HI-COM S.R.L. UNIPERSONALE — HOST

Contract of Stay

❦

Maison des Fleurs — Luxury Holiday Home · Non-hotel accommodation property

Single document, including Annexes A, B and C, which form an integral and inseparable part of it

Version 2.0 · in force from 17 November 2026 · CIN IT001248B4GI2XWJOR

Via Canonico Maffei 58/16 · 10077 San Maurizio Canavese (TO) · info@maisonbnb.it

This document consists of the Contract of Stay and of the Annexes listed below, which form an integral and inseparable part of it:

- Annex A — Privacy Notice · https://app.maisonbnb.it/documenti/privacy?lingua=en
- Annex B — House Rules · https://app.maisonbnb.it/documenti/regolamento?lingua=en
- Annex C — Extra Services Price List · https://app.maisonbnb.it/documenti/listino?lingua=en

Full text of the Contract: https://app.maisonbnb.it/documenti/contratto?lingua=en

At each of the addresses indicated above, the current version of the document and its previous versions may be consulted, each with its respective period of validity.

❦

BETWEEN

HI-COM S.R.L. — Unipersonale, with registered office in Milan (MI), Foro Buonaparte 50, postcode 20121, Tax Code/VAT No. 10413490011, REA MI-2665467, certified email (PEC) hi-comsrl@legalmail.it, represented by Alessandro Cubito, Chairman of the Board of Directors and legal representative pro tempore, operating under the trade name "Maison des Fleurs — Luxury Holiday Home" — hereinafter "the Host",

AND

##Guest-name##, born in ##Guest-filled-city## on ##Guest-filled-dob##, identity document ##Guest-filled-doctype## No. ##Guest-filled-docnum## issued on ##Guest-filled-doc-issue## and currently valid, residing at ##Guest-filled-address##, ##Guest-filled-residence-city##, ##Guest-filled-residence-country##, email ##Guest-email##, telephone ##Guest-filled-phone## — hereinafter "the Guest" (also, in the plural, "the Guests", together with the other Guests declared at check-in).

WHEREAS

(a) the Host operates on a business basis, pursuant to L.R. Piemonte 13/2017 and Reg. reg. 4/2018, as well as D.Lgs. 79/2011, the non-hotel accommodation property known as "Maison des Fleurs", identified by the National Identification Code (CIN) IT001248B4GI2XWJOR and by the Regional Identification Code 001248-CIM-00003, category B4/B404, located in San Maurizio Canavese (TO), hamlet of Ceretta, via Canonico Maffei no. 58/16, consisting of 5 units registered in the Urban Land Registry at sheet 11, parcel 48, sub-units 188 (HERBE AROMATIQUE), 189 (AZALEE), 190 (HORTENSIA), 191 (JASMIN) and 192 (ROSE), category A/2, for a total of 24 beds; cots for children aged 3 or under are provided in addition and are not counted among the beds;

(b) the Guest booked the stay through ##Reservation-channel##, under booking code ##Reservation-code##, and completed the online check-in procedure on the Host's platform, uploading their identity documents and declaring the personal details of the other Guests;

(c) the Guest declares that, before signing, they have examined in full this Contract and its Annexes A "Privacy Notice", B "House Rules" and C "Extra Services Price List", reproduced at the end of this document and available at any time at the addresses indicated on the cover page, and that they expressly and unreservedly accept their entire content by ticking the acceptance box and subsequently signing with the advanced electronic signature (FEA) referred to in Article 8.

Now, therefore, the Parties agree as follows.

ART. 1 — SUBJECT MATTER, DURATION AND ACCESS

1.1 Subject matter, intended use and duration

The Host grants the Guest, who accepts, the use of the unit ##Apartment-name## (sub-unit ##Custom-apt-1##), located at ##Apartment-address##, ##Apartment-city##, exclusively for tourist accommodation purposes and not for residential purposes. Any other use is expressly excluded, in particular the establishment of registered residence or tax domicile, the conduct of commercial or professional activities and the holding of events with the participation of third parties. The maximum duration of the stay is 90 consecutive days. The Guest declares that they do not establish their habitual abode in the Unit and undertakes not to apply to the Municipality for registration as a resident. The Contract is to be understood as a contract of hospitality in an accommodation property and can in no case be construed as a lease of urban residential property under L. 431/1998.

