

INTERNAL RULES OF THE HOTEL 21WOL MILANO CENTRO

These rules ("INTERNAL RULES") set forth the rules of conduct required in order to ensure the orderliness, peace and quiet of the Hotel, and so that all Guests can fully enjoy the Services offered by 21WOL Operations.

These INTERNAL RULES, together with the Annexes which form an integral part thereof, have the status of a contractual obligation between 21WOL Operations and Guests; booking at one of the Hotels shall entail and constitute full and unconditional acceptance of the provisions of these INTERNAL RULES.

Failure to comply with one or more rules of conduct provided for by these INTERNAL RULES may result in 21WOL Operations lawfully terminating the Hotel services contract.

21WOL Operations reserves the right to amend these INTERNAL RULES as appropriate, and as required in order to provide its Services; any changes will be notified at the reception of the Hotel and/or published on the website www.21wol.it.

1. DEFINITIONS

For the purposes of this Regulation, the terms and phrases listed below shall have the meanings provided next to them, unless defined differently below:

- 1.1. **Contract:** indicates the agreement signed between the Contracting Party and 21WOL Operations when the reservation is made, including these Internal Regulations, the Terms and Conditions and any other contract/document pertaining to the reservation.
- 1.2. **Guest:** means the user of the Facility's Hotel Services, who need not be the Contracting Party. Any reference to "Guest" also includes any companion who is authorised pursuant to the General Terms and Conditions.
- 1.3. **Contracting Party:** indicates the natural or legal person who signed the contract. Each Contracting Party shall be held jointly and severally liable for the conduct of the Guest on whose behalf he/she has signed the Contract; by signing the Contract, the Contracting Party personally assumes all obligations deriving therefrom.
- 1.4. **Booking:** means the reservation made by the Contracting Party by means of the "booking procedure" referred to in Article 2 of the General Terms and Conditions.
- 1.5. **Internal Regulations:** means this document, which contains the rules of conduct and use of the Facilities, whose purpose is to ensure the peace, quiet and orderliness of the Facility, and to guarantee all Guests peaceable enjoyment of the Services offered by 21WOL Operations.
- 1.6. **21WOL Operations:** refers to 21WOL Operations S.r.l., a single shareholder company based in Via Vittor Pisani 20, 20124 - Milan.
- 1.7. **Facilities/facility:** means each of the 21WOL Operations S.r.l. accommodation/Hotel facilities specialised in the offer of "hybrid" hospitality services.
- 1.8. **General Terms and Conditions:** means the general terms and conditions of sale of the pricing plans for accommodation and associated Hotel Services offered by 21WOL Operations at the Facility, which the Contracting Party accepts at the time of booking.

2. RECEPTION

The reception is available 24/7. The reception staff will be available to accept any request and/or complaint made by the Facility's Guests.

3. REGISTRATION PROCEDURE

- 3.1. Guests and any accompanying persons and/or visitors must, when they arrive at the Facility, present an ID document to facilitate their identification pursuant to Article 109 of the Consolidated Public Safety Law (TULPS) and for any other formality (administrative or otherwise) required for law enforcement purposes.
- 3.2. Subject to the foregoing, the Facility's reception staff should be notified in advance of visits by persons who have not signed any Contract, and such visits must be approved in advance by them. In such cases, 21WOL Operations reserves the right to charge the Contracting Party any further costs for the use of services by any visitors and/or companions, which are reserved for the Facility's Guests.
- 3.3. The presence of unauthorised visitors pursuant to Article 3.2 above will require the Contracting party to pay a penalty of Euro 100 (one hundred), without prejudice to 21WOL Operations's entitlement to report the presence of unauthorised persons inside the Facility to the competent authorities.

4. IRRITATING NOISES, REST TIMES, CLEANING RULES

- 4.1. So as not to disturb other Guests and to avoid complaints from the latter and/or from third parties, Guests shall comply with the rules of conduct of the Internal Regulations.
It is strictly forbidden inside the rooms, in the common areas or in places adjacent to the Facility, to act or behave in a way that could disturb the peaceful enjoyment of other Guests and/or disturb the public peace (i.e. loud music, parties, shouting, etc.) between 11.00 pm and 8.00 am.
Subject to the above, Guests are in any case obliged for the entire duration of their stay to conduct themselves in a way that facilitates the peaceable and quiet enjoyment of other Guests and of the neighbourhood.
- 4.2. Guests are obliged not to leave rubbish or to leave property and/or personal belongings unattended

inside the common areas or in places adjacent to the Facility. Save as envisaged below in the General Terms and Conditions, 21WOL Operations reserves the right to charge the Contracting Party and/or Guests for the costs, if any, of cleaning or removing any property and/or personal belongings left unattended.

