

General Terms and Conditions of the 'More' Services

These General Terms and Conditions (hereinafter referred to as the "GTC") govern the entry into a contract for service provision and use of 'More' Services operated by **HB Reavis Investments UK Ltd** with its registered office in 20 Farringdon Street, London EC4A 4AB entered into the Register of The Registrar of Companies for England and Wales, Company number 13794984, (hereinafter referred to as the "**Company**" or "**HB Reavis Investments UK**").

Definitions:

Client	This means a natural person who is employed by or has entered into another contractual relationship with the Employer, and who has a functional access card to the Building or access to the Building via the Application. For the avoidance of doubt, a visitor card that allows short-term entry to a particular building is not considered an access card unless the Company specifies otherwise in a given case,
Employer	is a natural or legal person who owns, leases, or subleases premises in the Building, unless the Company specifies otherwise in a particular case,
Membership	means membership in a program operated by the Company, the purpose of which is the provision of individual MORE Services,
'More' Application	software owned by a third party located on the Website, enabling Clients to use the MORE Services,
'More' Services	means the following services of the Company provided by the Company to the Client through the Application – CONCIERGE, EVENTS, HI.BIKE, E-SCOOTER, PARKING, MOBILE ACCESS, VISITOR MANAGEMENT SYSTEM,
Direct Services	means 'More' Services provided directly by the Company,
Indirect Services	means 'More' Services provided by third parties, through the Company acting on behalf of, for and at the expense of the Client,
Building	means the building located on, 65 Clifton Street, London, EC2A 4JE,
CONCIERGE	means an application for the provision of 'More' indirect services by third parties to the Client through the Company, detailed conditions of which are determined in Annex No. 3 . If the CONCIERGE services are provided directly by the Company (direct services), it will be marked in the application next to a given service, EVENTS means an application for the provision of 'More' direct services consisting in organization of events by the Company, detailed conditions of which are determined in Annex No. 4 ,
HI.BIKE	means an application for the provision of 'More' direct services consisting in rental of Brompton bicycles by the Company for the Clients, detailed conditions of which are determined in Annex No. 5 ,
E-SCOOTER	means an application for the provision of 'More' direct services consisting in rental of scooters by the Company for the Clients, detailed conditions of which are determined in Annex No. 6 ,
Complaints Procedure	means a complaints procedure described in Annex No. 1 ,
Order	means ordering the Company to perform a specific 'More' service by the Client, through the provision of a direct service by the Company or the organization of the provision of an indirect service by a third party,

PARKING	means the parking service that allows Clients, under the conditions set out in these GTC, to use a designated parking space in the Buildings, the specific terms of which form Annex No. 7 ,
MOBILE ACCESS	means the mobile access service to the respective Building, the specific terms of which form Annex No. 8 ,
VISITOR MANAGEMENT SYSTEM (VMS)	means the service enabling visitors to enter the respective Building via a QR code, the specific terms of which form Annex No. 9 ,
Unforeseeable event	means an event whose occurrence, course, and termination cannot be objectively influenced by either the Client or the Company and is unavoidable. Such events include, in particular, strike, outage, labor dispute, force majeure, terrorist act, riots, intentional damage, misuse based on an order (regulation, directive) of law or government, destruction of business operations, fire, flood, storm, and other circumstances affecting the provision of MORE Services,
Website	website: https://moreapp.hqo.co/ .

1. Conclusion of the 'More' Service Provision Contract and program membership

1.1 Conditions of membership and use of services

- 1.1.1 Only adult natural persons bound by an employment or other contractual relationship with the Employer and having an active access card to the Building are entitled to use the 'More' services and be program members. To avoid doubts, a guest card allowing short-term access to a building is not considered as an access card, unless the Company specifies otherwise in a specific case.
- 1.1.2 Persons with whom the Company has terminated the 'More' Service Provision Contract and canceled their membership due to the reason specified in paragraph 2.2.1 (b) below are not entitled to use the 'More' Services and be program members.
- 1.1.3 The HI.BIKE or E-SCOOTER Services can be used by the Client under condition of being qualified to ride vehicles that are the subject of the rental or complying with other requirements specified by applicable law.
- 1.1.4 The 'More' Services can be used solely for private purposes, not related to business or professional activity of the Client.
- 1.1.5 Before ordering the 'More' Service, the Client may be required by the staff of the building reception desk to present a building access card or appropriate qualification, if this is required by law. Refusal to present them entitles to refuse to accept the order or to provide the 'More' Service.
- 1.1.6 The Company reserves the right to introduce the CONCIERGE, EVENTS, HI.BIKE, E-SCOOTER, PARKING, MOBILE ACCESS, VISITOR MANAGEMENT SYSTEM services at a time chosen by it.

1.2 Conclusion of the contract and registration in the program

- 1.2.1 In order to start using the 'More' Services and become a program member, the Client is obliged to create a user account by registering on the website. By registering and creating an account, the Client receives membership, which entitles the Client to use the 'More' Services under conditions determined by the Company.
- 1.2.2 The Client is obliged to provide the following information when registering:
 - a) an e-mail address, the domain of which must match that of its Employer, unless the Company specifies otherwise in a particular case,
 - b) name and surname,
 - c) any password,

- d) his/her residence address, which will be also the correspondence address;
 - e) telephone number;
 - f) the name of the building in which the Client works: in the Building
 - g) designation of the lobby of the building where he or she wants to use the CONCIERGE service.
- 1.2.3 The Client is obliged to provide true, correct and complete data upon registration. The Client is responsible for the truthfulness, correctness and completeness of the data for the entire duration of his/her membership. In the event of a change in the data, the Client is always obliged to inform the Company of this fact without undue delay or to update the data in his/her account.
- 1.2.4 Registration is subject to review by the Company, which is authorised to review and assess whether a given person meets the conditions for using the 'More' Services.
- 1.2.5 Upon successful registration, the Client will receive an activation link sent to the e-mail address provided by the Client at the time of registration, by means of which the Client activates his or her membership. By activating the membership, the Client automatically creates a user account on the website and concludes the 'More' Service Provision Contract under the terms specified in these GTC and in special terms and conditions of the 'More' Services.
- 1.2.6 The Client is obliged to read the GTC and the special terms and conditions of the 'More' Services contained in **Annexes No. 3, 4, 5, 6, 7, 8 and 9** before using the 'More' Services. By registering in the program and setting up an account, the Client confirms that to have read the GTC and the special terms and conditions of the 'More' Services contained in **Annexes No. 3, 4, 5, 6, 7, 8 and 9**.
- 1.2.7 Membership is limited to a specific Client and the Client is not entitled to transfer or assign it to another Client, or other natural or legal person.
- 1.2.8 The Client undertakes not to provide access data to his or her user account to a third party and is obliged to take all steps necessary to protect such data.
- 1.2.9 Access to and use of the client section on the website is ensured through a combination of username and password and is only accessible to Clients and the Company. The Client is solely responsible for protecting his or her username and password and is obliged to notify the Company of any suspected breach of security (e. g. through an unauthorized use of the username and password) without undue delay.