1.2 Dates of the stay and counting of the Guests

The stay begins on ##Checkin-date##, from 15:00, and ends on ##Checkout-date##, by 11:00, for a total of ##Nights-number## nights and ##Guest-count## Guests. For the purposes of counting the Guests, children up to and including 3 years of age, accommodated in a cot where available, are not

counted; all other Guests, of any age, are counted. The count of the Guests is relevant to the maximum number permitted for each unit. Any rate reductions for minors are those provided for in the conditions accepted at the time of booking.

1.3 Access to the Unit and identification of the Guests

Access is by means of an electronic lock and is available 24 hours a day. The code is generated by the platform and sent to the Guest only once all of the following conditions have been met: (i) completion of the online check-in; (ii) payment of the price; (iii) acceptance of the Contract and of the Annexes; (iv) identification of the Guests, in person or by video call with an operator, pursuant to Article 109 of R.D. 773/1931.

1.4 Online check-in

The online check-in must be completed no later than 24 hours before arrival or, for bookings made for the same day, immediately after confirmation of the booking and in any case before access to the Unit, so as to allow the personal details of the persons accommodated to be transmitted to Alloggiati Web (Police Headquarters (Questura) of Turin) within the time limits laid down by law.

1.5 Early arrival and late departure

An earlier arrival time and a later departure time may be authorised by the Host upon request sent via WhatsApp to +39 338 944 5756, subject to the availability of the Unit and upon payment of the supplement provided for in Annex C.

1.6 Unauthorised overstay

Remaining in the Unit after 11:00 without authorisation constitutes occupation without legal title and obliges the Guest, pursuant to Articles 1218 and 1591 of the Italian Civil Code (c.c.), to pay the Host: (i) an indemnity of €50.00 for each hour or part thereof, starting from 11:01 and until the Unit is actually vacated; (ii) a sum equal to 150% of the rate applied to the stay at the end of which the occupation occurred; (iii) a sum equal to 150% of the price relating to each stay compromised by the occupation. This is without prejudice to compensation for any further damage and for the costs incurred for the intervention.

ART. 2 — PRICE, PAYMENT, CANCELLATION

2.1 Price and booking conditions

The price of the stay, the payment methods and terms and the conditions for cancellation, modification and no-show are those accepted by the Guest at the time of booking: for bookings made through an OTA (online travel agency), those of the platform; for direct bookings, made on the Maison des Fleurs website, by telephone or by means of a quotation, those indicated in the booking confirmation or in the accepted quotation. The price of the stay includes VAT at the rate of 10%, pursuant to item no. 120 of Table A, Part III, annexed to D.P.R. 633/1972. The standard rate applies to the extra services referred to in Annex C, unless they are classified differently for tax purposes.

2.2 Tax documentation and invoicing

At the online check-in, the Guest states whether they require an invoice in their own name or in the name of another person or entity, natural or legal, providing its complete tax details; for VAT number holders, also the SDI recipient code or certified email (PEC) address. The electronic invoice is issued through the Interchange System (Sistema di Interscambio) within 12 days of the check-out date. If no request is made or the details are incomplete, the invoice is issued in the name of the Guest, with the details provided by them at check-in. The choice made at check-in is final: thereafter the Guest shall have no claim to the issue or re-issue of the invoice or to any change in the name in which it is made out.

2.3 Tourist tax

As at the date of signing, the Municipality of San Maurizio Canavese has not introduced a tourist tax. Should it be introduced or amended, it will be applied in accordance with the municipal regulations in force at the time of the stay and is not included in the price. Registration with the ROSS1000 surveys and with the Accommodation Facilities Database (Banca Dati delle Strutture Ricettive) serves statistical monitoring purposes.

2.4 Cleaning and change of linen

The final cleaning is always included in the price. For stays of 6 or more nights, cleanings during the stay are also included: the first after 3 nights and the following ones so that no more than 5 days elapse between one cleaning and the next, including the final one. Every cleaning, whether included or additional, includes fresh sheets and towels, which are not provided as a separate service.

The days of the included cleanings are set by the Host and the staff knock before entering; an included cleaning refused by the Guest is neither made up nor refunded. Payable in accordance with Annex C are the additional cleanings requested by the Guest, which may be booked for a day of the stay after the day of the request (for the following day, by 18:00), and interventions made necessary by failure to observe the ordinary care prescribed in Annex B.