4.3. If complaints are made to 21WOL Operations staff by other Guests or third parties following the infringement of the provisions of this Article, 21WOL Operations reserves the right, at its sole discretion, to take one of the following steps in relation to the infringing Guest:

- 21WOL Operations may send the Guest and/or the Contracting Party an initial formal invitation to desist;
- if the first formal invitation is ignored, 21WOL Operations may send the Guest and/or the Contracting Party a second formal invitation to desist;
- if the second formal invitation is also ignored, 21WOL Operations reserves the right to terminate the Contract pursuant to Article 1456 of the Italian Civil Code;
- 21WOL Operations reserves the right to terminate the Contract in any case, pursuant to Article 1456 of the Italian Civil Code, if in view of the Guest's conduct it considers (at its sole discretion) that the contractual relationship cannot continue.

The provisions of Article 12 of the General Terms and Conditions shall in any case be applicable ("Contract Termination by 21WOL Operations").

5. EMERGENCY EXITS

5.1. There is an absolute prohibition inside the Facility against obstructing regular transit, stopping or depositing goods and/or personal belongings near/in stairways and/or corridors of the Facility, or at emergency exits. Escape routes, corridors and emergency exits shall be kept clear at all times. It is also strictly forbidden to use the emergency exits if there is no emergency.

5.2. Anyone who obstructs or blocks stairways, escape routes, corridors and/or emergency exits or uses them if there is no actual emergency will be subject to a penalty of Euro 250 (two hundred and fifty), and will also be required to pay compensation for any further loss, as appropriate.

6. PROHIBITION OF SMOKING

6.1. Smoking is absolutely forbidden inside the Facility, pursuant to the provisions of Article 51 of Law no. 3 of 16 January 2003, as amended, except in any specially designated smoking areas. This prohibition also extends to electronic devices and substitutes for smoke products. Offenders will be required to pay the administrative sanction indicated in Article 51 of Law no. 3 of 16 January 2003, as amended. 21WOL Operations also requires its Guests to refrain from

smoking in the external areas at or facing the Facility entrance.

6.2. Subject to the foregoing, if the obligations referred to in this Article are ignored, 21WOL Operations reserves the right to terminate the Contract pursuant to Article 1456 of the Italian Civil Code. In this event, moreover, the provisions of Article 12 of the General Terms and Conditions will be applicable ("Contract Termination by 21WOL Operations").

7. FIRE PREVENTION SYSTEM

21WOL Operations assumes no liability in the event that the fire safety system is triggered by the illegal burning of candles, by smoking or by tampering with the smoke detector. The manipulation or obstruction of a smoke detector will result in the imposition of a fine of Euro 250.00 (two hundred and fifty) for each incident. If the obligations referred to in this Article are breached, the provisions of Article 6.2 will apply, without prejudice to the entitlement to seek compensation for greater loss.

8. POSSESSION OF WEAPONS AND DRUGS

8.1. There is an absolute prohibition against introducing weapons (and/or instruments considered dangerous and/or likely to cause damage), drugs or hazardous substances into the Facility. Offenders in this regard will be subject to a penalty of Euro 500 (five hundred), subject to damages for any further loss incurred.

8.2. If the obligations referred to in this Article are breached, the provisions of Article 6.2 above will apply. The foregoing is without prejudice to the Facility's entitlement to promptly call internal security or the external law enforcement agencies, and to take any other measures considered appropriate, also in order to safeguard Guests.

9. POSSESSION AND CONSUMPTION OF ALCOHOL

9.1. Children under the age of 18 (eighteen) are forbidden from possessing and/or consuming alcohol inside the Facility, or in places adjacent thereto. The possession and consumption of alcohol, if allowed, will only be tolerated in moderate quantities. Offenders in this regard will be subject to a penalty of Euro 250 (two hundred and fifty), subject to damages for any further loss incurred.

