

INTERNAL REGULATIONS OF STUDENT HOTEL SMARTMENTS

1. GENERAL REGULATIONS

1.1. These regulations determine the internal rules of the Smartments Ltd. (hereinafter - lessor) student hotel in Riga, 8B Indriķa Street (hereinafter – hotel). These rules apply to any person, who visits or uses the hotel’s premises or its territory. For tenants, these regulations are a part of their student hotel lease contract.

1.2. The hotel is intended for adults up to the age of 35. However, other persons also may be accommodated in the hotel in accordance with the interests and needs of the hotel. The hotel is not suitable for children or other people who need help or supervision on a daily basis. The hotel has a limited number of apartments suitable for two people or for people with reduced mobility. The lessor may refuse to sublet the apartment and provide services if the hotel considers that this involves an increased risk for the person or tenants.

1.3. The activities specified in these Regulations shall be performed on behalf of the lessor by the hotel manager or administrator appointed by the lessor, or by another person appointed by the lessor.

1.4. The lessor has the right to use video surveillance in the hotel's common areas and surroundings, and to process other personal data of tenants and visitors. Information on personal data processing can be found on the website www.smartments.lv.

2. ACCOMMODATION

2.1. At the request of the lessor, persons staying at the hotel must present their identity document (passport or ID card).

2.2. For tenants and persons staying at the hotel on a basis of the lease contract, the hotel premises are available 24 hours a day, seven days a week.

2.3. To receive the booked apartment, the tenant must agree on the time of his or her arrival to the hotel with the lessor at least three days before arrival.

2.4. Visitors are allowed to stay in the hotel every day from 9 AM to 11 PM, accompanied by the tenant who invited the visitor.

2.5. Visitors are not allowed to use the services available at the hotel (bicycle storage, shared kitchens, laundry room, living room etc.).

2.6. The visitor is allowed to stay in the hotel outside the time specified in clause 2.4. of these Regulations only if the tenant has received the lessor's permission and the fee for the visitor has been paid. The lessor may issue or refuse the permit at its discretion. Visitors staying in a hotel with such a permit have the right to stay in the hotel's common areas and in the tenant's room. Visitors do not have the right to use other services of the lessor.

2.7. If the tenant receives a visitor outside the time specified in clause 2.4. of these Regulations without the permission of the lessor, then the tenant shall pay the lessor a doubled fee for the visitor

each time the lessor admits such a visitor to the hotel or tenant's rented apartment. The lessor does not have to identify a specific person who has been admitted by the tenant. The record of the lessor's surveillance cameras is sufficient proof for the visitor to enter the hotel. Despite the payment, admitting a visitor to a hotel outside the time specified in clause 2.4 without the permission of the lessor is a violation of these rules.

2.8. The lessor is not obliged to provide any services to the tenant's visitors, nor any living conditions. Visitors take care of the safety of their belongings by themselves.

2.9. The lessor may expel a visitor from the hotel at any time in the following cases:

2.9.1. if the lessor has not allowed the visitor to stay in the hotel outside the time specified in clause 2.4. of these Regulations;

2.9.2. if the visitor is under the influence of alcohol, drugs or other obvious intoxication;

2.9.3. if the visitor insults or endangers other persons;

2.9.4. if the visitor damages the hotel premises or equipment;

2.9.5. if the visitor is not accompanied by the tenant;

2.9.6. if the visitor violates these regulations.

2.10. Expulsion of a visitor does not remove the tenant's obligation to pay the fee for the visitor. The fee paid is non-refundable.

3. HOME RULES

4. General

4.1. The tenant shall immediately notify the lessor of the observed damage to the hotel building and equipment, of the non-compliance of the services provided by the lessor, and of any case of suspected violation of these regulations by any person. The tenant shall communicate these notifications to the hotel administrator while the administrator is at the hotel. The rest of the time, the tenant sends these notifications to the lessor's e-mail address.

4.2. The tenant can inform the lessor of any suggestions regarding the hotel by sending an e-mail to the lessor.

5. The use of premises and equipment

5.1. When using the equipment and inventory on the hotel premises, both the tenant and the visitors need to follow the instructions of the lessor, which may be placed in the relevant places in a form of a text or an image.