2.5 Exclusion of the right of withdrawal

This Contract is among those excluded from the right of withdrawal pursuant to Article 59 of D.Lgs. 206/2005, as it concerns the provision of accommodation for a specific period of performance: the Guest, even if qualifying as a consumer, is therefore not entitled to the right of withdrawal within 14 days. This clause constitutes the information provided pursuant to Article 49 of the same decree.

2.6 Unavailability of the Unit after payment

If, after the price has been collected, it turns out that the Unit is not available for the booked dates, the Host shall inform the Guest without delay, and the Guest may choose between: (i) accommodation in another unit of the property of an equal or higher standard, without any supplement; (ii) moving the stay to other dates, subject to availability, at the same price; (iii) a full refund of the price paid, within 14 days of notification of the choice.

ART. 3 — OBLIGATIONS AND PROHIBITIONS

3.1 Number of Guests, prohibition of subletting and of assignment

The number of Guests is strictly fixed at ##Guest-count##, counted as provided in Article 1.2. The Guest is prohibited from bringing undeclared persons into the Unit, from hosting visitors without the Host's written authorisation, from subletting the Unit and from assigning the Contract. Any breach entails a penalty of €100.00 for each person and for each night not declared, in addition to termination of the Contract pursuant to Article 1456 of the Italian Civil Code (c.c.), with retention of the price and a report to the Public Security Authority. The penalty does not apply if the Guest informs the Host of the presence of additional Guests no later than the time of arrival and pays the corresponding rate: in that case the presence is deemed regularised and has no further consequences.

3.2 No smoking

Smoking is prohibited inside the Unit and in the indoor common areas of the building. Smoking is permitted only on the private balconies and in the outdoor areas of the property equipped with ashtrays. The prohibition extends to electronic cigarettes, heated tobacco products and narcotic substances. Any breach entails, alternatively and not cumulatively, a penalty of €500.00 or the charging of the documented cost of professional sanitisation, if higher, without prejudice to the Host's right to terminate the Contract.

3.3 No events and no open flames

Events, parties and receptions are strictly prohibited, as are barbecues, bonfires, open-flame candles and incense, camping stoves and fireworks. Any breach entails, alternatively and not cumulatively, a penalty of €1,000.00 or compensation for the actual documented damage, if higher, in addition to termination of the Contract pursuant to Article 1456 of the Italian Civil Code (c.c.) with retention of the price, and to reimbursement of any condominium or administrative fines imposed on the Host.

3.4 Pets

One dog only, weighing no more than 10 kg, is allowed per stay, and exclusively in the units HERBE AROMATIQUE and AZALEE, subject to its being declared at the time of booking and to the Host's written acceptance. The animal must not be allowed onto beds, sofas or armchairs, nor be left unattended in the Unit. Animals are not allowed in the units HORTENSIA, JASMIN and ROSE, unless the Host grants a written exemption.

3.5 Further obligations

The Guest must comply in full with the House Rules (Annex B) and in particular with: the quiet hours 22:00-08:00 and 13:00-15:00; the diligent care of the equipment; the separation of waste into the designated indoor containers; the prompt reporting of any anomaly via WhatsApp; the prohibition on tampering with the electronic lock, thermostats and air-conditioning systems. For stays of up to 5 nights, without cleanings during the stay, the disposal of waste in the condominium bins is the responsibility of the Guest, following the instructions posted in the waste compartment in the kitchen; for stays with cleanings included during the stay, this is taken care of by the Host's staff at the time of the cleanings. All units are equipped with air conditioning.

3.6 Abnormal consumption

The Host may charge the Guest for documented consumption exceeding the seasonal average of the Unit by 30%, in particular where the excess is attributable to use that manifestly exceeds normal domestic needs, to keeping the heating above 24 °C or to opening the windows while the systems are running.

3.7 Ordinary care

Failure to observe the ordinary care prescribed in Annex B, where it makes necessary an intervention exceeding the included cleanings, entails a charge of €80.00 for the minor degree and of €200.00 for the serious degree, according to the extent of the intervention. Additional cleanings requested by the Guest remain governed by Annex C.

ART. 4 — LIABILITY FOR DAMAGE AND CARD CHARGES

4.1 Liability for damage, parking and ancillary services

The Guest is jointly and severally liable with the other Guests for any damage caused during the stay to the Unit, the furnishings, the technological equipment, the linen, the common areas and the equipment of the property. The enclosed garage, in which the Host owns 4 spaces, is a paid extra service in accordance with Annex C, subject to booking and availability; parking on the public street is unrestricted and free of charge, neither reserved nor guaranteed, and falls outside the Contract; bicycle storage in the basement is free of charge, subject to availability. E-bike hire, airport transfers and massages are provided and invoiced by affiliated third-party operators. The private garden, with valuable bonsai trees worth a total of €20,000.00, is reserved for the units HERBE AROMATIQUE, AZALEE and HORTENSIA: the Guest declares that they are aware of this value and accept it as the basis for determining the damage.

