HI-COM S.R.L. UNIPERSONALE — HOST

Annex B — House Rules

Operational rules for the use of the Unit and for living together in the building, supplementing the Contract of Stay

Maison des Fleurs — Luxury Holiday Home · San Maurizio Canavese (TO)

Annex to the Contract of Stay · Version 2.0 · in force from 17 November 2026

Accepted by the Guest during the online check-in, together with the Contract of Stay

These House Rules supplement the Contract of Stay and govern its operational aspects. In the event of conflict, the Contract of Stay prevails. For any need, including airport transfers and e-bike hire, the single channel is WhatsApp +39 338 944 5756.

I — Use of the apartment and of the common areas

Living alongside the residents. The building is inhabited by permanent residents. The Guest is therefore required to:

- observe the night-time quiet hours from 22:00 to 08:00 and the afternoon quiet hours from 13:00 to 15:00;
- refrain from making noise, shouting and using sound equipment at high volume, both in the Unit and in the common areas;
- not linger on the stairs, on the landings or in the courtyard longer than necessary;
- always close the gate and the front door of the building.

Private garden. The garden is accessible to the Guests of the HERBE AROMATIQUE, AZALEE and HORTENSIA units. The bonsai trees placed there are valuable specimens, of the value stated in Art. 4.1 of the Contract of Stay: particular care of them is required.

Spaces shared with the condominium. The courtyard and the internal path are common spaces also used by the residents of the building.

Parking and bicycle storage. The covered garage, parking on the public road and bicycle storage are governed by Art. 4.1 of the Contract of Stay; the garage is accessible only to authorised vehicles and bicycle storage must be requested in advance via WhatsApp.

II — Further prohibitions

Reference to the Contract of Stay. The prohibitions concerning smoking, events and open flames, undeclared Guests, subletting and tampering with the systems are laid down in Art. 3 of the Contract of Stay. In addition to them, the Guest is prohibited from:

- keeping or using weapons, explosive substances, fireworks, unprotected candles and flammable materials in excess of domestic use;
- permanently moving furniture or furnishings;
- leaving personal belongings in the common areas of the building.

III — Smoking areas

Reference to the Contract of Stay. The ban on smoking indoors and the related penalties are laid down in Art. 3.2 of the Contract of Stay. Smoking is permitted only outdoors, namely:

- in the courtyard and on the internal path of the property;
- in front of the Unit, in the area equipped with an ashtray provided by the Host;
- on private balconies, where present, reserved for the Guest.

Disposal of cigarette waste. Cigarette waste must be placed only in the containers provided and not left on the ground or on the balconies.

IV — Pets: operational rules

Reference to the Contract of Stay. The admission of animals, the units in which it is permitted and the conditions for declaring them are laid down in Art. 3.4 of the Contract of Stay. The following rules also apply.

The owner of the animal is fully liable for: damage to furniture, fabrics, floors and window and door frames; animal waste not promptly removed from the common areas and the courtyard; noise, barking and howling that disturb the other occupants or the neighbours.

The Guest is also required to:

- not leave the animal unattended in the Unit for prolonged periods;
- bring the animal's personal accessories; a bowl and a bed are provided;
- immediately remove animal waste from the common areas using suitable bags;
- promptly inform the Host of any incidents, breakages or damage.

Dangerous or exotic animals, farmyard animals and dogs over 10 kg are not admitted, save by written exception. Damage caused by the animal is charged to the owner in accordance with Art. 4 of the Contract of Stay.

V — Use of household appliances and systems

Ordinary use of household appliances. The household appliances in the Unit are intended for ordinary domestic use.

Kitchen:

- induction hob: use only pans with a magnetic base, which are provided;
- microwave oven: use in the ordinary heating mode; no preheating is required;
- capsule coffee machine and kettle: leave them clean after use and empty any water left in the kettle;
- refrigerator: do not overload it and avoid putting hot food in it.

Heating and climate control:

- recommended winter temperature between 20 and 22 °C and in any case never below 16 °C, to prevent condensation and mould;
- do not open the windows while the heating or the air conditioning is running;
- switch off the systems whenever the Unit is left unoccupied for more than 4 hours.

Air conditioning. All five units — HERBE AROMATIQUE, AZALEE, HORTENSIA, JASMIN and ROSE — are equipped with an air-conditioning system, the use of which is left to the Guest within the limits of reasonable use.

