



ETELE PLAZA
HOUSE RULES AND REGULATIONS

In force: Budapest, 04.10.2024.

Issued by: FINEXT Investment Fund Management Zrt., as fund manager (seat: 1082 Budapest, Futó utca 43-45. VI. em., company registration number: 01-10-044934), which company is the representative of the owner of the shopping and entertainment center “Etele Pláza”, Futureal Prime Properties One Real Estate Development Sub-Fund, registered by the 11th District Office of the Government Office of the Capital City of Budapest under lot number 2863/27. (hereinafter: the “Shopping Center”).

Operator: Company operating the Shopping Center on behalf of the owner: Etele Plaza Üzemeltető Kft. (address: 1082 Budapest, Futó utca 47-53. 7th. floor).

The effective version of this policy indicates in italics any changes made to the previous version.

1. SCOPE AND AMENDMENT OF THE RULES AND REGULATIONS (“POLICY”)

- 1.1. This Policy governs the use of the leased areas and common premises and parts of the Shopping Center, including commercial premises, floor areas, points of sales, walking areas, any other premises (e.g. warehouse, loading ramp, lobbies, elevators, community spaces, etc.), roads and roof gardens.
- 1.2. Compliance with the Policy is mandatory for the tenants of commercial premises, areas, premises, for employees of the tenants, temporary tenants of common areas and their contractual partners and agents. Where this Policy refers to “tenant”, it also applies to all persons listed above. Tenants are obliged to familiarize themselves and their employees, agents and suppliers with the Policy and enforce its rules. This Policy also apply to all visitors of the Shopping Center and to anyone entering the area of the Shopping Center, including the outside areas, parking lots and terraces.
- 1.3. By opening the Shopping Center to buyers, the Policy becomes effective for an indefinite period.
- 1.4. The Policy can be changed by the Owner. In case of modification of the Policy, the Operator is obliged to send the current Policy to the tenants of the Shopping Center within 3 (three) working days of acceptance of the amendment. The amendment shall take effect no earlier than 4 (four) working days after its adoption. The House Rules are published by the Operator on the etelepaza.hu website and made available at the information desks of the Shopping Center.

2. OPENING HOURS

- 2.1. General opening hours of the Shopping Center:

Monday to Sunday: 6 a.m. to 10 p.m.,

- 2.2. At the Owner's independent or coordinated request of the Tenants, the Operator may specify a different longer opening schedule occasionally or periodically, or in case of an exceptional event. Extraordinary events are, for example, a threat to public danger, a multi-day energy restriction, weather or otherwise disaster situation. The opening hours of the Shopping Center are clearly indicated at the entrances of the Shopping Center.

- 2.3. Christmas opening hours of the Shopping Center:

- a) 24th of December 7 a.m. to 4 p.m.
31st of December 7 a.m. to 6 p.m.

The applicable laws governing the opening hours of the Shopping Center may provide otherwise.

- 2.4. Opening hours of shops

Opening hours of commercial units: The opening hours of commercial units, points of sales, kiosks and other non-established stores are mandatory in accordance with the Policy, as follows:

- a) Uniformly mandatory minimum opening hours for commercial units:

Monday to Thursday: 10 a.m. to 8 p.m.
Friday to Saturday: 10 a.m. to 9 p.m.
Sunday: 10 a.m. to 7 p.m.

- b) Allowed opening hours of commercial units and banks:

Monday to Saturday: 7 a.m. to 9 p.m.
Sunday: 7 a.m. to 8 p.m.

Commercial units may be open after 10 p.m. with the prior written consent of the Operator, the basic conditions of which are:

- (i) obtaining the necessary official authorisation,
- (ii) bearing additional operating costs incurred by the Shopping Center with longer opening hours.

c) Mandatory minimum opening hours of banks:

Monday to Friday: 10 a.m. to 6 p.m.
Saturday - Sunday: closed

d) The opening hours of catering and entertainment shops in the Food Court and other areas of the Shopping Center are mandatory in accordance with the Policy. The restaurant area may be closed without any claim for damages (24 hours) for scheduled maintenance, subject to prior notification.

e) Obligatory opening hours of Food Court catering units:

Monday to Thursday: 10 a.m. to 9 p.m.
Friday to Saturday: 10 a.m. to 9:30 p.m.
Sunday: 10 a.m. to 8 p.m.

Allowed opening hours of Food Court catering units:

Monday to Wednesday 8 a.m. to 10 p.m.
Thursday to Sunday: 8 a.m. to 12 a.m.