2. Termination of the contract and loss of membership, cancellation of orders

2.1 Termination of the contract by the Client

- 2.1.1 The Client may at any time terminate the 'More' Service Provision Contract and resign from membership by sending a resignation notice by using an appropriate function on the website. Termination of the contract by the Client:
- a) does not affect Client's obligations in relation to orders for services that have already been performed by the Company or third parties, including the obligation to pay remuneration for the service performed,
 - b) is equivalent to cancellation of a previously placed service order that has not yet been performed by the Company or third parties.

2.2 Termination of the contract by the Company

- 2.2.1 The Company is entitled to refuse to register the Client (conclude a contract), refuse to accept an order for completion, or to terminate the 'More' Service Provision Contract without notice, and cancel membership in the event of:
- a) if the Client does not meet any of the conditions for membership or use of the services specified in the GTC and the special conditions for the provision of 'More' Services,

- b) if the Client is late with any payment for the 'More' Service or reimbursement of costs of a given service by more than 14 days in relation to the payment date,
 - c) if the Client is late with collection of the subject of the service (ordered goods, Client's items left at the reception desk to perform the service) by more than 7 days, and in the case of perishable items, 24 hours from the date of being requested to collect them,
 - d) if the Client uses the 'More' Services to conduct business or professional activity,
 - e) if the Client's data provided during registration are false or incomplete.
- 2.2.2 The Company is entitled to terminate the Client's user account upon receipt of the Client's declaration of termination of the 'More' Service Provision Contract or the Client's resignation from membership and in the event of the Client's death.
- 2.2.3 The Company is entitled to terminate the 'More' Service Provision Contract and cancel the membership by giving notice of at least 14 days in the event of stopping to operate the program and provide the 'More' Services.
- 2.2.4 The contract termination by the Company and the cancellation of the Client's membership does not affect completion of previously accepted orders.
- 2.2.5 The Company is entitled to resign from the provision of a given type of service at any time, without prior notice. The resignation does not affect completion of previously accepted orders for a given service.
- 2.2.6 A declaration of the contract termination is sent by the Company to the e-mail address or correspondence address of the Client provided during registration.

2.3 Cancellation of the Client's service order

- 2.3.1 The Client has the right to cancel an order for a specific service (withdraw from a contract for the provision of this service) within 14 days from the date of placing an order, without giving any reason. The Client's right cannot be exercised after the service has been performed by the Company or a third party.
- 2.3.2 A direct service order is canceled by means of a clear declaration sent to the Company's address. To this end, the Client may use the form of withdrawal from a contract concluded on the basis of the Act of 30 May 2014 on Consumer Rights (Journal of Laws of 2014, item 827, as amended), the sample of which is included in **Annex No. 2**. The Client complies with the time limit for cancellation if he or she sends an explicit declaration of exercising this right before the expiry of the 14-day period from the date of placing an order.
- 2.3.3 An indirect service order is canceled pursuant to the terms of the service provision by a third party. To this end, the Client may use the form of withdrawal from a contract concluded on the basis of the Act of 30 May 2014 on Consumer Rights (Journal of Laws of 2014, item 827, as amended), the sample of which is included in **Annex No. 2**, by sending it directly to the third party providing a given service, with a simultaneous notification of the cancellation sent to the Company by phone. The Company will help the Client in the case of hindered direct contact with the third party. If the declaration of withdrawal from ordering an indirect service is by mistake sent to the address of the Company, it will be understood as an instruction to the Company to forward the declaration on the Client's behalf to the third party providing a given service. The Company will forward the declaration without undue delay, however, it will not be liable if it is posted after the 14-day time limit for withdrawing from the order.
- 2.3.4 Upon receipt of the order cancellation prior to the service performance, the Company will refund to the Client for all payments made in connection with such order within a period not exceeding 14 days. Payments will be refunded in the same way as they were made, unless the Client has expressly agreed to a different method of payment that does not involve additional costs for the Client.
- 2.3.5 In the event of cancellation of a previously placed order, the Client is obliged to:
- a) in the case of services provided on a continuous basis – to pay for the provision of the service until the date of cancellation in an amount proportional to the time and scope of the service provided,

- b)) in the case of single-time services that have not yet been performed – reimburse documented costs incurred to prepare the service provision, including the costs of resignation by the Company from services of third parties, if the service is provided with the help of such entities.

2.3.6 Placing of an order is equivalent to the Client's request to provide the service within the period specified in the terms of a given service specified in the application or individually agreed with the Client, after placing the order. If the period so specified is shorter than 14 days from the date of placing the order, the placing of the order and confirmation of its terms by the Client is considered as the Client's request to perform the service before the expiry of the 14-day period for withdrawing from the contract (cancelling the order).

3. Fees, payments and invoicing

3.1 General provisions

- 3.1.1 Conclusion of the 'More' Service Provision Contract, registration on the website and administration of the membership are free of charge.
- 3.1.2 The prices and other charges for the 'More' Services are specified in the price list, which is published on the website or available at the reception at the Building. In the case of tailored services performed at the Client's request, the price and charges for such a service are agreed with the Client following acceptance of the order, who should expressly confirm acceptance of the price and charges before the service is performed, and undertake to pay them. The Company may introduce different prices for services or charges for different groups of Clients.
- 3.1.3 All prices and fees include VAT and are stated in British pound sterling (GBP) unless otherwise stated.
- 3.1.4 In addition to the service price, the Company has the right to demand payment of remuneration related to additional activities taken in order to perform the service. If information about the remuneration is not included on the website in relation to a given service, the Client will be informed about the amount of the remuneration before the service is performed by the Company. The remuneration may cover in particular:
 - a) delivery costs (e.g. costs of a courier delivering Client's items to a third party, if this is covered by the service),
 - b) the working time costs of a representative of the Company,
 - c) other objectively incurred costs of the Company.
- 3.1.5 If the order concerns delivery of items or the Client provides his or her own items in order to provide services in respect of them, the Company may make delivery of the items dependent on the Client's prior payment of the price of the service, charges or remuneration, if they have not been charged in advance. A delay in payment by the Client by more than 14 days and failure to pay despite receiving an additional call with a 7-day deadline for payment determined entitles the Company to take ownership of the property to satisfy its claim, sell it or dispose of it, at its own discretion. The foregoing does not exclude the Company's right to claim overdue payments from the Client in court.
- 3.1.6 In the case of indirect services, the scope of which is not determined in advance or which require estimation of the workload and costs by a third party, the Company may, with the prior consent of the Client, establish the maximum amount that may be transferred to a third party for the service, without prior confirmation with the Client of a specific value. In this case, the Client will be obliged to pay the price specified by the third party, if it is not higher than the previously agreed maximum amount.
- 3.1.7 In the case of indirect services, if a third party refuses to provide the service for the price specified on the website, the Company will immediately notify the Client thereof and the Client will be entitled to cancel the order at no additional costs.

3.2 Payments

- 3.2.1 Payments for the 'More' Services are made:

- a) via the payment gateway on the website – payments for indirect services,
- b) via the payment gateway on the website or with the payment card at the reception desk of the building – payments for direct services.

The Company does not accept cash payments.