9.2. If the obligations referred to in this Article are breached, the provisions of Article 6.2 above will apply.

10. RESPECT FOR OTHER GUESTS AND FOR HOTEL EMPLOYEES

10.1. Guests are obliged to respect 21WOL Operations employees, other Guests and any person inside the Hotel. There will be no tolerance of bullying of any

kind, verbal intimidation, physical and/or psychological aggression or any intimidatory acts against other Guests, employees or other persons inside the Hotel (also carried out online and/or using various communications means).

- 10.2. If an incident referred to in Article 10.1 above occurs, the provisions of Article 6.2 above shall apply.

11. LOST KEYS

Guests are required to promptly notify 21WOL Operations staff of any stolen or lost Hotel room keys. In such cases, 21WOL Operations will replace the room keys, reserving the right to charge the Contracting Party for the replacement (Euro 5.00 - five).

12. BIKE RENTAL AND RULES OF USE

- 12.1. Guests and their companions can ask 21WOL Operations personnel in charge if bicycles are available for rental. The terms and conditions of bike rental are defined in a special document available for consultation at the Hotel.
- 12.2. As soon as the Guest receives the bicycle, he/she will be the caretaker thereof until it is returned to staff.
- 12.3. Guests should check for damage to the bike and notify staff in charge of any damage in good time, and no later than 24 hours of receiving the bike, using the relevant form available at the Facility. Guest will be held liable for any damage not reported within the aforementioned deadline.
- 12.4. Designated bike parking areas inside the Facility are reserved for the parking of bikes made available by 21WOL Operations, or of other privately owned bikes or vehicles, subject to authorisation from 21WOL Operations.
- 12.5. All bikes should be parked in the specially designated bike parking areas. If bikes are parked outside the designated bike parking areas, or are left unattended inside the common areas and/or in areas surrounding the Facility, the Guest will incur a fine of Euro 250 (two hundred and fifty), subject to damages for any further loss incurred. 21WOL Operations reserves the right, however, not to sign further bike rental agreements with the Guest for bikes provided by the Facility.
- 12.6. The Guest will be liable to cover costs for bike repairs, maintenance or replacement due to damage, theft or impairment loss attributable to his/her acts or negligence. If repairs or maintenance prove necessary, the Guest shall attend the specially contracted workshops. Details of the affiliated workshops are available at reception.

13. INSURANCE FOR THE USE OF BICYCLES

- 13.1. 21WOL Operations offers Guests the opportunity to take out insurance to cover loss resulting from theft, loss or damage to the Facility's bikes offered for the entire period of stay. The website www.21wol.it, and also the reception staff, will provide or give details of the insurance premium amount and any other

information required in order to go ahead with the policy.

- 13.2. Guests should check the policy terms before signing.

14. RULES FOR USE OF THE FITNESS AREA

- 14.1. 21WOL Operations allows the Facility's Guests to use the fitness area and equipment 7/7, during the hours indicated there.
- 14.2. Access to the fitness area is allowed exclusively for sporting and/or recreational purposes.
- 14.3. 21WOL Operations accepts no responsibility for injuries to Guests caused by the inappropriate use of the fitness area equipment, unless such injuries are directly attributable to 21WOL Operations.
- 14.4. Guests should return any equipment used for sports activities to its specially designated place, after use.

15. RULES FOR USE OF THE LAUNDRY

- 15.1. 21WOL Operations allows the Facility's Guests to use the laundry area and equipment 7/7, during the hours indicated there.
- 15.2. The laundry area may be accessed exclusively in order to use the washing machines and dryers, and only after the magnetic badge has been activated at the Facility's reception.
- 15.3. It is forbidden to use products and equipment other than those the Facility provides in the laundry room (e.g. own detergents, own iron, etc.), and the rules and procedures indicated on each item of equipment should be complied with.
- 15.4. 21WOL Operations accepts no responsibility for injuries to Guests caused by the inappropriate use of equipment located in the laundry area, unless such injuries are directly attributable to 21WOL Operations.
- 15.5. Guests should return any equipment to its specially designated place after use, and check that it has been turned off.