5.2. It is prohibited to arbitrarily move the built-in furniture, devices and equipment, to remove the lessor's equipment and inventory from the apartment, to remove the furniture and equipment from the common areas of the hotel and to bring the equipment or inventory from the common areas into the tenant's rented apartment.

5.3. It is forbidden to modify hotel premises, in particular, to build new structures, rebuild or modify existing ones, repaint surfaces etc. It is forbidden to attach objects to the walls, ceilings, floors, windows or doors in such a way that the fastenings leave traces after they have been removed, and to write or draw on these surfaces or equipment. It is forbidden to drive nails into the walls, floors or ceilings and otherwise damage the wall decoration and painting.

5.4. It is forbidden to keep personal belongings in common areas, except for places or premises that are created for such purpose (for example, bicycle storage). Only items suitable for such a place or premise can be stored there.

5.5. It is forbidden to place objects on the outside window sills, hang them out of the window.

5.6. Pets are not allowed on the hotel premises (including insects, reptiles, birds, fish).

5.7. When entering or leaving a room through a door that requires access means (codes, cards, keys, etc.), both the tenant and the visitors shall make sure that the door closes after them so that it cannot be opened without using the appropriate access means. This rule does not apply to the door of the tenant's apartment while the tenant is in the apartment.

5.8. Tenants and visitors may only stay in the tenant's apartment or common areas. It is forbidden to arbitrarily enter the premises where tenants do not have access to (for example, technical rooms, staff rooms, other apartments, hotel roof or basement); even if such entry was easily possible.

6. Order and cleanliness

6.1. The tenant regularly cleans the rented apartment to ensure that the apartment complies with sanitary, hygiene, fire safety and other operational requirements, and to ensure the good appearance of the apartment.

6.2. The tenant cleans the workplace of the common area (for example, shared kitchen stove, tables, laundry equipment) every time the tenant finishes using it. The tenant shall immediately clean the common areas if they are dirty due to the tenant or his visitors (for example, dirt brought from the outside, spilled liquid, broken objects etc.).

6.3. The tenant regularly carries out the waste from the rented apartment to the large waste containers in the hotel courtyard. The tenant follows the lessor's instructions on recycling. It is forbidden to leave waste in common areas. It is forbidden to dispose waste (including food/beverages with residue) into sewer pipes.

6.4. Duvets, pillows and beds must be covered with bed linen, which is provided by the lessor, or with the tenant's personal bed linen. If this rule is violated, the tenant pays an additional fee for the cleaning in the amount specified by the lessor. The tenant shall wash the towels, sheets, blankets and pillowcases provided by the lessor at least once every 10 days.

6.5. The tenant shall ensure the observance and fulfillment of the requirements of personal hygiene to such an extent that it does not endanger the health of other persons and does not make the presence of the tenant unpleasant due to non-observance of hygiene.

7. Behaviour

7.1. In the hotel tenants, visitors and other persons must follow the generally accepted norms of good behavior in the Republic of Latvia. The right to privacy of other tenants must be respected, especially in the apartments rented to these tenants. Tenants' right to privacy may not be used as an excuse for violating or concealing breaches of the lease contract or these regulations.

7.2. The hotel does not allow activities that may disturb others with noise, vibration, odors, bright light or similar. Activities that are considered incompatible with courtesy or public order in Latvia are prohibited in the hotel's common areas.

7.3. It is forbidden to campaign with words, actions, inscriptions or images of any political, religious or philosophical views in the hotel's common areas. It is forbidden to offend other persons by words or actions in connection with such views.

7.4. Neither the tenant nor the visitors make any noise in the hotel and does not perform any activities that could be heard in the apartments of other tenants from 11 PM to 8 AM. Also at other times, anyone staying at the hotel makes sure that their activities disturb other tenants in their apartments as little as possible. The lessor has the right to demand that such activities be terminated if they may be objectively disruptive; even if no complaints have been received from other persons.

8. Caution

8.1. When leaving the apartment and the common area (if no other persons remain), the tenant ensures that all windows in the room are closed, all electrical appliances (except refrigerators and similar appliances) are turned off, water taps are closed, no dishes are left on the stove, there is no open flame, no smoldering or hot objects, and the light of the room is switched off.