- 3.2.2 The date of payment for direct services or the date of payment of the remuneration referred to in paragraph 3.1.4 is agreed at the discretion of the Company as payment made in advance when placing an order or as payment in arrears after the service has been rendered. In the case of services involving significant workload or costs, the Company may determine a required amount of the advance payment on the account of the price or the remuneration. The payment date and advance payment, if any, are specified on the website in relation to a given service or individually agreed with the Client when ordering the service.
- 3.2.3 The dates of payment for indirect services are specified on the website in relation to a given service or individually agreed with the Client when ordering the service. The following payment terms are applicable:
 - a) payment in advance – the Client may be required to deposit an amount corresponding to the price of the service or the maximum amount referred to in paragraph 3.1.6 to the Company's bank account in order to transfer it to a third party in exchange for the service. The deposited amount will be returned to the Client in the event of failure to provide the service. The difference between the price of the service and the maximum amount will be refunded to the Client after the service has been provided,
 - b) blocking funds on the Client's payment card – if the Client uses a payment card via the payment gateway on the website, the amount corresponding to the price for the service may be blocked on his or her card, and after the service has been performed, the Client's card will be automatically charged with the amount due,
 - c) payment in arrears – the Client is obliged to reimburse to the Company the amount transferred to a third party as the price for the service after the service has been performed, within the time limit determined by the Company.

3.3 Invoicing

- 3.3.1 In the case of each payment made through the payment gateway, the Client receives a payment confirmation. It is proof that the amount stated therein was credited to the Company's bank account.
- 3.3.2 The invoice for direct services or remuneration referred to in paragraph 3.1.4, is issued by the Company upon request placed at the reception desk of the building, on the terms and within the time limits provided for by the provisions of the tax law.
- 3.3.3 The Client hereby expressly agrees to the sending of electronic invoices (including their attachments) within the meaning of Article 106n paragraph 1 of the Act of March 11, 2004 on tax on goods and services (consolidated text Journal of Laws of 2017, item 1221, as amended), to the Client's e-mail address the provided at the time of registration.
- 3.3.4 An invoice, bill or receipt for indirect services issued by a third party is forwarded to the Client immediately upon receipt from the third party. The Company is entitled to provide a third party with the Client's details required to issue an invoice. The Company is not liable if a third party issues an invoice with incorrect data or inconsistent with the Client's request.
- 3.3.5 Invoices are issued to the buyer's data provided in the Client's account.

4. Complaints

All rights and obligations of the Client and the Company in connection with improper performance of the 'More' Services and the exercise of the right to complain are governed by the relevant provisions of British law and the Complaints Procedure described in **Annex No. 1**.

5. Personal data protection

The Company processes the personal data of the Client and other individuals in the course of providing the MORE Services. More information about personal data protection is available in the More mobile application under the "My Profile" section, subsection "Privacy", or at the following address: <https://hbreavis.com/uk/privacy-protection/>.

6. Delivery

- 6.1** Correspondence between the Client and the Company is exchanged in writing and all documents are delivered:
- a) by registered mail to the address of the Company or the Client provided during registration, or
 - b) by electronic means to the e-mail address of the Company or the Client provided during registration.
- 6.2** The parties may also communicate in person or by phone, however, all arrangements made in this way must be confirmed in writing in the way specified in paragraph 6.1 above.
- 6.3** All communication and correspondence between the Client and the Company will be held in English, unless the Client and the Company agree otherwise.
- 6.4** The Client's correspondence address or e-mail address may be changed upon written notification delivered to the Company. The Client can also make changes by canceling membership and re-registering.
- 6.5** The correspondence address and e-mail address of the Company may be changed upon written notification delivered to the Client.
- 6.6** A document will be deemed delivered:
- a) on the day of personal delivery of the document,
 - b) on the day of its receipt or the day of refusal to receive it in the case of a postal/courier shipment, or on the last day of expiry of the storage period at the postal operator or other entity,
 - c) on the next working day after sending an e-mail.
- 6.7** In the event of non-delivery, if the Client or the Company fails to collect the document deposited with the postal service provider (Royal Mail or other entity that is obliged to deposit the document during the storage period), or in the event of any doubts as to the delivery, the document shall be deemed to have been delivered on the last day of expiry of the storage period to the postal operator or another entity.

7. Website

- 7.1** The Company will make every effort to ensure that the website works and is available to Clients 24 hours a day, 7 days a week. Acceptance of orders and direct contact with the Company is available from 9.00 a.m. to 5.00 p.m. from Monday to Friday, excluding public holidays.
- 7.2** The Company is not responsible for any malfunction of the website, including the payment gateway, caused by the operation of the equipment used by the Client for registration or login purposes.

8. Final provisions

- 8.1** The Company reserves the right to amend the GTC or the special terms and conditions of the 'More' Services in writing and is obliged to publish the amendment on the website and notify the Client of such amendment by e-mail. Amendments to the GTC or to the special terms and conditions of the 'More' Services becomes effective no earlier than on the first day of the calendar month following the month in which these amendments were published and announced, unless the amended GTC or the notification state otherwise. In the event that the Client does not agree to the amendment to the GTC, he or she has the right to withdraw from the 'More' Service Provision Contract and cancel the membership within 14 calendar days from the date of being notified of the amendments.
- 8.2** The membership, GTC and special terms and conditions of the 'More' Services are governed by the provisions of law of England and Wales, and any disputes in this respect are subject to the exclusive jurisdiction of courts of England and Wales.

- 8.3** Any and all information or requests from the Client to the Company or its representative provided in connection with an order are confidential. Such information will not be disclosed to third parties for purposes other than providing services in accordance with the Client's order.
- 8.4** The Client is not entitled to assign or otherwise transfer obligations, receivables, claims, rights or duties related to the 'More' Services to a third party without the prior written consent of the Company.
- 8.5** None of the provisions of the GTC or the special terms and conditions of the 'More' Services exclude or limit any Client's rights under the Act on Consumer Rights of 30 May 2014 (Journal of Laws of 2014, item 827, as amended) or other applicable consumer protection laws.
- 8.6** The supervisory body competent in consumer matters is the Competition and Markets Authority (CMA), located at The Cabot 25, Cabot Square, London, E14 4QZ, United Kingdom.
- 8.7** In the event of contradictory provisions of the GTC and the special terms and conditions of the 'More' Services, the special terms and conditions of the 'More' Services prevail.
- 8.8** The GTC and the special terms and conditions of the 'More' Services enter into force on 1 December 2025.

Complaints Procedure

(Annex No. 1)

This Complaints Procedure regulates the manner, scope and conditions of complaints, as well as the rights and obligations of the Clients in connection with the complaint regarding the direct 'More' Services operated by **HB Reavis Investments UK Ltd** with its registered seat in 20 Farringdon Street, London EC4A 4AB entered into the Register of The Registrar of Companies for England and Wales, Company number 13794984, (hereinafter referred to as the **"Company"**).

The Complaints Procedure constitutes Annex No. 1 to the General Terms and Conditions of provision of the 'More' Services and forms an integral part thereof. All definitions used below have their meanings assigned in the General Terms and Conditions of provision of the 'More' Services.