The catering units may be open after 12 p.m. with the prior written consent of the Operator, the basic conditions of which are:

- (i) obtaining the necessary official authorisation,
- (ii) bearing additional operating costs incurred by the Shopping Center with longer opening hours.

f) Opening hours of catering units outside Food Court:

Obligatory minimum opening hours:
Monday to Thursday: 10 a.m. to 8 p.m.
Friday to Saturday: 10 a.m. to 9 p.m.
Sunday: 10 a.m. to 8 p.m.

Allowed opening hours:
Monday to Thursday: 7 a.m. to 9 p.m.
Friday to Sunday: 8 a.m. to 9 p.m.

g) Opening hours of the cinema in the Shopping Center:

Obligatory opening hours:
Monday - Sunday: 12 a.m. to 10 p.m.

Allowed opening hours:
Monday — Sunday: 8 a.m. to 2 a.m.

h) Opening hours of the gym in the Shopping Center:

Opening hours:
Monday - Friday: 6 a.m. to 10 p.m.
Saturday- Sunday: 8 a.m. to 10 p.m.

2.5. Provisions other than the general opening hours

“Midnight Shopping” or other commercial action (e.g. frequent buyers’ shopping): if the Operator orders extended opening hours in order to serve the shopping public during extra opening hours within the framework of the promotion for the entire Shopping Center, which takes place 1-2 times a year, exceptionally, all stores are obliged to participate in the promotion announced in order to ensure the unified marketing strategy of the Shopping Center and the effectiveness of the campaign. The Operator shall inform the tenants of the shops in writing about such action at least two weeks in advance.

2.6. The tenants of all shops are obliged to indicate the opening hours of the shop at the entrance to the store in a manner which is clearly visible to the buyers and in an aesthetic form.

2.7. Occasional and other (technical, transformation, etc.) closures, inventory: If the shop is temporarily closed due to the remedy of a technical failure, the tenant is obliged to provide aesthetically visible on his shop the reason for closing and the expected opening date. For the inventory or other closure, the written permission of the Operator must be requested *at least* 48 hours in advance or, if this is not possible due to the reason of closing, at the earliest possible time *through the CRM system*. For inventory or other reasons, for a maximum of two days per year may be held closed.

2.8. Violators of the mandatory opening rules set out in the Policy are obliged to pay a penalty to the Operator, the amount of which increases the financial framework available for the marketing activities of the Shopping Center. If the tenant of a shop violates the opening rules of this Policy more than twice a month, then, in accordance with the area of the shop violating the rule, the tenant is obliged to pay a penalty per square meter and occasionally (but not more than once a day) corresponding to the current marketing cost. If the shop is open differently from the opening hours set out in the Policy, the tenant who violates the rule shall bear all the legal consequences of the opening hours.

2.9. Forced order of closure: If the Operator provides for temporary closure of a shop, or if it is carried out by the Operator in the event of a bomb threat, Acts of God, terrorist act or threat of such a situation by the police, construction or other authority, the tenant may not claim compensation from the Owner or the Operator.

3. ENTRANCES AND THEIR FUNCTIONS, THEIR OPENING HOURS

3.1. Customer entrances:

The tenants have the exclusive right to open or close the entrances to the Shops. The opening, closing and use of these entrances in accordance with the Policy is solely the responsibility, right and duty of the tenant of the premises.

Commonly used customer entrances, which the Operator is entitled and obliged to open or close in accordance with the opening hours of the Policy.

3.2. Staff entrances:

Shops own staff entrances: only a tenant has the right to open or close it. The tenant has the right to independently decide on the duration of the opening hours of the staff entrance, provided that during the period from the closing of that part of the Shopping Center until the morning opening, the tenant is obliged to ensure that the gates leading from his shop to the rest of the Shopping Center are closed. The fire safety code may contain rules other than the above, overriding them, the observance of which is mandatory.

3.3. Shared staff entrances: the Operator is entitled and obliged to open and close them.

Goods transport gates and ramps serve the supply of commercial units located in the Shopping Center. Stopping in these places is possible only for the time of carriage of goods. The Operator shall have the right to transport vehicles parked in an irregular and beyond the allowed time.

Gates for loading goods for common use: The gates for loading goods use are open.

