

RESIDENCIA DE ESTUDANTES PORTO ALTO

Terms and Conditions of Use

Art.1- Objective and utilization scope

The present Terms and Conditions of Use define the functioning and utilization rules of the Residencia de Estudiantes PORTO ALTO (Porto Alto) by its Residents.

Art.2- Access Code

- 1) Upon confirmation of the reservation in Porto Alto, the Resident will receive one Access Code that will allow him/her to access his/her Apartment, as well as the building and its common areas. This Access Code is personal and confidential.
- 2) In the Dual-Residents' Apartments, the Second Resident has to have his/her own Access Code, that will be delivered to the Contract holder Resident as soon as the Resident sends to Porto Alto the Second Resident personal data.
- 3) In the event that a Resident forgets his/her personal Access Code, or there is a Second Resident change, the Contract holder Resident shall access to his/her Reserved Area in the Porto Alto site and request a new Access Code, for himself/herself or for the Second Resident.

Art.3- Survey and Inventory

- 1) Upon arrival to Porto Alto, the Resident shall perform a survey of his/her Apartment and sign the inventory form and respective term of responsibility in relation to the installations and equipment that will be under his/her guard and that he/she must return in the same conditions upon leaving Porto Alto.
- 2) At the moment of check-out a new survey will be conducted at the Apartment, jointly with the Porto Alto Manager, of which an inventory will be done, indicating anything missing or damaged and the corresponding repair cost, and signed by both Parties. Porto Alto will then do the reckoning resulting from the Inventory against the Caution paid by the Resident and the balance, if any, shall be transferred to the bank account that he/she will indicate, or, being that the case, debited to the Resident, that shall immediately pay to Porto Alto through its site.
- 3) The Residents will only have access to their Apartments from 4pm onwards of the first day of their contractual renting period and will have to check-out from their Apartments before 11AM of the following day of the last day of their contractual leasing period.

Art.4- Responsibilities of the Residents and utilization of the Apartments

- 1) The residents are obliged to use their respective Apartments exclusively as their study and living accommodation.
- 2) The Residents are responsible for the good use and conservation of the installations and equipment that are made available to them, and they are obliged to indemnify Porto Alto for any losses and damages that may occur in the equipment of their exclusive use and of common use.
- 3) Whenever individual personal responsibility cannot be determined, the losses and costs that may occur will have to be shared by the Residents of which there is evidence of their involvement in the actions that caused such losses and costs.
- 4) The Residents oblige themselves to make careful and responsible use of Porto Alto installations and equipment and of their Apartments namely by complying with the best practices in safety, security, hygiene and of efficient use of energy resources; contributing to a noiseless and serene environment within the building and to an outstanding civic and ethical behaviour of all Residents, their visitors and Porto Alto staff members.

Art.5- Utilization of the common areas

- 1) The Residents are obliged to guarantee that the building entrance door remains always shut after every time it is used.
- 2) The Residents may use all the Porto Alto common areas, namely the *Foyer* and the *Lavandaria* (laundry). Following its use, the Residents are obliged to leave the premises in perfect state of cleanness and disposition.
- 3) The Residents are responsible for the correct use and conservation of the gear and equipment existent in the common areas, namely in the *Foyer* and the *Lavandaria*, and they are obliged to not to remove, damage or detune any piece of furniture or equipment or to interfere malignly with the telecommunications, TV or other installations existent in Porto Alto .

Art.6- Installations and equipment anomalies

The Residents shall communicate immediately, by e-mail or telephone or in person, to the Porto Alto Manager or her substitute, any anomaly that they may detect in the installations and equipment of Porto Alto.

Art.7- Visits

- 1) Visitors may only remain in Porto Alto when they are accompanied, authorised and identified by a Resident, and only during the period between 9H00 and 24H00. The visited Resident is fully responsible before Porto Alto for the visitor's compliance with all the rules of Porto Alto, namely the present Terms and Conditions of Use and other norms that may be in force at the time of the visit.
- 2) Each Resident may only invite, at each time, a maximum of three persons. But, in the event that the *Foyer* is already occupied to its maximum capacity, the Residents' visitors will not be allowed to use the *Foyer* while that circumstance persists because Residents will always have priority over Visitors for using the *Foyer*.
- 3) The visitors are not allowed to stay overnight at Porto Alto, except if an overnight stay is previously and expressly authorised by the Porto Alto Manager, but it shall never be for a period longer than three nights.

Art.8- Execution of tasks by Porto Alto staff

- 1) The Residents shall not interfere with the work of the professionals that are performing their duties in Porto Alto.

- 2) The regular Porto Alto working schedule, that is, the periods of time during which the staff cleans, repairs and maintains the Apartments and common areas is from 9H00 to 18H00, every working day.
- 3) The Porto Alto staff may enter the Apartments whenever there is a need to proceed with the cleaning, maintenance, repair or safety inspection of the installations and equipment. Except in cases of emergency, these tasks will be performed within the schedule defined for this purpose and with the minimum disturbance to the Resident's living.
- 4) Once a week, in a day to be determined by Porto Alto, each Apartment is cleaned, as well as the bed linen and bathroom towels changed. These weekly cleanings will be performed during working days, between 10H00 and 18H00, and it will only be possible for the Porto Alto staff to fully execute them if the Apartments have their contents correctly stowed and there are no objects on the floor that interfere with the cleaning activity.
- 5) The contents of the present Article will be applicable without prejudice to what is disclosed under in Article 9.