VI — Use of the Wi-Fi and liability

Wi-Fi service. The Wi-Fi service is included in the price. Interruptions or degradation of the connection not attributable to the Host give no right to any compensation.

Permitted use: browsing, streaming, remote working, video calls, distance learning, online gaming, e-mail and any other lawful use.

Prohibited uses. The Guest undertakes not to use the Wi-Fi for:

- activities that are unlawful under Italian law or under the law of the Guest's country of origin, including downloading or distributing copyright-protected content;
- intensive commercial activities, such as mining virtual currencies, running unauthorised servers and redistributing the signal to third parties;
- saturating the network so as to impair its use by the other Guests of the property.

Host's exemption from liability. Under Art. 4 of Reg. EU 2022/2065, the Host acts as a "mere conduit": it does not monitor traffic, is not liable for the content transmitted by the Guest and, upon request, provides the Judicial Authority with the connection logs and identification data. The Wi-Fi credentials are personal and must not be disclosed.

VII — Ordinary cleaning expected

The Guest is not required to wash floors, sanitary fittings or linen, nor to tidy the Unit to hotel standards, but only to provide the ordinary care described below.

Kitchen: wash the dishes used or place them in the designated containers; clean the worktops after meals; remove food residues from the hob; empty the refrigerator of perishable food at check-out.

Bathroom: leave the rooms in reasonably hygienic condition and do not leave personal items on the shelves at check-out.

Bedrooms and living room: gather personal belongings and luggage before check-out; air the rooms; switch off the lights, household appliances and thermostats.

Waste: place waste in the designated indoor bins, separated into the main fractions according to the instructions displayed; taking it to the condominium bins follows Art. 3.5 of the Contract of Stay.

Extraordinary cleaning. Failure to provide the ordinary care that makes necessary an intervention beyond the included cleanings entails the charge provided for in Art. 3.7 of the Contract of Stay. In the event of exceptional dirt or biological contamination, Art. 4 of the Contract of Stay applies.

VIII — Types of chargeable damage

Reference to the Contract of Stay. Charges, assessment, objections and pre-existing damage are governed by Arts. 4 and 5 of the Contract of Stay.

Types of damage charged: structure (walls, floors, window and door frames, sanitary fittings, frescoes and exposed-brick arches), furniture and household appliances, linen and textiles, technological devices and keys, communal parts of the condominium, indelible stains, tampering with locks and devices.

IX — Assistance and reports

Single channel WhatsApp +39 338 944 5756, for assistance, reports, extra services and affiliated third-party services. Replies come from the staff, who may be helped by an automated assistant that prepares the replies. For more complex requests, the staff take charge of the matter and keep the Guest informed about response times.

Emergency numbers: Carabinieri and Police 112 · Fire Brigade 115 · Medical emergencies 118 · Ciriè Hospital (ASL TO4), via Battitore 15, Ciriè (TO), switchboard 011 9217111.

Prior reporting. In the event of any anomaly — faults, water leaks, power cuts, malfunctions of the electronic lock — the Guest must contact the Host before attempting any repair themselves.

X — Fire safety and prevention

Fire safety obligations. Under Art. 13-ter D.L. 145/2023, converted into L. 191/2023, in force since 1 January 2025, each unit is equipped with the prescribed devices.

Safety equipment in the Unit: certified portable fire extinguisher, compliant with the applicable UNI standard, with a minimum capacity of 6 kg of powder, subject to six-monthly visual inspection and to scheduled servicing; smoke and carbon monoxide detectors.

No gas systems. None of the units has gas systems: the kitchen uses electric induction and the heating is centralised.

If a fire breaks out, the Guest must:

- stay calm and alert the other Guests of the Unit and of the neighbouring units;
- where possible and safe, switch off the main electricity switch;
- leave the building by the stairs, as the building has no lift;
- immediately call the Fire Brigade on 115 and then the Host on WhatsApp +39 338 944 5756;
- not re-enter the Unit until the all-clear has been certified by the competent authority.

Prohibited practices: lighting unprotected candles, tea lights, open-flame incense, camping stoves and grills; tampering with, moving or covering extinguishers and detectors; overloading sockets with uncertified adapters; leaving the kitchen or household appliances unattended while in operation; drying fabrics on radiators and heated towel rails.