- 3.4. Employees operating the shops: An entry permit is not required during opening hours. Outside opening hours from 10 p.m. to 7 a.m.:
 - (i) as a general rule, entry into or out of the building s allowed through the entrance specified by the Operator,
 - (ii) exceptionally at the point of entry specified in the written permission of the Operator, with a valid entry or work permit and staying in the shop area is allowed only with valid work permits.
- 3.5. Persons entering on behalf of tenants: Outside of the opening hours, they can only travel through the gate specified by the Operator or through the entry point specified in the Operator's written permission, in accordance with the therein specified and the Shopping Center Policy's rules, or through the entry point specified by the Operator's written permission, with proof of their identity as necessary.
- 3.6. Person of official authority: Outside opening hours, the authorized persons shall be accompanied by a person appointed by the head of the security service. The security service is obliged to prepare a report for the Operator on the entry, the reason for its entry and the names of the persons entering it.

4. RULES OF CONDUCT

4.1. General principles

The Rules of Conduct of the Policy is intended to promote the normal operation of the Shopping Center and ensure an order in accordance with the laws, public safety, public health, morality and socially accepted customs. Each Tenant shall be liable for the conduct of its employees, agents and those acting on behalf of him and in particular, but not limited to, in accordance with the following points.

4.2. Rules of conduct

It is FORBIDDEN in the entire area of the Shopping Center:

- a) smoking, including smoking with electrical appliances;
- b) to consume alcohol outside the designated area of catering facilities, to bring alcohol into the Shopping Center for the purpose of consuming it inside the Shopping Center or enter the territory of the Shopping Center under the influence of alcohol;
- c) to possess, distribute, consume drugs or enter the premises of the Shopping Center under the influence of drugs;
- d) to engage in behavior that violates public morals or bring in objects offensive to public morals;
- e) to bring firearms or objects that could be mistaken for firearms, as well as any equipment that is prohibited to possess in a public place by the Government decree 175/2003 (X.28.) on equipment particularly dangerous to public safety into the entire area of the Shopping Center;
- f) to carry out commercial, catering or tourism activities without a permit;
- g) to carry out agency activities without a permit, to operate as a live advertising medium;
- h) to distribute leaflets without a permit or affixing posters on the walls, pavements, roads or other surfaces of the Shopping Center;
- i) to organize, conduct or play public games of chance without a permit;
- j) to hold political or similar events, distribute leaflets or agitate in such manner;
- k) to hold an event, distribute leaflets or agitate for exclusively religious purposes;
- l) to use bicycles, skateboards, roller skates, scooters or any other means of transport, except for the means of transport for the disabled which can be used safely in the Shopping Center area;
- m) to beg, make noise or engage in any behaviour that may cause offence or alarm to others;
- n) to take photographs or video recordings for commercial purposes, on a commission basis, professionally without the Operator's permission;

- o) for children under the age of 14 to stay without parental or adult supervision;
- p) to clean up in the toilets other than washing hands;
- q) wearing unclean clothing or being unkempt.

By entering the Shopping Center, visitors and customers of the Shopping Center accept that during events and promotions organised by the Shopping Center or third parties contracted by the Shopping Center, they may be photographed, and audio recorded (even with drones), and by entering the Shopping Center they consent to the publication and public use of such recordings. The detailed rules on recording and data processing are set out in the Privacy Policy.

- 4.3. In the entire area of the Shopping Center, everyone can use all tools and equipment - especially, but not exclusively - automatic doors, benches, chairs, escalators, elevators, shopping carts, doors and windows, children's playground, terrace, etc. at their own risk.
- 4.4. *Bicycles are not allowed to be brought into the building. An exception to this is when the bicycle is brought into the Shopping Center for servicing at the Hervis store in Etele Plaza; in such cases, the bicycle can only be pushed in and out through the entrance on Hadak Street.*
- 4.5. Obligations of the tenants of the Shopping Center
 - a) Tenants are required to behave towards visitors in a manner that contributes to building and maintaining the good business reputation of the Shopping Center and the expected first class service. Support and cooperation, appreciation and protection of each other's work can be expected in the tenants' behavior towards each other.
 - b) The behavior, manners, helpfulness and courtesy of the tenants should serve the full satisfaction of visitors and customers. This requirement also applies to the handling of consumer complaints.
 - c) It is forbidden to harass customers (to address them in common areas and to call for purchases, to agitate).
 - d) It is forbidden to eat in the shop area in the presence of buyers and customers, especially while serving them.
 - e) Employees of tenants during working hours are prohibited from drinking alcohol throughout the Shopping Center.
 - f) It is mandatory for tenants to comply with labor safety rules corresponding to their job responsibilities.
 - g) *In exceptional situations (e.g. in case of fire and threat to public danger), the instructions of the security service acting in accordance with the relevant regulations must be followed.*
 - h) If the tenant detects an alien, abandoned object or observes a strikingly suspicious person with unusual behavior, he shall immediately notify the nearest security guard or dispatcher of his detection.
 - i) In the Shopping Center, tenants are also obliged to comply with the rules of the Shopping Center on smoking ban.
 - j) If tenants notice a breach of the prohibition, they shall inform the guard without delay in order to take the necessary measures.