1. General provisions

- 1.1. The Client always has the right to file a complaint about defective 'More' Services in accordance with generally applicable law. The Complaints Procedure applicable to:
 - a) indirect services (CONCIERGE) is specified by legal regulations and procedures applicable at third parties providing services,
 - b) direct services (EVENTS, HI.BIKE and E-SCOOTERS and those from the CONCIERGE services that have been identified as direct, or in the case of which the Company has been named as the service provider) is governed by the following provisions,
 - c) payments through the website gateway (payments for indirect and direct services) is governed by the following provisions as those applicable to direct services.
- 1.2. Complaints relating to indirect services provided by third parties should be addressed directly to such parties. The Company is not responsible for the way and time of handling complaints by such parties. If the complaint relating to an indirect service is by mistake sent to the address of the Company, it will be understood as an instruction for the Company to forward the complaint on the Client's behalf to the third party providing a given service. The Company will forward the complaint without undue delay, however, it will not be liable for the date of delivery. The Company will support the Client if direct contact with a third party is hindered.
- 1.3. The Complaints Procedure is published on the website and at the reception of the Building.

2. Liability for direct services

- 2.1. The Company is liable for defects of the direct 'More' Services in accordance with generally binding legal regulations, GTC and the special terms and conditions of the 'More' Services.
- 2.2. The Company is not be liable towards the Client in the event of delayed provision of direct 'More' Services or the lack of or improper provision of direct 'More' Services due to circumstances not attributable to the Company.

3. Conditions and method of filing complaints

- 3.1. The Client is obliged to file complaints relating to the direct 'More' Services without undue delay after the defect or improper performance is discovered or after the defect or improper performance could have been discovered.
- 3.2. The Client is entitled to make a complaint in connection with the direct 'More' Services:
 - a) through the website,
 - b) by registered mail
- 3.3. The Client may also leave a written complaint in person at the reception desk in the Building, which was in charge of the order or service. Reception employees are authorized by the Company to receive and consider complaints.

- 3.4. Complaints must include:
- a) identification and contact details of the Client in the scope of name, surname, e-mail address and telephone number,
 - b) description of the defect or improper service to which the complaint relates,
 - c) date of occurrence/discovery of the defect,
 - d) proposed way of handling the complaint.
- 3.5. The Client will be obliged to submit to the Company, together with the complaint, a document proving the provision of the direct 'More' Services (e.g. confirmation of payment for the service).
- 3.6. The Company may require from the Client also other relevant information necessary for the proper settlement of the complaint and the Client is obliged to provide the Company with cooperation for this purpose.

4. Consideration of complaints

- 4.1. If the Client makes a complaint, the Company or a representative authorised by the Company will instruct the Client about his or her rights and determine the manner of handling the complaint immediately. In complicated cases or involving the need to verify facts with third parties, the Client may be notified on the manner of verifying and considering the complaint within 7 days from the complaint.
- 4.2. The Company is obliged to provide the Client with a confirmation of the complaint. If the complaint is made in the manner specified in 3.1. letter a) or b), the Company is obliged to deliver the confirmation of the complaint immediately. In order cases, the confirmation will be provided no later than within 7 days after receipt of the complaint. Confirmation of the complaint does not have to be delivered if the complaint is considered immediately, before the time limit for delivery of the confirmation, or if the Client has the possibility to prove the handling of the complaint otherwise.
- 4.3. The complaint will be considered and the Client will be informed in writing about the method of considering the complaint without undue delay, no later than within 30 days from the date of submission of the complaint. The time limit for consideration of the complaint may be extended if the Client provides incorrect identification data of the service or defect, or incorrect Client's contact details.
- 4.4. A refusal to acknowledge the complaint does not infringe the Client's right to pursue a complaint in court pursuant to law.

Sample contract withdrawal form

(Annex No. 2)

Please complete and send this sample form only if you wish to withdraw from the ordering (the contract for the provision) of any of the 'More' Services".

The form should be addressed and sent to:

- HB Reavis Investments UK Ltd. in the case of withdrawal from the More Service Provision Contract or a direct service order (EVENTS, HIBIKE and E-SCOOTER applications),

- directly to the service provider in the case of withdrawal from an indirect service order (CONCIERGE application)

TO: **HB Reavis Investments UK Ltd.** with its registered office in London, 20 Farringdon Street,
EC4A 4AB *(only in the case of direct services)*

_____ *(enter third party's details in the case of indirect services)*

The undersigned: _____ *(name and surname, address)*

I hereby declare that I am withdrawing from the ordering (the contract for the provision of) of the _____ service *(specify the service and application through which CONCIERGE/ EVENTS/ HI.BIKE/ E-SCOOTER/ PARKING/ MOBILE ACCESS/ VISITOR MANAGEMENT SYSTEM was ordered)* concluded on _____.

(signature of the withdrawing party)

Special terms and conditions of the CONCIERGE service

(Annex No. 3)

These special terms and conditions govern the use of the CONCIERGE service operated by **HB Reavis Investments UK Ltd** with its registered seat in 20 Farringdon Street, London EC4A 4AB entered into the Register of The Registrar of Companies for England and Wales, Company number 13794984, (hereinafter referred to as the "**Company**").

These special terms and conditions of the CONCIERGE service constitute **Annex No. 3** to the General Terms and Conditions of the 'More' Services and form an integral part thereof. All definitions used below have the meanings stated in the General Terms and Conditions of the 'More' Services.

1. General provisions

- 1.1. CONCIERGE services are services provided by third parties, organised and delivered through the Company acting on behalf of, for and at the expense of the Client. All rights and obligations regarding an item purchased or a service provided arise directly between the Client and the service provider. Unless otherwise agreed, the Company pays the provider for the services on behalf of the Client.
- 1.2. Respective CONCIERGE services may be generally available to all Clients or only to a selected group of Clients, as specified on the website.
- 1.3. The Company is responsible for the proper transfer of the Client's order to the service provider. The Company is not responsible for non-performance or improper performance of the service by the provided, as well as it is not responsible for defects in any items delivered to the Client.
- 1.4. If it is clearly marked in the CONCIERGE application or agreed with the Client, the service may be a direct service provided by the Company.
- 1.5. CONCIERGE services are ordered and performed during the reception opening hours from 9.00 a.m. to 5.00 p.m., Monday to Friday, excluding public holidays.
- 1.6. The Company will not provide CONCIERGE beyond standard operating hours except for cases agreed in advance. The Client may be charged with additional fees for the provision of the CONCIERGE services outside the standard operating hours. The Client will be informed about the amount of additional charges before the service is commenced.

2. Use of CONCIERGE services

- 2.1. The CONCIERGE service is ordered:
 - a) personally to the Company representative at the reception of the Worship Square,
 - b) electronically through the user account on the website
- 2.2. In the event that (i) the terms of service provision by a third party or its price list are not clearly specified on the website or (ii) in the case of services individually agreed with the Client, the Company, after receiving an order, is obliged to provide the Client by e-mail sent to his or her e-mail address, with proposed terms of service containing at least:
 - a) identification data of the service provider,
 - b) the subject and description of the service,
 - c) the place of the service provision,
 - d) the total price for the service along with additional costs and charges, or determination of the maximum amount referred to in paragraph 3.1.6 of the GTC,

- e) the amount of remuneration due to the Company, referred to in paragraph 3.1.4 of the GTC, if applicable,
 - f) service completion date,
 - g) information where to find detailed terms and conditions of the service, the complaints procedure and warranty conditions, if they are provided by the service provider.
- 2.3. In order to accept an order for completion by the Company, the Client is obliged to confirm his or her consent to the terms of service presented in writing or by replying to the e-mail address from which he or she received the proposed terms.

