservation, however so that if the final number of people taking part in the event is higher than specified, invoicing will be based on the actual number of participants.

The term of payment of the invoice is 14 days net. The invoice-specific processing fee is EUR 2.50 for Technopolis tenants and EUR 5.00 for other clients.

Technopolis has the right to charge the customer for penalty interest valid at each time and any costs arising from collecting delayed payments.

The calculation of value added tax on the reservation confirmation received by the client and the invoice may differ due to the technical implementation of the system. The charge will be determined according to the invoice.

## 8. Force Majeure

Force Majeure Event refers to such an exceptional and influential event that prevents fulfilling the contract correctly; that has occurred after signing the contract; that is independent of the parties; and that is something the parties could not have considered when concluding the contract nor prevent it without undue additional costs or unreasonable waste of time. Such occurrence may be, for example, war, rebellion, internal unrest, confiscation by an authority or seizure for the public good, bans on import and export, natural phenomena, termination of public transportation or energy supply, extensive labor dispute or fire or some other equally effective and exceptional matter which is independent of the parties.

If there is a delay in fulfilling the contractual obligations due to a reason referred to above, the time for fulfilling the obligations will be continued for as long as is reasonable taking into account the circumstances affecting the matter.

## **9. Termination of the agreement**

Technopolis has the right to terminate the agreement with immediate effect if the client is in material breach of the terms and conditions of the agreement and fails to correct the breach without delay after being notified of it in writing, or if the client is declared bankrupt or placed into liquidation.

Technopolis has the right to terminate the agreement with immediate effect or discontinue the service delivery for the duration of the delay if the client neglects to pay the contractual fees as agreed.

If Technopolis terminates the agreement in accordance with this clause, it has the right to invoice the client for any fees accumulated prior to the termination of the agreement.

## **10. Complaints and disputes**

If the client is dissatisfied with the service received, any complaint shall be filed in writing within seven days of the end of the event to: [conference@technopolis.ee](mailto:conference@technopolis.ee).

Technopolis' total liability is in all cases limited to the price of the event, and it does not cover indirect damage or damage caused to third parties or in relation to third parties. Any disputes concerning this agreement shall be primarily resolved through negotiations between the parties. If Technopolis and the client fail to reach an understanding through negotiations, disputes concerning this agreement shall be resolved by the Harju court.

## **11. Transfer of the agreement**

The customer may not transfer this agreement or hand over the reserved premises to third parties.