- k) Staff changing rooms have been created for the employees of the catering area. The Operator is entitled and obliged to determine the proportion and for what fee the employees of which catering shop can use each changing room.
- l) In order to use the changing rooms, the Operator provides an access card, and the changing room can only be used with a valid card. In case of loss of the card, the Operator provides a new card to the tenant of the changing room for a fee of HUF 5 000.
- m) It is forbidden to store anything other than street clothing in the changing room. The Operator shall not be liable for the valuables placed in the changing room.
- n) The tenants are obliged to use the changing room as intended, to keep it in good condition and to compensate for the damage caused in it. If it is not possible to determine the cause of the damage to the furniture and equipment of the changing room, the shops using the changing room at the time of the damage, will be obliged to reimburse the damage in proportion to their employees entitled to use the changing room.
- o) The tenants are obliged to use the common areas and parts of buildings according to the standard of the Shopping Center and to take all reasonable measures to prevent the misuse of any part of the Shopping Center (e.g. damage prevention, damage, immediate reporting of damage, etc.). In order to enforce this requirement, tenants are obliged to comply with the regulations in force, the requirements of the Shopping Center policy — related to the use of real estate — and to facilitate the Operator's work and cooperate effectively with him.
- p) In the course of using his shop, the tenant must refrain from any conduct which would prevent the proper use of other shops. Each tenant is obliged to respect the neighboring rights that protect the tenants of other shops.
- q) The maximum permissible volume level in the shops (both during and outside the opening hours) is 44 dB, the Operator can check the compliance of which and request the tenant of the store to reduce the volume.
- r) Tenants are obliged to operate the lighting of the shop space until 10 p.m.
- s) Tenants are required to keep the security gratings fully open during business hours.
- t) Toilets, washbasins and other aqueous appliances in common use areas shall only be used for their intended purpose and no waste or other material shall not be poured into.
- u) Tenants shall primarily use the CRM system operated by the Operator for communication with the Operator and for notifications made pursuant to this Policy, to which the Operator shall provide access to the Tenants.
- v) The tenants are obliged to treat as business confidentiality all information and data from the Operator relating to the Shopping Center, tenant information and other statistics. Tenants may only share such information with their employees and agents as limited as possible, and in such a case they shall draw the attention of data subjects to the confidentiality obligation prior to the transmission of the information. The tenants shall be liable for any damages arising from the breach of the confidentiality obligations by the tenants.
- w) The tenants are not entitled to make a statement in relation to the Shopping Center on behalf of the Owner or the Operator.
- x) The tenants are not entitled to conduct market research or other data collection in the common areas of the Shopping Center without the prior written consent of the Operator.

- y) The tenants are obliged to leave the lighting on the rental premises on the prior written request of the Operator, e.g. during the shooting of advertising films.
- z) The tenants are obliged to cooperate in general with the other tenants, the Owner and the Operator acting on his behalf in order to promote the successful operation of the Shopping Center.

4.6. The Operator's duty is to:

The Operator is obliged to comply with the rules imposed on the tenants and to sanction the violators of the rules in the powers granted to him.

The Operator has the right to regularly check the proper use without undue disturbance to the tenant and to penalize the blatant or recurrent violators in the interests of the Shopping Center and the merchant community.

If necessary, the Operator carries out sanitary disinfection in the locker rooms, during which period the tenants of the changing rooms are obliged to empty the locker rooms. The Operator shall notify the managers of the catering area concerned 24 hours before the date of disinfection.

5. SALES IN COMMON AREAS

Sale in common areas is the use of a public common area within or outside the Shopping Center building, in accordance with the privileges and obligations set out in the contract concluded and in accordance with the regulations of the authorities. Sales in the common area are also subject to the rules of this Policy.

6. MARKETING

6.1. General rules:

In the common areas of the Shopping Center, the Operator manages and supervises marketing activities. In order to create a unified image of the Shopping Center, the Operator maintains a continuous and good relationship with the media.