16. RULES FOR USE OF COMMUNAL KITCHENS

- 16.1. 21WOL Operations allows Hotel's Guests to use the communal kitchens and their equipment and Hotels 7/7, during the hours posted.
- 16.2. The communal kitchens may be accessed only after a special magnetic badge has been activated at the Hotel's reception and a special private space (refrigerated or otherwise) has been allocated to the Guest.
- 16.3. The rules and procedures indicated in situ and included in *Annex A* must be complied with.
- 16.4. If the obligations and rules indicated in this article and in *Annex B* are not complied with, 21WOL Operations shall give the Guest a written caution. After the third written caution, 21WOL Operations reserves the right and shall be at liberty to terminate the Contract pursuant to Article 1456 of the Italian Civil Code. In this event, moreover, the provisions of Article 12 of the

General Terms and Conditions will be applicable ("Contract Termination by 21WOL Operations").

- 16.5. 21WOL Operations accepts no responsibility for injuries to Guests caused by the inappropriate use of equipment and Hotels located in the communal kitchens, unless such injuries are directly attributable to 21WOL Operations.

17. RULES FOR THE USE OF COMMON AREAS (BAR, BISTRO, RECEPTION, CO-WORKING, ROOMS, GARDEN, TERRACE STEPS, SOFA AREA, CONNECTING AREAS, ETC.)

- 17.1. The common areas are open 24/7. 21WOL Operations permits both Hotel Guests and non-resident guests or visitors to access the common areas.
- 17.2. Special zones in the common areas are normally kept for specific uses, so that they can be used privately by individual Clients. If this occurs, then access to these areas and their use by Guests cannot be guaranteed. If the reserved areas happen to be booked, the Guest shall have no basis for making any claim against the Hotel, provided that the Hotel has given prior notice of this. Resident guests are permitted to use all common areas. The Hotel reserves the right to restrict the use of the common areas at certain times and for specific uses that will be communicated to Guests by notices posted in the Hotel, and also by information provided at Reception. If the common areas are reserved for use, accordingly, the Guest shall have no basis for making any claim against the Hotel.

18. ROOMS

- 18.1. Only the Guest and his/her authorised companions can access the room that has been assigned.
- 18.2. It is strictly forbidden to cause damage to walls, ceilings, floors and room fixtures/systems. It is also forbidden to remove or damage the furniture/furnishings inside the rooms.
- 18.3. It is strictly forbidden to bring into the Facility candles, incense sticks, oil lamps or any other item that could cause trigger the fire alarm.
- 18.4. Pictures, prints or other decorations may not be posted up on the windows or doors of the Facility, as this is not in keeping with its image.

19. PACKAGES AND CORRESPONDENCE

- 19.1. Any correspondence and packages delivered to reception should be collected within 24 (twenty-four) hours after the Facility notifies the Guest that they have been received.
- 19.2. 21WOL Operations assumes no liability for loss resulting from the mislaying/loss of correspondence and parcels delivered to reception.
- 19.3. 21WOL Operations will keep correspondence/parcels delivered to reception for no longer than 10 (ten) days

from the date of their delivery. If this deadline expires without the correspondence/parcels being received by the Guest, they will be returned to the sender or (if no sender's address is provided) destroyed. 21WOL Operations reserves the right to charge the Contracting Party any costs incurred for shipment or destruction.

20. ANIMALS

Pets are allowed into the Facility subject to the payment of a supplement (except for guide dogs).

21. VANDALISM AND DAMAGE TO THE FACILITY

- 21.1. Theft and intentional damage caused by the Facility's Guests to others' goods and personal belongings or to the Facility itself will be immediately reported to the competent authorities.
- 21.2. If the mandatory provisions of this Article are ignored, 21WOL Operations reserves the right to terminate the Contract pursuant to Article 1456 of the Italian Civil Code. The provisions of Article 12 of the General Terms and Conditions will apply ("Contract Termination by 21WOL Operations").

22. USE OF THE WI-FI NETWORK SERVICE

Guests are allowed to use the Wi-Fi network service available at the property for free. The terms and conditions of use of the Wi-Fi network service are governed by a special regulation that can be consulted on the website www.21wol.it, also available at the reception.