3. Provision of the CONCIERGE services

- 3.1. Within the framework of the CONCIERGE service, the Company provides:
- a) the services listed on the website and
 - b) the services individually agreed with the Client.
- 3.2. The Company reserves the right to change the scope of CONCIERGE services listed on the website at any time.
- 3.3. As regards the orders individually agreed with the Client, the Company performs only those activities that do not conflict with generally applicable provisions of law of the United Kingdom and are not regarded as immoral. The Company has the right to refuse to accept an individual order without stating a reason.
- 3.4. The Company is obliged to provide the Client with all items it has received from the service provider – documents, instructions, warranty cards and other things or information related to the service performed.
- 3.5. The Company undertakes to act solely according to the Client's order. Deviation from the Client's order is possible only after prior agreement of new terms of the order with the Client. If it is not possible to contact the Client (trying at least twice by e-mail or by phone), the deviation will be acceptable if it is aimed at protecting the Client's interest, provided that the Company may only take such actions that will bring benefit to the Client, will be compliant with the best skills and the knowledge of the Company's representatives. The Company is not authorized to incur any additional financial liabilities on behalf of the Client.
- 3.6. If the order concerns delivery of items or the Client leaves his or her own items in order to provide services in respect of them, the Client is obliged to collect the items from the place specified by the Company immediately after receiving information about the service completion, however not later than 14 days from receiving such information. A delay in collection will entitle the Company to charge the Client with the cost of storing the items and in the event of failure to collect them despite a call with an additional period of 7 days determined for this purpose, to take over the ownership thereof in order to satisfy its claim, sell the items or dispose of them, at its own discretion. Perishable items should be collected immediately, however not later than within 24 hours. After this time, the Company is entitled to dispose of them and charge respective costs to the Client.
- 3.7. The Company has the right to define the maximum number of services of one type that can be ordered by the Client in a specific period of time. If the maximum number is exceeded, the Company has the right to refuse to complete the order in excess of the maximum number determined.

Special terms and conditions of the EVENTS service

(Annex No. 4)

These special terms and conditions govern the use of the EVENTS service operated by **HB Reavis Investments UK Ltd** with its registered seat in 20 Farringdon Street, London EC4A 4AB entered into the Register of The Registrar of Companies for England and Wales, Company number 13794984, e-mail: (hereinafter referred to as the “**Company**”)

These special terms and conditions of the EVENTS service constitute **Annex No. 4** to the General Terms and Conditions of the ‘More’ Services and form an integral part thereof. All definitions used below have the meanings stated in the General Terms and Conditions of the ‘More’ Services.

1. General provisions

- 1.1. As part of the EVENTS services, the Company organises or supports cultural, sports or other social events (hereinafter referred to as ‘Events’) and offers Clients the option of purchasing tickets or other means of access for such Events.
- 1.2. The Events may be open to all Clients, Clients with accompanying persons or only a selected group of Clients, according to the information published on the website.
- 1.3. The Events are held stationary at a place designated by the Company or as an on-line broadcast.
- 1.4. A ticket or other means of access (e.g. a link to an on-line Event, access password) allows the Client to enter the Event once or several times (according to detailed terms and conditions of the Event offer) and is a proof of payment for the Event or registration for a free Event.

2. Purchase of tickets via the EVENTS application

- 2.1. Events can be paid or free, requiring only website registration. In the case of a paid Event, the Company notifies of this fact in the Event description on the website, stating the ticket price including VAT.
- 2.2. Additional sales or paid services may be carried out as part of the Event, under the terms specified in the Event description.
- 2.3. The Client may obtain an Event ticket through the EVENTS service exclusively via electronic means through his or her user account through the Application.
- 2.4. After the Client buys the ticket, the ticket is stored in the Client's account and simultaneously sent to the e-mail address provided during registration.
- 2.5. The Client may purchase only one ticket for the Event, unless special terms and conditions of the Event offer specify otherwise.
- 2.6. If participation in the Event is limited in time, the Client is obliged to select the time slot for participation in the Event from the offer on the website when registering or purchasing a ticket for the Event.
- 2.7. The ticket or the means of access entitles only the person who purchased it to participate in the Event and may not be resold or transferred to a third party. For verification purposes, the Client may be required to present a valid identity document to the Company or persons authorized by it. Refusal to present the identity document entitles the Company to refuse the Client's entry to the Event, without the Client's right to obtain a refund of the fee and other costs.
- 2.8. Failure to participate in the Event by the Client does not entitle him or her to request a refund. Unless otherwise stated in the terms of the Event or on the ticket, the ticket cannot be used to enter another Event.

3. Organization of the EVENTS services

- 3.1. As part of the EVENTS service, the Company provides:

- a) electronic booking (only for free Events) and electronic sale of tickets for Events;
 - b) information about Events, at least to the extent:
 - brief description of the Event;
 - place and time of the Event;
 - ticket price;
 - other special conditions of the Event determined by the Company
 - c) information about other events organised by the Company or third parties.
- 3.2. The Company reserves the right to change the time, place or other conditions of the Event at any time. The Company will notify any Client who has a ticket for the affected Event about the change of time, place or other conditions by means of a message sent to the Client's e-mail address stated at the registration.
- 3.3. In the event of a change in the time or place of the Event, the Client is entitled to cancel the ticket for the Event by means of the form specified in **Annex No. 2** of these GTC. The Company will then return the price of the ticket to the Client by bank transfer to the bank account from which the Company received payment for the ticket.

Special terms and conditions of the HI.BIKE service

(Annex No. 5)

These special terms and conditions govern the use of the HI.BIKE service operated by **HB Reavis Investments UK Ltd** with its registered seat in 20 Farringdon Street, London EC4A 4AB entered into the Register of The Registrar of Companies for England and Wales, Company number 13794984 (hereinafter referred to as the “**Company**”), operating in the scope of temporary rental of Brompton bicycles (hereinafter referred to as the “bicycle”).

These special terms and conditions of the HI.BIKE service constitute **Annex No. 5** to the General Terms and Conditions of the ‘More’ Services and form an integral part thereof. All definitions used below have the meanings stated in the General Terms and Conditions of the provision of ‘More’ Services.

1. General provisions

- 1.1. HI.BIKE is understood to be the bicycle rental service provided to the Client by the Company in accordance with the Civil Code of 23 April 1964 (Journal of Laws of 1964 No. 16, item 93, as amended).
- 1.2. The bicycle may only be used for non-commercial purposes.
- 1.3. While riding the bicycle, the Client is obliged to comply with all generally applicable laws.
- 1.4. The Client is obliged to use the bicycle properly, safely and in accordance with its intended purpose, while at the same time protecting the bicycle against damage, loss or theft.
- 1.5. The Client has no right to allow third parties to use the bicycle.
- 1.6. Use of bicycles by people who are under the influence of alcohol or other intoxicants, psychotropic substances or substitutes within the meaning of the regulations on counteracting drug addiction, and drugs the use of which may have a negative impact on cycling, is prohibited. In the case of a suspicion that the Client does not meet this requirement, the Company may refuse to rent a bicycle.