The tenants may indicate the requirements of the following in the CRM tenant portal interface. Communication related to the provisions of this clause can be carried out between the Tenant and the Operator on the interface of the CRM tenant portal.

6.2. Event Organization

Any event requires the prior written permission of the Operator. All preparations, dates and locations related to the events, the order of acceptance and delivery, the order of protection are allowed only according to the written conditions issued by the Operator.

a) Events in the common area

The event policy of the Shopping Center is determined by the Operator. The aim of the internal events is to organize events for highlighted and nationally recognized holidays, preferably with a commercial message, as well as to organize for the Shopping Center, a commercial or image enhancing, so-called arranging standard days when the event generates an increase in turnover with the involvement of the tenant organizing the event and the other tenants. The calendar of internal events is compiled by the Operator. For events in the common area, the planners must take into account the commercial units directly or indirectly affected by the event, but the commercial units

concerned are also obliged to adapt to the needs of the organizers during the event (temporary cover, periodic change of sales point).

The Operator shall carry out the legal, technical, acoustic, light and other professional conditions of internal events in compliance with the applicable rules. The Operator shall notify the relevant commercial units at least one week in advance of the date and location of the internal events.

The tenants may also initiate the holding of internal events if they have the necessary basic conditions for holding the event, and if commercially substantiated, not violating technical and ethical, moral standards, the event in question can be integrated into the image of the Shopping Center.

b) Promotions in the common area

The Operator is entitled to lease the common area for promotional purposes with the aim of strengthening the commercial comfort and generating events that increase the commercial value of the Shopping Center. All preparations, dates and locations related to the events, the order of acceptance and delivery, the order of protection are allowed only according to the written conditions issued by the Operator. The Operator takes responsibility only for its own events.

c) Private events:

If the tenant of a shop wishes to hold a private event, he may organize such an event only in its own territory and shall notify the Operator (at least 15 days before the planned date of the event) about:

- the location, subject, start and end date of the event
- the number of expected visitors
- all relevant circumstances relating to the event

The event requires the prior written permission of the Operator.

All costs incurred by the authorized private event (as well as any compensation and damages) shall be borne by the organizer of the event. The Operator has the right to stop the private event if it disturbs the surrounding shops loud or otherwise, if it violates public taste, announcement in advance or otherwise interferes with the operation of the Shopping Center.

6.3. Showcase arrangement:

The showcase of all stores is part of the unified Shopping Center image. The showcase — apart from the wild, offensive or extreme appearance — should freely reflect the feeling the business wants to convey, the compositions that stimulate shopping, and the attention of the target audience it wants to reach. All shops are obliged to keep the surfaces visible by customers clean and present products in the showcases that can be purchased at the store. Advertisement on the glass surfaces facing the common area are preferably to be replaced or refreshed, if possible during the commercially special periods / seasonal changes, promotions, Christmas /. Even the turnover of permanent stock stores can be positively affected by the rearrangement of stocks. It is forbidden to cause a public scandal or to transmit devices and messages prohibited under the Advertising Act. It is forbidden to create political and religious mood and any appearance contrary to the general commercial role of the Shopping Center. The showcase planning works shall be carried out by the tenants outside the opening hours of the rental property, unless it is possible to achieve an aesthetic covering during opening hours.

6.4. Advertising activities:

In order to ensure the uniform marketing presentation of the Shopping Center, the advertising activity is supervised and managed by the Operator. The advertising activity of each tenant in relation to their store in the Shopping Center can only cover the advertising of the products and services provided by their shop in the Shopping Center. Advertising competing shopping malls and other tenants' shops within the

Shopping Center is prohibited! In the Shopping Center, tenants can only engage in advertising in the area of their business and only in compliance with the aforementioned rules. In addition, tenants can only carry out advertising activities on the territory of the Shopping Center with the permission of the Operator.

Tenants are obliged to participate in actions aimed at increasing the traffic of the Shopping Center by the Operator, placing the related advertisements in the commercial premises, in the showcase or on the inner side of the glass portal (e.g. uniform posters announcing coupon promotions, stickers redeeming a purchase voucher, prize coupons, etc.) and block readers given by the Operator in connection with loyalty promotions and other promotions.