Art.9- Hygiene and maintenance of the Apartments and their equipment

- 1) The Residents are obliged to maintain their respective Apartments in good conditions in hygienic, salubrity, tidiness and organization terms.
- 2) The Residents shall maintain the entire Apartments' equipment in perfect hygienic condition and, for that purpose, they shall wash and/or clean, with the necessary regularity, all the kitchenette equipment, such as plates and cutlery, kitchen train, stove, oven, microwave and refrigerator. This activity is not included in the weekly Apartment cleaning performed by Porto Alto staff.
- 3) The Porto Alto Management may, at any time, perform audits to the Apartments and to their equipment, in order to verify the good execution of what is stated in this Article.
- 4) If the Resident does not comply with the contents of number 1 or 2 above, the Porto Alto Management will carry out an extraordinary cleaning of the Apartment, which will be debited to the Resident, as well as any bed linen or bath towels extraordinary replacement.
- 5) The repair of any damages or breakdowns caused to any sort of equipment as a consequence of misuse or breaching numbers 1 or 2 above, will also be debited to the Resident.
- 6) The reiterated violation by the Resident of the clauses of the present Article legitimates Porto Alto to proceed with the unilateral termination of the Contract, as foreseen in its Article 9th.

Art.10- Laundry

The laundry, drying and ironing of clothes is only allowed in the *Lavanderia* of Porto Alto, and it is expressly forbidden to use the windows, window rails or any other location in Porto Alto for those purposes. However, each bathroom has a small hanging device that may be used by the Residents to hang and dry small clothing pieces.

Art.11- Video surveillance system

Porto Alto and its Residents safety and security is based on an internal closed circuit TV camera system, covering Porto Alto accesses and all its common areas, with live remote surveillance made by professionals of a security company. If a Resident feels the need to communicate directly with that security company, he/she shall do it using the telephone number indicated inside his/her Apartment door.

Art.12- Use of the lift

- 1) The lift shall be used scrupulously within the respective safety rules posted in its interior wall.
- 2) If the lift stops because of a breakdown, the respective user(s) shall push the alarm button inside and remain inside the lift cabin until the lift maintenance company staff arrives and release the trapped user(s).

Art.13- Guns and animals

- 1) It is expressly forbidden to the Residents and visitors to possess, within Porto Alto, any kind of weapons, namely fire guns, explosives or toxic substances, inflammable or dangerous to the health or safety of Porto Alto and its occupiers.
- 2) It is, also, expressly forbidden to the Residents to bring any kind of animal to Porto Alto.

Art.14- Non-smoking policy

It is strictly forbidden to smoke in any interior area of the Porto Alto building. The violation of this rule may trigger the smoke detection system and, also, create an environment with tobacco smell that, if detected, will imply an ambiance cleaning procedure, with a 20 Euro unit cost, including VAT, that shall be charged to the responsible Resident.

Smoking is only allowed in the Porto Alto exterior areas.

Art.15- Bicycles and motorbikes

- 1) It is forbidden to bring bicycles, motorbikes or any other vehicle into the interior of Porto Alto building, except to the garage.
- 2) To park its bicycle, motorbike or other vehicle in the garage, the Resident shall apply to the Porto Alto Manager, by e-mail, for his/her Access Code to Porto Alto to give direct access to the garage via the street entrance.

Art.16 – Fire Safety

- 1) Porto Alto is equipped with an automatic smoke detection system, therefore, when the alarm is activated, the Residents must follow the safety procedures described on the emergency plans, posted in each Apartment and in all levels of the building, leaving the building immediately, using the emergency escape route and the closest emergency stairs and abstaining from using the lift.
- 2) The Residents should do their best efforts to avoid the unnecessary activation of the smoke detection system and abstain from removing or deactivating any of its components. Once a year, in a time to be determined by the Porto Alto Manager, there will be a safety drill with the

activation of the alarm followed by a complete evacuation of the building, mandatory to all Residents present, with the purpose of familiarising them with the safety procedures.

Art.17- Prohibitions

It is strictly forbidden to all Porto Alto Residents and Visitors:

- a) To set fires or otherwise to ignite something into combustion;
- b) To consume, possess, trade or instigate the consumption of narcotic substances and to promote or facilitate any form of storage and/or circulation of such substances;
- c) To paint or to hang or stick posters, frames or any other material in any Porto Alto surface, inside or outside of the Apartments;
- d) To move any object from the common areas into the Apartments;
- e) To bring into or to use within Porto Alto any object that, because of its nature, does not contribute to increase the Residents comfort or to the Porto Alto mission.
- f) To bring to Porto Alto and to use any ambient heating or cooling or ventilation device.
- g) To cause any false safety alarm.
- h) To refuse active participation in the building evacuation during a fire drill.
- i) Any form of physical aggression or moral coercion.
- j) The reiterated practice of lack of urbanity when dealing with other people.
- k) To give false information in the Reservation procedure.
- l) Concede access to people strange to Porto Alto, without permission, as well as to disclose to third parties the Porto Alto Resident personal Access Code.
- m) Laundry, ironing or other clothing processing outside the *Lavanderia*.
- n) To throw any objects outside the balconies or windows of the building.
- o) To hinder or to interfere with the professional work that is performed by the Porto Alto staff or by any other professionals on duty at Porto Alto.
- p) To change the location of the furniture or any other equipment, inside and outside the Apartment, without previous authorization.
- q) The practice of any criminal offense.
- r) The violation of the basic safety and security rules and principles.

Art.18- Omissions

Any omission or interpretation doubts arising from the present Terms and Conditions of Use will be resolved by the Porto Alto Manager.

Art.19- Terms and Conditions of Use revision

The present Terms and Conditions of Use might be revised at any time, whenever the circumstances may justify it, with the changes being in force following a written notice from the Porto Alto Manager to the Residents.

2Nov2022

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