23. VIDEO SURVEILLANCE SYSTEM

- 23.1. The Facility has a closed-circuit video surveillance system to guarantee the Guests' safety.
- 23.2. Personal Data acquired by means of the video surveillance system will be kept and processed by 21WOL Operations in compliance with legal provisions on the processing of Personal Data in force from time to time, and with the rules and standards safeguarding personal privacy.
- 23.3. The recordings can be sent at any time to the competent authorities, if requested.

24. TECHNICAL PROBLEMS

In order to ensure the proper functioning of the entire Facility, please always report any technical problems to the reception according to procedures described by Article 16 of the General Terms and Conditions. 21WOL Operations undertakes to resolve the malfunction of the earliest possible opportunity. If access to the room is required in order to resolve technical problems, please refer to the additional provisions contained in Article 20 of the General Terms and Conditions.

25. COVID-19 EMERGENCY

In view of the risk of infection by COVID-19, the Structure applies the guidelines based on the "Shared protocol regulating measures to combat and contain the spread of the COVID-19 virus in the workplace", as amended, issued on 26 April 2020, and on the "Lombardy Region Ordinance No. 547 of 17/05/2020" as amended.

Annex B summarises the maximum risk reduction steps taken by the Structure, and also the rules of conduct to be applied.

Each Hotel Guest should observe these rules, together with the legislative and regulatory provisions applicable from time to time in this field.

If the obligations and rules indicated in this article and in *Annex B* are not complied with, 21WOL Operations shall give the Guest a written caution. After the third written caution, 21WOL Operations reserves the right and shall be at liberty to terminate the Contract pursuant to Article 1456 of the Italian Civil Code. In this event, moreover, the provisions of Article 12 of the General Terms and Conditions will be applicable ("Contract Termination by 21WOL Operations").

ANNEX A - RULES FOR USE OF THE COMMUNAL KITCHENS

1. CHOICE OF AND ACCESS TO COMMUNAL KITCHENS

- 1.1. Unless the Hotel specifies otherwise, it is recommended to choose and use, throughout your stay, the kitchen closest to your assigned room.
- 1.2. It is strictly forbidden to allow non-residents to access the communal kitchens.
- 1.3. The communal kitchens are available to Guests 24 hours a day. However, each Guest should respect the peace and quiet of other Guests.

2. COMMUNAL KITCHEN RULES DURING THE COVID-19 EMERGENCY

- 2.1. It is obligatory to wear masks inside communal kitchens, except when eating while seated, and to maintain an acceptable social distance.
- 2.2. Communal kitchens may be used for:
 - a maximum of 5 people at any one time in the kitchen located on the first floor;
 - a maximum of 4 people at any one time in the kitchen located on the third floor;
- 2.3. If, when accessing the communal kitchen allocated, it transpires that the maximum permitted number of persons has been reached, the Guest should use the kitchen at a different time, checking that access will be possible.
- 2.4. Guests are recommended not to overstay their welcome in the communal kitchens, so that all Guests have the opportunity to prepare their own meals.

3. ORGANISATION AND USE

- 3.1. Guests are advised always to use the same refrigeration and non-refrigeration shelves, so that individual Guests can find their food/things easily, and in order to maintain a more user-friendly kitchen environment.
- 3.2. It is forbidden to use pots or pans other than those which are already provided in the kitchen area. The individual Guest shall be liable to cover costs for

repairs, maintenance or replacement due to damage, theft or impairment loss attributable to his/her act, fault or negligence.

- 3.3. It is forbidden to take things from the kitchen: pots, plates, glasses, cutlery and other things are there for the use of all. Guests should report to Reception any damage to equipment or failure of any appliance, as soon as it is discovered.
- 3.4. Each Guest is reminded that top quality appliances and materials have been made available in the communal kitchens and they should be handled and used correctly and with care. Information for their use is available in the instruction brochures kept in the kitchen, if required, or Guests can ask at Reception.

4. HEALTH AND SAFETY

- 4.1. You must:
 - sanitise your hands every time you enter the kitchen and before touching the common equipment;
 - label your food you own with your name and the date you check out. Labels are made available in the kitchens or at Reception;
 - always check food expiry dates;
 - keep food that is not consumed right away in suitable containers, always duly labelled. Products and food should not be left open in the fridge.
- 4.2. The Hotel will be entitled to dispose of food and other products not marked with the Guest's name, without the need to give notice or any other obligation.
- 4.3. The spaces will be cleaned several times a day. Guests must wash and/or sanitise dishes, pots and pans and surfaces used, at the end of each meal. The Hotel could require the Guest to cover additional cleaning costs if this rule is not complied with.
- 4.4. If the kitchen is discovered in an unclean condition, this should be reported promptly to Reception. This is necessary in order to find out who was the last user.