6.5. Banners:

The following regulations regulate issues related to advertising to be designed and equipped by tenants. The written consent of the Operator is required for the appearance of the facade image of the shops, the installation of advertising boards and the alteration of the existing advertising boards. After the Operator's approval Tenants are entitled to place the advertisement on the inner side of the glass portal. The facade design of the shops must comply with the provisions of the Tenant Manual.

In the Shopping Center, advertising media can be placed in common areas or on the external surfaces of the Shopping Center building and in the places designed for this purpose, on the basis of an individual contract concluded with the Owner.

Advertising media (signs, signboards, posters, scaffolding, etc.) placed in the absence of consent - if the placing person does not remove it within the deadline specified in the notice - shall be removed by the Operator at the expense of the placing person. The Operator shall keep the advertising media removed in this way for a maximum of three days, after which it is entitled to dispose of it.

Advertising leaflets can be placed in the common areas of the Shopping Center on the basis of a contract concluded with the Owner only, in places suitable and designed for this purpose (e.g. information desk or posters).

6.5.1. In-store advertising signs

Advertisements for tenants in the Shopping Center are subject to the visual requirements of the Tenant Manual. The advertising text, the content of the message and the manner in which it appears must match the goods offered by the store, the promotional message and the commercial level of the Shopping Center. Advertising subtitles must not be ambiguous, pejorative, indicate political or religious affiliation. Manual subtitles are prohibited. Messages should not indicate the tenant's intention to leave. An exception to this is consumer protection information. In this case, the text of the notice must also be agreed in advance in writing with the Operator. "Outlet", "end-sale" inscriptions are not permitted.

Captions may not contain any subjective opinions or statements. The information, prices and quality appearances in the showcase must be correct and verifiable. For the application of any individual solution with a size of more than 1 m², the Operator must obtain prior authorization.

Inscriptions must not vibrate, flicker, or create a visual effect that may disturb adjacent stores or visitors to the Shopping Center. Illuminated advertising inscriptions placed on the outer wall of the shop shall only be accessible to the buyers if their insulation cannot be freely broken and are accompanied by documents complying with safety standards.

6.5.2. Out-of-store advertising signs

- a) Showcase advertisements: On the glazed surfaces of the portal there are inscriptions and company emblems in accordance with the "Tenant Manual".

- b) Free-lighting equipment: They can be placed behind the portal. With the special permission of the Operator, the illuminated advertising may also form an integral part of the design of the metal frame of the canopy or entrance. Where lighting is used in conjunction with other graphic elements, they shall always be placed on a baseplate (without background).
- c) Information of public interest: Inventory, labor recruitment, temporary closure, technical reasons and any information that assists the buyer or the Operator may be written out in a printed form and aesthetically pleasing manner.
- d) Facade glass portals: If the store has a glass surface delimiting the public space, the tenant is obliged to comply with all the requirements of the Policy and the Tenant's Manual, which regulate the use of such glass portals, in order to preserve the current quality and uniform image of the Shopping Center. Before designing the interior of such a glass portal for the first time, it is necessary to consult in detail with the designated representative of the Operator, who checks and approves the design if it complies with the accepted technical and visual technical rules. Cleaning, internal illumination and maintenance of the internal areas and surfaces of the portal, and rearranging and renewing the relevant trading periods (but at least quarterly) is the responsibility of the tenant. Following the acceptance of the first design by the Operator, the tenant is obliged to present to the Operator a visual drawing of the planned modification before each conversion, and it is only entitled and obliged to implement it with the written approval of the Operator.

7. DELIVERY OF GOODS

The Tenants acknowledge that the common or public areas of the Shopping Center may not be used for storage of goods, packaging, tools or waste, except for places designated for this purpose. The Operator or its agent shall have the right to move things incorrectly stored and to transport them at the expense and risk of that tenant, and to arrange for storage at the expense and risk of the tenant.

The designated common area (loading ramps) may be used for freight transport or replenishment. Loading and freight traffic in the loading area are monitored by the security service. Tenants may only deliver goods from the rental property with express prior written permission, except for inherently perishable goods.

The freight routes are marked on the floor plan published by the Operator, which can be viewed in the Operator's office.

To replenish the shops with goods, tenants are obliged to use the routes indicated by the Operator. Goods and equipment may only be transported with a rubber wheeled handcart. Shops can be replenished at any time by tenants with their own loading doors, while shops without their own loading doors can be carried out outside their opening hours. The Operator is entitled to change the routes for replenishment of goods.

Tenants shall send their loading requests to arubeszallitas@eteleplaza.hu email address *at least 2 working days in advance, and in the case of Monday deliveries, no later than by noon on the last working day of the preceding week.* Further appointments for requests are managed from 8:30 a.m. on Monday.