2. Use of the HI.BIKE service

- 2.1. By borrowing a bicycle, the Client, as the Borrower, concludes a rental agreement with the Company as the Lender pursuant to the Civil Code of 23 April 1964 (Journal of Laws of 1964 No. 16, item 93, as amended).
- 2.2. The Client can rent a bicycle in person at the reception in the Building.
- 2.3. The Client is obliged to present a valid identification document as well as an access card to the Building. Refusal to present it will entitle the Company to refuse to rent a bicycle.
- 2.4. The Client acknowledges that the Company has a limited number of bicycles and they can only be rented if a bicycle is currently available. The Client is entitled to borrow only bicycles placed in a marked location. A bicycle not located in such a marked location is considered ineligible for rental.
- 2.5. Bicycles are available for rent on an hourly basis. A single bicycle rental period lasting longer than 48 hours is possible only after prior agreement with the Company.
- 2.6. The price list for bicycle rental is determined by the Company, published on the website and available at the reception desk of the building. The Company may determine a deposit for renting a bicycle.

3. Rights and obligations of the Client

- 3.1. The Client is entitled to borrow only one bicycle at a time.

- 3.2. Due to the construction and storage conditions of the bicycles, the Client is obliged to undergo training with the representative of the Company in the field of folding and unfolding the bicycle before the first rental.
- 3.3. When borrowing a bicycle, the Client confirms:
- a) to be fully qualified at the time of borrowing the bicycle and meet all other conditions applicable to cycling on public roads, in particular pursuant Traffic Law Act of 20 June 1997 (Journal of Laws No. 98, item 602),
 - b) to be properly qualified in folding and unfolding the bicycle,
 - c) to be aware of how to handle the bicycle to prevent any damage to health and property of third parties or damage to the bicycle,
 - d) to have made sure that the bicycle is fit for use, in particular that it has operable brakes and properly inflated tires,
 - e) to have made sure that the bicycle is not damaged.
- 3.4. If the Client discovers that the bicycle is not technically operable or has any defects or faults, the Client is obliged to immediately stop using the bicycle and personally notify the Company of this fact at the respective reception desk.
- 3.5. The Client is not entitled to carry out any interventions or repairs on the bicycle except for routine maintenance (e. g. repairing a dropped chain or blowing the inner tube), and the Client is not entitled to reimbursement of the costs incurred.

4. Liability

- 4.1. The risk of damage to the bicycle passes to the Client at the moment of taking over the bicycle and the Client bears it until the moment of its proper return to the Company.
- 4.2. The Company is not liable for any damage to health or property of third parties or to the bicycle incurred by the Client during the time of the rental.
- 4.3. The Client is liable to the Company for any damage to the bicycle caused by its loss or damage during the time of the rental, i.e. from the moment of renting the bicycle until its return to the Company.
- 4.4. The Client is fully liable and undertakes to cover all fees and fines, etc., imposed on the Client during the use of the bicycle and attributable to him or her.
- 4.5. The Company has the right to claim compensation for damage caused to the bicycle during its use by the Client in the amount of the actual damage suffered. Until the compensation is paid, the Company may refuse to provide the HI.BIKE service to the Client.
- 4.6. In the event of loss of the bicycle, the Client is obliged to pay a contractual penalty in the amount of GBP 1,200 to the Company. The loss of the bicycle is considered as the failure to return the bicycle after the maximum rental period, determined in accordance with paragraph 2.5 of the Special Terms and Conditions of the HI.BIKE service. The contractual penalty will be:
- a) canceled by the Company in the event of delivery, within 7 days from the expiry of the maximum rental period, of a document confirming the Client's notification of the theft of the bicycle to the Police, and informing the Company of the theft circumstances,
 - b) canceled by the Company in the event of an immediate notification of the Company of the impossibility to return the bicycle due to extraordinary circumstances relating to the Client, and returning the bicycle within 7 days from the expiry of the maximum rental period,

- c) proportionally reduced, if the Client returns the bicycle within 7 days from the expiry of the maximum rental period without prior notice, pursuant to item b) above. The penalty reduction depends on the date of return and is calculated for each commenced day on which the Client has not returned the bicycle.

Special terms and conditions of the E-SCOOTER service

(Annex No. 6)

These special terms and conditions govern the use of the E-SCOOTER service operated by **HB Reavis Investments UK Ltd** with its registered seat in 20 Farringdon Street, London EC4A 4AB entered into the Register of The Registrar of Companies for England and Wales, Company number 13794984 (hereinafter referred to as the **"Company"**), operating in the scope of temporary rental of scooters (hereinafter referred to as the **"scooter"**).

These special terms and conditions of the E-SCOOTER service constitute **Annex No. 6** to the General Terms and Conditions of the 'More' Services and form an integral part thereof. All definitions used below have the meanings stated in the General Terms and Conditions of the 'More' Services".

1. General provisions

- 1.1. E-SCOOTER is understood as the scooter rental service provided to the Client by the Company in accordance with the Civil Code of 23 April 1964 (Journal of Laws of 1964 No. 16, item 93, as amended).
- 1.2. Scooters may only be used for non-commercial purposes.
- 1.3. Use of scooters by people who are under the influence of alcohol or other intoxicants, psychotropic substances or substitutes within the meaning of the regulations on counteracting drug addiction, and drugs the use of which may have a negative impact on cycling, is prohibited. In the case of a suspicion that the Client does not meet this requirement, the Company may refuse to rent a scooter.
- 1.4. While using the scooter, the Client is obliged to comply with all generally applicable laws.
- 1.5. The Client is obliged to use the scooter properly, safely and in accordance with its intended purpose, while at the same time protecting the scooter against damage, loss or theft.
- 1.6. The Client has no right to allow third parties to use the scooter.

2. Use of the E-SCOOTER service

- 2.1. By borrowing a scooter, the Client, as the Borrower, concludes a rental agreement with the Company as the Lender pursuant to the Civil Code of 23 April 1964 (Journal of Laws of 1964 No. 16, item 93, as amended).
- 2.2. The Client can rent a scooter in person at the reception desk in Worship Square.
- 2.3. The Client is obliged to present a valid identification document as well as an access card to the Worship Square. Refusal to present it will entitle the Company to refuse to rent a bicycle.
- 2.4. The Client acknowledges that the Company has a limited number of scooters and they can be rented only if the scooter is currently available. The Client is entitled to borrow only the scooters placed in a marked location. A scooter not located in such a marked location is considered ineligible for rental.
- 2.5. Scooters are available for rent on an hourly basis. A single scooter rental period lasting longer than 48 hours is possible only after prior agreement with the Company.
- 2.6. The price list for scooter rental is determined by the Company, published on the website and available at the reception desk of the building. The Company may determine a deposit for renting a scooter.

3. Rights and obligations of the Client

- 3.1. The Client is entitled to borrow only one scooter at a time.