4.2 Charge to the payment card and payment request

If payment was made, in whole or in part, by payment card, the Guest authorises the Host to charge to the same card the amounts due by way of compensation, up to €2,000.00 per single charge, by means of

a payee-initiated mandate pursuant to Directive (EU) 2015/2366. Above that limit, the Host requests fresh consent with strong customer authentication, by means of a secure link sent by email and WhatsApp and valid for 7 days. If payment was not made by card, the Host sends the Guest, by email and WhatsApp, a request for payment of the amounts due, to be settled within 14 days of receipt. In the absence of consent or payment, the Host proceeds with out-of-court recovery, by means of a formal notice sent by certified email (PEC) or by other means capable of certifying its receipt, and then through the courts, with statutory and late-payment interest. The Host does not withhold any sum by way of security deposit or guarantee.

4.3 Assessment procedure

Damage is ascertained at check-out or in the hours immediately following it and is documented by photographs. For damage with a total value not exceeding €200.00, the flat-rate repair price list in Section 2 of Annex C applies; above that threshold, the damage is quantified by means of a quotation from a qualified third-party supplier. The Host notifies the Guest of the outcome within 7 days of check-out; the Guest may contest it with a reasoned note within 7 days of receipt; the charge is made within 14 days of the expiry of the period for contesting.

4.4 Bookings through an OTA

For bookings made through an OTA, the platform's protocols apply in the first instance; the direct charge is made only in the event of failed or partial recovery.

4.5 Safekeeping of valuables

Each unit is equipped with a safe. The Host's liability for items brought into the Unit by a Guest is governed by Articles 1783 et seq. of the Italian Civil Code (c.c.), within the limits and subject to the exclusions provided therein. The Host recommends keeping money, valuables, documents and items of value in the safe whenever the Unit is left unattended. Each Guest is required to report any theft or loss to the Host and to the Public Security Authority without unjustified delay, pursuant to Article 1786 of the Italian Civil Code (c.c.).

ART. 5 — PRE-EXISTING DAMAGE: TIME LIMIT AND BURDEN OF PROOF

5.1 Time limit for reporting discrepancies

The Guest has 3 (three) hours from first entering the property to report via WhatsApp, to the single number +39 338 944 5756, any discrepancies or damage found, attaching their own photographic documentation. If entry takes place after 22:00, the time limit is extended to 10:00 on the following day.

5.2 Presumption and burden of proof

Once the time limit has expired without any report, the Unit is deemed to have been handed over in the condition shown in the photographic documentation obtained by the Host before the start of the stay. Any damage found at check-out is presumed to have been caused by the Guest pursuant to Articles 1218, 1590 and 2697 of the Italian Civil Code (c.c.); evidence to the contrary is admitted by comparison with that documentation, which the Host makes available to the Guest on request, or by means of documents bearing a legally certain date prior to check-in.

ART. 6 — PRIVACY, PUBLIC SECURITY, NATIONAL IDENTIFICATION CODE (CIN)

6.1 Processing of personal data

The processing of the personal data of the Guest and of the other Guests, including the data controller, purposes, legal bases, retention periods and the rights of the data subject, including the right to lodge a complaint with the Garante, is governed by the Privacy Notice (Annex A). In the event of a dispute, the data necessary for the defence are retained until the proceedings are concluded and the time limits for appeal have expired.

6.2 Video surveillance

The property has no video surveillance system: no camera is installed, either in the units or in the common or outdoor areas.

6.3 National Identification Code (CIN)

The National Identification Code (CIN) IT001248B4GI2XWJOR is displayed at the entrance to the property and shown in all listings, pursuant to Article 13-ter of D.L. 145/2023, converted into L. 191/2023.

6.4 Missing or incomplete identity documents

Refusal to produce identity documents, or their incompleteness, if not remedied within 24 hours, entails the suspension of the check-in and, failing regularisation, termination of the Contract due to the act and fault of the Guest, with retention of the price and a report to the Public Security Authority.