The following information must be sent by e-mail related to the delivery:

- Tenant name: [•]
- Retail number: [•]
- License plate number: [•]
- Truck size: [•]
- Loading interval: [•]
- Loading yard number: [•]
- Type of loaded goods: [•]

8. SECURITY OF THE SHOPPING CENTER

8.1. Security and safety

Security Service: Pursuant to a separate contract concluded by the Owner or the Operator, the security protection of the Shopping Center is carried out by a contractor with expertise appropriate to the size of the task (hereinafter: security service).

The Security Service has the right to enforce the Policy and to prepare documentation on the breach, on the basis of which the operation is entitled to impose sanctions.

During opening hours: With their presence and activity in common areas, the security guards contribute to ensuring the conditions necessary for the quiet operation of the Shopping Center, facilitate the smooth shopping and entertainment of visitors and customers. If the shops ask security guards for security reasons during the opening hours, they are obliged to cooperate with the tenant of the shop, provide assistance, but the tenants of the shops are responsible for the assets in their store.

Outside opening hours: Security guards are obliged to prevent unlawful acts and incidents across the common areas, and in case of their occurrence, to take immediate action and inform the competent persons.

8.2. Exceptional events:

Notification obligation: During the day-to-day operation (commercial activity), the tenant or employee of each shop must immediately report to the nearest security guard if an abandoned object (e.g. parcel) is detected in the shop or in any common area.

Required contact notification: The tenants of each shop are obliged to notify the Operator in writing who in case of an exceptional event (fire, burglary, water pipe break-in, etc.) the Operator (or its agent) is obliged to notify. The tenants shall notify the Operator of any changes in the data. In the event of failure to provide information or to report changes, the Operator shall not be liable for any additional damage resulting therefrom. The Operator is obliged to inform the dispatcher of the Shopping Center's security service about the person designated by the tenant and the contact details of the contact details.

Individual security protection: When concluding their property insurance, the tenants are obliged to take into account that the security service of the Shopping Center does not provide individual protection of the shops. If a tenant wishes to implement individual security protection of his business, the practical activities of such a service shall be consistent with the activities of the Shopping Center security services.

It is the duty of the Security Service of the Shopping Center to enforce the provisions of the Policy and to call on the violators of the rules to immediately terminate the prohibited activity or behavior, and in the event of an unsuccessful call, to remove such persons from the Shopping Center.

8.3. Fire Alert Plan

All tenants whose commercial premises are compulsorily required by law must have their own fire alarm plan in accordance with the Fire Alert Plan of the Shopping Center, a copy of which must be handed over to the Operator prior to the opening of the rental property. In case of failure to handover, the Operator prompts the tenant of the shop in writing to fulfill the obligation to surrender, and if the shop fails to perform despite the request, the Operator may impose a penalty of 30 EUR per m² /day against the tenant of the shop.

The Tenant Excerpt of the Fire Safety Regulations of the Shopping Center is made available to the tenants by the Operator.

8.4. Evacuation Plan in the event of a threat

The Operator has a detailed evacuation plan with effect throughout the Shopping Center, in the event that due to a threat of public danger, partial or complete evacuation of the facility is necessary for the protection of persons and property.

The Evacuation Plan of the Shopping Center is guarded by the Operator, and only the managers responsible for the safety of the facility are entitled and obliged to know its full contents. *The Tenant Excerpt of the Fire Safety Regulations*, which contains the necessary and sufficient information for the efficient evacuation of the stores, are provided by the Operator to all tenants. The tenants are obliged to get acquainted with *The Tenant Excerpt of the Fire Safety Regulations* and to familiarize the employees of the shop and keep a copy of it in the shop at all times.

Tenants who, due to the nature of their activities or the force of mandatory legislation, or in view of their own internal regulations, are required to prepare their own evacuation plan must agree in advance with the Operator's safety manager to ensure consistency between the central and individual evacuation plans and provide a copy to the Operator's security manager. The Operator is entitled to require the preparation of its own evacuation plan from any business where the nature of the profile practiced in the store and/or the size of the shop and the size of the staff make it particularly justified.

8.5. Key Management and Recording Policy

In order to enhance the security of the Shopping Center, the Operator has prepared a Key Management and Recording Policy, in which it is regulated in detail which persons are entitled to use the keys of the various functions of the entrances of the Shopping Center and under what conditions. The Operator is obliged to hand over the Policy to all tenants.