- 3.2. Due to the construction and storage conditions of the scooters, the Client is obliged to undergo training with the representative of the Company in the field of folding and unfolding the scooter before the first rental.
- 3.3. When borrowing a scooter, the Client confirms:
- a) to be fully qualified at the time of borrowing the scooter and meet all other conditions applicable to cycling on public roads, in particular pursuant Traffic Law Act of 20 June 1997 (Journal of Laws No. 98, item 602),
 - b) to be properly qualified in folding and unfolding the scooter,
 - c) to be aware of how to handle the scooter to prevent any damage to health and property of third parties or damage to the scooter,
 - d) to have made sure that the scooter is fit for use, in particular that it has operable brakes and properly inflated tires,
 - e) to have made sure that the scooter is not damaged.
- 3.4. If the Client discovers that the scooter is not technically operable or has any defects or faults, the Client is obliged to immediately stop using the scooter and personally notify the Company of this fact at the respective reception desk.
- 3.5. The Client is not entitled to carry out any interventions or repairs on the scooter except for routine maintenance and the Client is not entitled to reimbursement of the costs incurred.

4. Liability

- 4.1. The risk of damage to the scooter passes to the Client at the moment of taking over the scooter and the Client bears it until the moment of its proper return to the Company.
- 4.2. The Company is not liable for any damage to health or property of third parties or to the scooter incurred by the Client during the time of the rental.
- 4.3. The Client is liable to the Company for any damage to the scooter caused by its loss or damage during the time of the rental, i.e. from the moment of renting the scooter until its return to the Company.
- 4.4. The Client is fully liable and undertakes to cover all fees and fines, etc., imposed on the Client during the use of the scooter and attributable to him or her.
- 4.5. The Company has the right to claim compensation for damage caused to the scooter

Special terms and conditions of the Parking service

(Annex No. 7)

These special terms and conditions govern the use of the Parking service operated by the **HB Reavis Investments UK Ltd** with its registered seat in 20 Farringdon Street, London EC4A 4AB entered into the Register of The Registrar of Companies for England and Wales, Company number 13794984, (hereinafter referred to as the “**Company**”), operating in the scope of the parking services (hereinafter referred to as the “Parking service”).

These special terms and conditions of the Parking service constitute **Annex No. 7** to the General Terms and Conditions of the ‘More’ Services and form an integral part thereof. All definitions used below have the meanings stated in the General Terms and Conditions of the ‘More’ Services”.

1. General provisions

- 1.1. The Parking service means a service that enables Clients to use designated parking spaces in the Buildings.
- 1.2. For the purposes of the Parking service, a Client is understood to be any natural person who holds a valid Membership.
- 1.3. Special provisions concerning Client data when using the Parking Service:
 - a) In the case of providing an e-mail address, the domain of the e-mail address does not have to match the domain of the Employer if the Client is not in an employment or other contractual relationship with the Employer,
 - b) if the Parking service is used by a natural person who is not in an employment or other contractual relationship with the Employer, it is not necessary to specify the name of the Building,
 - c) the Client is obliged to provide the vehicle's license plate number that the Client will be using.
- 1.4. The standard operating hours are governed by the operating rules of the relevant Building and the operating rules of the operator of the respective parking system (hereinafter referred to as the “Operating Rules”) regulating parking in the respective Building.

2. Use of the Parking Service

- 2.1. The Client is obliged to create a Membership before starting to use the Parking service.
- 2.2. If the Client is not simultaneously a natural person who is in an employment or other contractual relationship with the Employer and holds a valid access card to the Building or access to the Building via the Application, where, for the avoidance of doubt, a visitor card allowing short-term access to the relevant building is not considered an access card, and unless the Company determines otherwise in a specific case, such a Client is not entitled to use other MORE Services besides the Parking service.
- 2.3. The Company will not unreasonably refuse to allow the Client to use a parking space once all conditions set out in these GTC and in the relevant legal regulations have been met. Nevertheless, the Client acknowledges that the right to use a parking space is not automatically guaranteed and depends, in particular, on the current availability of parking spaces.
- 2.4. The Client acknowledges that the Company has access to a limited number of parking spaces from the parking system operator or the owners of the Buildings, and the use of parking spaces under clause 2.1 is only possible if a parking space is currently available. The Client is only entitled to use the parking space designated by the Company or the parking system operator.
- 2.5. The Company reserves the right to refuse to provide the Parking service to the Client even if the Company or the parking system operator records any outstanding payment owed by the Client past its due date, if the Client violates the rules for using the Parking service as stated in these GTC, or if there are other reasons of special consideration for such action.

3. Rights and Obligations of the Client

- 3.1. The Client is obliged to familiarize themselves with the Operating Rules before each use of the Parking service, especially the parts concerning parking conditions and the obligations of persons moving within the premises.
- 3.2. The Client is entitled to use only one parking space at a time.
- 3.3. The Client undertakes to be fully medically fit at the time of using the Parking service and to meet all other conditions required for driving a motor vehicle on public roads, particularly in accordance with Act No. 8/2009 Coll. on Road Traffic and on Amendments and Supplements to Certain Acts, as well as other applicable generally binding legal regulations. At the same time, the vehicle used by the Client when using the Parking service must also meet the conditions for operation on public roads as set out by legal regulations and the Operating Rules. If the Client or the vehicle does not meet these conditions, the Client is obliged to refrain from using the Parking service.
- 3.4. The Client is obliged to comply with all generally binding legal regulations, these GTC, as well as the Operating Rules when using the Parking service and when moving within the Buildings.
- 3.5. In the event of any damage to the health or property of any persons, the Client is obliged to notify the Company, the owner of the respective Building, and the operator of the parking system without undue delay of any damage that is directly or indirectly related to the use of the Parking service. In clarifying the incident, the Client undertakes to provide all necessary cooperation to the Company, the owner of the respective Building, and the operator of the parking system.
- 3.6. The Client is not authorized to permit a third party to use the Parking service.

4. Liability

- 4.1. The Company bears no liability for any damage to the health or property of the Client and/or third parties occurring during the period the Parking service is used by the Client. In particular, the Company is not responsible for the theft of the vehicle or any part of the vehicle's equipment, damage to the vehicle caused by a third party, or due to force majeure.

5. Special Provisions Regarding the Parking Service

- 5.1. If the Client uses the Parking service, they are obliged to pay the operator of the parking system a parking fee for the use of the Parking service in the amount specified in the price list published in the Application or in the Operating Rules (hereinafter referred to as the "Parking Fee").
- 5.2. The Client is entitled to pay the Parking Fee using any of the following methods:
 - a) via a payment terminal located in the Building (or its vicinity) where the respective parking space is situated, or
 - b) through the payment gateway on the Website, or
 - c) by any other method approved by law.
- 5.3. The operator of the parking system shall issue a tax document in accordance with the applicable legal regulations and provide it to the Client without delay after the Parking Fee has been paid.
- 5.4. The Client hereby expressly agrees to the sending of electronic invoices (tax documents) (including their attachments) in accordance with § 71 section 1 letter b) of Act No. 222/2004 Coll. on Value Added Tax, as amended, to the Client's e-mail address, in the event that the invoice (tax document) is issued electronically. The date of delivery of the electronic invoice (tax document) shall be considered the date on which the electronic invoice (tax document) is sent to the Client's e-mail address provided during registration.