ART. 7 — GOVERNING LAW, MEDIATION, COMPETENT COURT

7.1 Governing law and mediation

The Contract is governed by Italian law. Any dispute shall first be submitted to mediation pursuant to D.Lgs. 28/2010, before a registered mediation body located in the district of the court having territorial jurisdiction, where mediation is a condition for bringing proceedings; for Guests qualifying as consumers, the body is identified in the district of the consumer's forum.

7.2 Competent court

For disputes not subject to mandatory rules of jurisdiction, the Court of Turin has exclusive jurisdiction. For Guests qualifying as consumers pursuant to Article 3 of D.Lgs. 206/2005, the mandatory jurisdiction of the consumer's forum remains unaffected.

7.3 Force majeure and unfitness of the Unit for use

In the event of force majeure such as natural disasters, restrictive measures by the authorities, structural damage or major breakdowns, the Host is not liable for the loss of use; the Guest may choose between a voucher of equal value to be used within 12 months, rescheduling of the stay or a pro rata refund. If the Unit is unfit for use for reasons attributable to the Host, the Guest may choose between the solutions provided for in Article 2.6.

7.4 Final provisions

The nullity of individual clauses does not affect the validity of the Contract (Article 1419 of the Italian Civil Code (c.c.)). The Contract and Annexes A, B and C constitute the entire agreement; for bookings via an OTA, the platform's terms prevail solely with regard to cancellation, payment and dispute handling. In the event of any discrepancy, the Italian version prevails.

7.5 Applicable version

This version of the Contract and of the Annexes applies to all stays for which the online check-in, together with acceptance of the Contract, is completed on or after the effective date indicated on the cover page.

ART. 8 — ACCEPTANCE OF THE CONTRACT, OF THE ANNEXES AND OF THE ONEROUS CLAUSES

By ticking the acceptance box and subsequently signing with an advanced electronic signature (FEA) generated by means of an OTP code sent to the number provided at the time of booking, the Guest expressly and unreservedly accepts:

(i) this Contract in its entirety;

(ii) the entire content of Annexes A, B and C, reproduced at the end of this document, which form an integral and inseparable part of it;

(iii) by means of a separate and specific tick box, the following clauses, which the Guest declares to have read, understood and specifically approved one by one:

(Art. 1.6) — Unauthorised overstay: hourly indemnity and pre-determined compensation.

(Art. 2.1) — Price, payment, cancellation, modification and no-show in accordance with the conditions accepted at the time of booking.

(Art. 3.1) — Strict number of Guests, prohibition of subletting and of unauthorised hosting: penalty and termination pursuant to Article 1456 of the Italian Civil Code (c.c.).

(Art. 3.2) — No smoking: penalty or cost of sanitisation, in addition to termination.

(Art. 3.3) — No events and no open flames: penalty or actual damage, in addition to termination.

(Art. 3.7) — Charge for failure to observe ordinary care.

(Art. 4.2) — Authorisation to charge the card up to the limit of €2,000.00 and, for those who did not pay by card, a payment request to be settled within 14 days.

(Arts. 5.1 and 5.2) — 3-hour time limit for pre-existing damage and presumption against the Guest.

(Art. 4.5) — Rules on liability for the safekeeping of valuables.

(Art. 2.5) — Exclusion of the consumer's right of withdrawal.

(Art. 2.2) — Invoicing: invoice made out to the Guest in the absence of a request for an invoice in the name of another person or entity or of complete details, and finality of the choice made at check-in.

(Art. 6.4) — Termination for missing or incomplete identity documents.

(Art. 7.2) — Exclusive jurisdiction of the Court of Turin, without prejudice to the jurisdiction of the consumer's forum.

Signature by means of an OTP code constitutes an advanced electronic signature (FEA) pursuant to Article 20 of D.Lgs. 82/2005 and Regulation (EU) 910/2014, with the evidentiary effect of a private written document under Article 2702 of the Italian Civil Code (c.c.). The OTP code, the timestamp, the originating IP address, the device identifier and the cryptographic hash of the signed text are stored in the platform's evidentiary records and may be produced in court.

SIGNATURE

Place of signing: remotely, via the Host's platform. The date of signing coincides with the completion of the online check-in; the timestamp and the audit trail are stored in the platform's records and linked to booking code ##Reservation-code##.

The Guest — ##Guest-name##

Express acceptance of the Contract and of its Annexes A, B and C by ticking the acceptance box and subsequently signing with an advanced electronic signature (FEA).