8.2. It is forbidden to use open coils, electric heating equipment and damaged or self-made electrical equipment. It is forbidden to repair and change the wiring system, break open the electrical control panels, change fuses.

8.3. It is allowed to simultaneously operate electrical appliances that do not exceed permitted power capacity of the apartment.

8.4. It is forbidden to use naked flame, pyrotechnics and burning smoky objects inside the hotel - candles, incense, sparklers and the like. It is forbidden to leave open flames, smoldering objects and heating devices unattended.

9. Emergency situations

9.1. In the event of fire, the tenant or the visitor should immediately report it to the fire and rescue service by calling 112.

9.2. In the event of an emergency (theft, break-in, aggression etc.), the tenant or the visitor should immediately report the incident to the security service using the alarm button or to the police by calling 112.

9.3. If emergency medical assistance is required, the tenant or the visitor should immediately report it to the ambulance by calling 112.

9.4. If the lessor needs to enter the tenant's rented apartment due to planned work (except for cleaning), then the lessor notifies the tenant in advance. The lessor has the right to enter the tenant's apartment without notice, if it is related to an emergency situation, or if there is a suspicion of a violation of the law, the lease contract or these regulations.

10. Use of services

10.1. The tenant and the visitors sparingly use electricity, water and the heat. When the hotel's apartments are heated, the indoor temperature is regulated by the temperature controllers of the heaters. During this time, the windows of the apartments must be kept tightly closed, except for the ventilation of the apartment, which is allowed for no more than five minutes at a time and no more than twice a day.

10.2. When using the internet connection available in the hotel, the tenant ensures that it is not used for illegal purposes. The internet connection provided by the lessor is intended for daily household and study needs. It is forbidden to transfer large amounts of data in such a way that it significantly affects the speed of the internet connection to other users. The lessor has the right to disconnect the internet in the tenant's apartment if it is used contrary to the above mentioned intentions, or if it is used in an uncharacteristic amount or manner (for example, hosting servers or storing data from other places, by connecting computers to the computer network, the computing power of which is used for the needs of other persons, controlling the use of such computers from the hotel computer network, and the like).

10.3. The hotel may temporarily deny access from using the seminar or training room if there are private classes or events intended. Information on the date and time of the private classes or events is available at the door of these rooms.

11. Intoxicating and dangerous substances

11.1. It is forbidden to smoke inside the hotel, including electronic cigarettes or their derivatives. The smell of smoke in the apartment shall be considered as evidence of such activities in the apartment. Smoking (including vaping) is allowed only in specially designated areas in the hotel's courtyard.

11.2. It is forbidden to be under drugs or other intoxicants in the hotel and its territory.

11.3. It is forbidden to use, store or sell drugs, explosive, flammable, toxic and radioactive substances and other objects that are prohibited. The tenant ensures that none of the above mentioned substances and objects are brought into the hotel and used by tenant's visitors.

11.4. The hotel does not allow the cultivation of plants that can be used to produce narcotic or psychotropic substances.

12. ADDITIONAL FEES

12.1. If the tenant breaches these regulations, he or she pays the lessor an additional fee or a contractual penalty in the amount specified below. If a tenant's visitor breaches these regulations,

the tenant shall pay the lessor an additional fee or a contractual penalty in the amount specified below.

12.2. If a fire alarm (smoke detector) is activated in the tenant's apartment or in the common areas of the hotel due to the activities of the tenant or tenant's visitor, then the tenant shall reimburse the amount set by the relevant service to the lessor.

12.3. If the tenant breaches these regulations, he or she pays the lessor an additional fee or a contractual penalty in the following cases and in the following amount:

12.3.1. Fee for unregistered visitor – 20 EUR;

12.3.2. Fee for the cleaning of the bedding (blanket, pillow) – 30 EUR;

12.3.3. Smoking in the hotel premises – 70 EUR;

12.3.4. Cancellation of the residence declaration – 50 EUR;

12.3.5. Contractual penalty for each day of delayed rent payment – 0.1 %;

12.3.4. Contractual penalty for breaching these regulations, unless specified otherwise – 50 EUR.