Special terms and conditions for the Mobile Access Service

(Annex No. 8)

These special terms and conditions govern the use of the Parking service operated by the **HB Reavis Investments UK Ltd** with its registered seat in 20 Farringdon Street, London EC4A 4AB entered into the Register of The Registrar of Companies for England and Wales, Company number 13794984 (hereinafter referred to as the “**Company**”), operating in the scope of the Mobile Access Service (hereinafter referred to as the “Mobile Access Service”).

These special terms and conditions of the Mobile Access Service constitute **Annex No. 8** to the General Terms and Conditions of the ‘More’ Services and form an integral part thereof. All definitions used below have the meanings stated in the General Terms and Conditions of the ‘More’ Services”.

1. General Provisions

- 1.1. The Mobile Access service refers to a service that enables Clients to access the respective Building and designated zones using a virtual access card stored on their mobile phone (instead of a physical card).
- 1.2. The respective Building refers to the Building in which the Client’s Employer has its registered office, or the Building in which the Client performs activities for their Employer based on an employment relationship or a similar contractual relationship.

2. Use of Mobile Access

- 2.1. The Client is required to create a Membership before starting to use the Mobile Access service.
- 2.2. The functionality is enabled through HID Mobile Access® (“HID module”), which is integrated into the More application and allows the opening of doors, turnstiles, or speed gates (“doors”).
- 2.3. For the Mobile Access service to function properly, Bluetooth and location data sharing must be enabled for the Application, and the relevant functionality must be activated in the Application according to the instructions provided by the Company.
- 2.4. When accessing doors, the Client activates the door-opening function via the Application by holding their mobile phone near the reader. The mobile phone will vibrate, and the LED indicator on the reader will change color (typically to green).
- 2.5. If the “background app refresh” function is enabled on the mobile phone, it is not necessary to open the Application manually, bringing the phone close to the reader is sufficient. Some access points may use the Twist and Go feature, where the doors open by rotating the device 90° to the right and left (similar to turning a door handle) at a distance of approximately 2 meters from the reader.
- 2.6. Functionality may vary depending on the type of reader, mobile phone configuration, and the Client’s settings.

3. Rights and Obligations of the Client

- 3.1. The Client is required to regularly update the software on their mobile phone and ensure that the latest version of the Application is always installed. After each update, the Client must check the validity of the virtual access card.
- 3.2. If a payment prompt appears via Apple Pay or similar cards when opening doors, it is recommended to update the system to the latest version.
- 3.3. When using the Mobile Access service and when moving within the Buildings, the Client is obliged to comply with all generally binding legal regulations, these GTC, as well as the Operating Rules.
- 3.4. In the event of any damage to the health or property of any persons, the Client is obliged to report without undue delay to the Company and to the owner of the respective Building any damage that has occurred, directly or indirectly,

in connection with the use of the Mobile Access service. In clarifying the incident, the Client agrees to provide the Company and the owner of the respective Building with all necessary cooperation.

- 3.5. The Client is not authorized to allow any third party to use the Mobile Access service.

4. Liability

- 4.1. The Company bears no liability for any damage to the health or property of the Client and/or third parties that occurs while the Client is using the Mobile Access service.

5. Special Provisions Regarding the Mobile Access Service

- 5.1. The HID module uses location data exclusively for the purpose of verifying whether the mobile phone is near the access point. This ensures that the correct doors are opened.
- 5.2. Location data is processed only if the following conditions are met:
- a) the door-opening function is active, and
 - b) the Client has enabled sharing of location data and Bluetooth for the Application.
- 5.3. According to information from the operator of the HID module (HID Global Corporation Mobile Application License and User Agreement | HID Global), location data is anonymized without undue delay and processed separately from any personal data.
- 5.4. The Application itself does not track the movement of the mobile phone, nor does it access or store location history.
- 5.5. It is at the Client's discretion how they share location data with the mobile phone through the operating system settings (iOS/Android). In the iOS operating system, the Client is authorized to choose one of the following options:
- a) "Never" – the Application does not receive location data,
 - b) "Ask Next Time" – the system will always ask before sharing the data,
 - c) "Only While Using the App" – data is shared only when the Application is active,
 - d) "Always" – data is shared even in the background.
- 5.6. For seamless use of the door-opening function, it is necessary to select the "Always" option; otherwise, the function will require manual launching of the Application (or may not be available at all).

Special terms and conditions for the VMS Service

(Annex No. 9)

These special terms and conditions govern the use of the Parking service operated by the **HB Reavis Investments UK Ltd** with its registered seat in 20 Farringdon Street, London EC4A 4AB entered into the Register of The Registrar of Companies for England and Wales, Company number 13794984 (hereinafter referred to as the “**Company**”), operating in the scope of the VMS Service (hereinafter referred to as the “VMS Service”).

These special terms and conditions of the VMS Service constitute **Annex No. 9** to the General Terms and Conditions of the ‘More’ Services and form an integral part thereof. All definitions used below have the meanings stated in the General Terms and Conditions of the ‘More’ Services”.

1. General Provisions

- 1.1. The VMS service refers to a service that enables short-term access for the Client’s visitors to the respective Building and designated zones using a QR code that may be stored on a mobile phone or printed at the reception of the relevant Building , whereby visitors receive temporary access credentials.
- 1.2. The respective Building means the Building where the Client’s Employer has its registered office, or the Building in which the Client performs activities for their Employer based on an employment relationship or a similar relationship.

2. Use of VMS

- 2.1. The Client is required to create a Membership before starting to use the VMS service. To use this service, the Client must be registered in the VMS system.
- 2.2. VMS is integrated into the Bluepoint platform (<https://www.yardibluepoint.co.uk/>) and is accessible via the Visitor Management portal and the Application.
- 2.3. The Client sends an invitation to the visitor via e-mail, the VMS portal, or the Application. This automatically registers the visitor in the access system.
- 2.4. The visitor receives a unique QR code with a time limitation, which is valid only during the agreed visit time. Upon arrival at the respective Building, the visitor finds a designated kiosk at the reception where they can self-register or receive assistance from a receptionist. After registration, the visitor scans their QR code at the turnstile. The Client is notified by e-mail of the visitor’s arrival. The turnstile automatically calls the elevator and displays the elevator number on its screen. The visitor enters the assigned elevator, which takes them to the designated floor.
- 2.5. Functionality may vary depending on the type of reader, mobile phone configuration, and Client settings.

3. Rights and Obligations of the Client

- 3.1. The Client is obliged, when using the Mobile Access service and when moving within the Buildings, to comply with all generally binding legal regulations, these Terms and Conditions, as well as the Operating Rules. At the same time, the Client must ensure that the above obligations are also complied with by visitors.
- 3.2. In the event of any damage to the health or property of any persons, the Client is obliged to immediately notify the Company and the owner of the respective Building of the damage caused directly or indirectly in connection with the use of the VMS service. The Client undertakes to provide all necessary cooperation to the Company and the owner of the respective Building in clarifying the matter.
- 3.3. The Client is not entitled to allow the use of the VMS service by a third party in any manner other than as stated in these Terms and Conditions.

4. Liability

- 4.1. The Company shall not be held liable for any damage to the health or property of the Client and/or visitors and/or third parties arising during the use of the VMS service.