ANNEX B -RULES AND PROCESSES TO BE APPLIED DURING THE COVID-19 EMERGENCY

1. PROCESSES AND ACTIONS BY THE HOTEL

- 1.1. All common areas (e.g. restaurant, co-working, garden, gymnasium, communal kitchens, laundry), connecting areas and lifts have been sanitised prior to opening in accordance with current COVID guidelines. They are sanitised as required, based on applicable cleaning procedures.
- 1.2. All common areas are sanitised on a daily basis.
- 1.3. If the Guest considers it advisable, he/she may at any time re-sanitise everything he/she uses, including chairs and tables, with spray solutions and paper available around the Hotel.
- 1.4. The Bistro (Bar and Restaurant) adopts all safety measures when preparing and serving food and drinks.
- 1.5. The Hotel's expanded policy to ensure the safety of its Guests recommends limiting the use of paper. This policy reflects the need to ensure sustainability. All the requisite information is available on the website or at Reception.

2. RULES FOR 21WOL GUESTS

- 2.1. Temperature measurement is mandatory when accessing all common areas (bar, bistro, reception, co-working, rooms, garden, terrace steps, sofa area, connecting areas, etc.). This rule applies whenever the Guest enters the Hotel. One's temperature can be taken using a thermometer which is available at a floor stand at the entrance. The Hotel will also check that masks are worn.
- 2.2. In compliance with rules in force, Hotel staff will also check all Guests and non-Guests alike for their green passes. The type of green certification required to be shown (enhanced or basic) will depend on the rules in force at the time of the request.
- 2.3. It will be necessary to wear a mask in all indoor common areas and to respect social distancing (which changes depending on the activity involved, and on the measures in force at the time).
- 2.4. A mask will have to be worn in outdoor common areas if the Guest is in close contact with another person (less than one metre).
- 2.5. You should sanitise your hands throughout the day, especially while in common areas and before using any equipment. The Hotel provides sanitising devices (alcohol-based gel).
- 2.6. **Lifts:** the lift may be used by one person at a time or by two people if they are staying in the same room. Mask-wearing is compulsory when using the lift.
- 2.7. **Gym:** Access to the gym is permitted only on booking. Bookings can be made at Reception. The gym may be used by one person at a time or by two people if they are staying in the same room.

2.8. Communal kitchens:

- Maximum capacity should be respected at all times (5 persons on the first floor and 4 persons on the third floor), and communal kitchens should not be used if the maximum number of persons permitted has already been reached.
- Surfaces (tables, cookers, appliances) must be cleaned before and after use with the spray solutions available in each area.
- Dishwasher washing is mandatory in order to ensure that dishes, pots, pans and equipment are properly sanitised.

2.9. **Laundry:** you should only handle clothing items belonging to you, and laundry equipment should be carefully used. The Hotel will be entitled to dispose of any items of clothing left unattended, for reasons of sanitisation, without the need to give notice or any other obligation.

2.10. **Guest rooms:** these are cleaned on a daily basis. Guests are asked to keep the space as tidy as possible in order to facilitate sanitation.

2.11. **Non-resident guests:** visitors should not be allowed access to floors of the Hotel where the rooms are located, connecting areas, communal kitchens and to the rooms themselves. Non-resident guests may only access and use the common areas.

If a visitor needs to be accommodated, the Reception must be contacted (if available, the Hotel may reserve a double room at a reduced rate).

2.12. If the Guest has symptoms that could be attributable to the Covid-19 virus, he/she should remain in his/her room and contact Reception for instructions.

Note that all symptoms of Covid-19 infection are listed on the websites of the World Health Organization (www.who.int/health-topics/coronavirus) or of the Italian Ministry of Health (www.salute.gov.it/portale/nuovocoronavirus/homeNuovoCoronavirus.jsp)

If you have symptoms, you will be asked to measure your body temperature regularly. You should check that it does not exceed 37.5 C (99.5 F).