XI — Safe and custody of valuables

Safe. Each unit is equipped with a personal safe, the use of which is recommended for money, valuables, documents, jewellery, electronic devices and keys whenever the Unit is left unattended. The Host's liability is governed by Art. 4.5 of the Contract of Stay.

Lost code or key. The Guest contacts the Host immediately. The technician's call-out is free of charge if the malfunction is attributable to the device, and charged to the Guest at the documented rate if it results from improper use.

Travel insurance. The Guest is advised to take out a travel insurance policy covering theft, loss of luggage and cancellation of the stay.

XII — Host's access, maintenance and image rights

Host's access to the Unit. During the stay, the Host and the technicians authorised by the Host may access the Unit only in the following cases:

- emergencies — fire, flooding, power cut, critical failure, intervention by the authorities — with immediate access and without notice;
- scheduled maintenance or urgent repairs, with at least 24 hours' notice given via WhatsApp and within an agreed time slot;
- well-founded suspicion of a breach of the contractual clauses, such as the presence of undeclared guests, the holding of an event or smoking in the Unit, with access after prior notice and, where possible, in the Guest's presence.

Privacy and cooperation. The Host accesses the Unit only in the cases listed, respecting the privacy of the Guest, who must not obstruct the Host, on pain of termination of the Contract of Stay.

Laundry service on request. Water washing, drying and ironing service, reserved for suitable garments and available on request during the stay from the services page of the guest app or via WhatsApp. The Guest leaves the garments in the bag provided outside the door by 18:30 on the day before delivery; the staff collect the bag and deliver the garments on the chosen day, between 08:00 and 10:00, without entering the Unit. The day of departure cannot be chosen if leaving the Unit is scheduled

before the end of the delivery time slot. Rates per item and per service: Annex C — Extra Services Price List, point 1.3-bis.

Ordinary maintenance and reports. Any malfunction or anomaly must be reported promptly via WhatsApp +39 338 944 5756. The Guest must refrain from carrying out repairs themselves.

Image rights. The Guest may: take photographs and make private videos inside the Unit and in the private outdoor areas for personal use; publish on their own social channels images and videos of the rooms of Maison des Fleurs, mentioning its official channels if they wish; leave a review of their experience on the relevant channels.

The Guest is prohibited from: publishing on any public channel the access codes, the Wi-Fi credentials and the floor plans of the Unit; carrying out commercial photo shoots, film shoots, live streams for commercial purposes or recordings with unregistered third parties, save with the Host's written authorisation; disseminating images of other Guests or of residents without their consent, under Reg. EU 2016/679 and Art. 96 L. 633/1941.

For its part, the Host uses for promotional purposes only images of rooms without people, does not publish images in which Guests are recognisable without their written consent and keeps confidential all personal information beyond the limits of the performance of the Contract of Stay.

XIII — Complaints, reviews and practical information

Complaints during the stay. In the event of discrepancies or inconvenience, the Guest contacts the Host immediately via WhatsApp. The Host intervenes as quickly as possible and normally within 2-4 hours; the Guest must allow the Host to remedy the matter during the stay.

Reviews after the stay. After check-out, a Guest who has given consent receives an invitation to review the stay. The Host respects the right to express opinions, including critical ones, and reserves the right to reply publicly in keeping with the truth and with the law on defamation.

Practical information:

- tap water: in San Maurizio Canavese it is drinkable and of good quality;
- electrical voltage: Italian grid at 230 V and 50 Hz, with Italian-type (type L) and Schuko (type F) sockets;
- not to be thrown into the drains: wet wipes, even if declared biodegradable, cotton buds, sanitary towels, nappies, cigarette ends, chewing gum, cooking oil, large amounts of hair, chemicals and paints;
- items left behind after check-out: kept for 30 days, with notice to the Guest via WhatsApp or e-mail and shipping on request at the Guest's expense. Once that period has expired, items of negligible value are given to charity or disposed of; for items of appreciable value, Art. 927 of the Italian Civil Code (c.c.) applies;
- CIN plate: in accordance with Art. 13-ter of D.L. 145/2023, the plate bearing the National Identification Code IT001248B4GI2XWJOR, which is the same for the entire accommodation facility, is displayed at the entrance of the property;
- display of the House Rules: a printed copy of these House Rules is available inside each unit.