According to the regulations, all shops are obliged to submit a so-called fire key to the Operator of the Shopping Center and must indicate in writing the persons authorized to pick up the fire key. The rules set out in detail the requirements for the use of fire keys submitted and registered. Fire keys for storage rooms belonging to the shops are placed in a separate sealed, camera monitored fire key cartridge. Fire keys can be checked annually by the security service in consultation with the tenant. The fire key issue shall be kept by the security service in the key register log. The fire key can only be issued to persons entitled to pick up.

In the event of failure to submit a fire key, any damage due to the absence of a fire key will be borne by the tenant of the store that failed to deliver the fire key. In case of non-delivery, the Operator shall notify the lessee of the business in writing to fulfill the obligation.

9. Technical Regulation

9.1. Construction

9.1.1. Shop design

In order to establish a new shop, tenants must request written consent from the Operator. Conditions for the issue of the license:

Design documentation (architect; heating-cooling; ventilation; water-sewage; smoke detectors; sprinkler) approved by the Owner, which corresponds to

- the current Hungarian standards
- the Shopping Center's Tenant Manual
- the high level technical and aesthetic requirements of the Shopping Center.

Any execution shall be carried out only in possession of a valid work permit, which shall be requested by the shop owner or user at least 2 working days or 10 working days before the start of

work in the case of a fire alarm and fire network conversion. *The work permit must be obtained through the CRM system, and the permit related to hazardous work involving fire must be acquired in writing, in consultation with the tenant coordinator.* In case the emptying of the sprinkler network is required during the works, a fee shall be paid to the Operator in the amount specified in the work permit.

During the construction, the person acting on behalf of the Operator is entitled to check work performance both from the point of view of safety and technical inspectors. The new retail space can only start operation on the basis of the prior permission of the Operator.

9.1.2. Shop conversion and expansion

The Operator also has the authority to authorize building, facade appearance (portal) and interior architectural changes and other alterations, therefore the procedure is the same as in Section 9.1.1 9.1.1.

9.1.3. Shop handover

The handover or return of the premises must be held by the tenant of the shop in the presence of the Operator within the framework of a handover and acceptance procedure. During the procedure, the parties shall record in the rental inventory the size, capacity, load capacity, type, condition and quantity of installed equipment. A handover-acceptance protocol is taken on the handover-acceptance of the shop, which the person acting on behalf of the Operator is obliged to fill in the presence of the transferor/receiver, have him sign and give him a copy.

Prior to the completion of any shop conversion, the Tenant is obliged to report it to the Operator 48 hours in advance, which checks and issues the permission to open it.

List of technical documents to be kept in business premises:

- Implementation plan
- Contractor's declarations (architect, engineer, electrical specialist)
- Measurement protocols (electrical protection, air engineering adjustment)

9.2. Operation

9.2.1. Technical operation

The Operator performs the following tasks related to the technical operation of the Shopping Center:

- a) operation and maintenance of the building services system of common areas, such as central supply of water, sewerage, electricity, central cooling and heating equipment, operation of the ventilation system, including the extraction of greasy air from the Food Court, which does not include the connection to each of the operation and maintenance of its measured or unmeasured individual equipment and consumers,
- b) operation and maintenance of central electrical installations, lightning rod, transformer substations, distributors and subdistributors, switching equipment,
- c) provision and operation of central security equipment (fire alarm, security lighting, fire extinguishing network, camera system),
- d) studio and sound system, closed-circuit radio network,
- e) maintenance of common parts of the building both inside and outside,
- f) the operation of central waste storage and collection vessels, the organization of waste disposal,
- g) operation and maintenance of common area escalators and lifts,
- h) the operation, maintenance of horticultural equipment related to the common areas and the immediate surroundings of the building, and

- i) operation of parking lots.

For the activities related to the operation of the technical equipment of the Shopping Center, the Operator uses, on the one hand, self-employed maintenance staff with appropriate expertise and, on the other hand, subcontractors with appropriate references on the basis of a separate contract. Persons working under such a contract shall carry out their duties under the relevant contracts and the Policy.

9.2.2. Shops

The Operator is obliged only to the limiting wall of the store by the tasks specified 9.2.1, since the utility connection points and the limiting structure necessary for the establishment of the retail space are provided by the Owner up to that point. The construction and maintenance of individual equipment, consumers of the retail space is the task of the tenant of the premises. The quality and frequency of the performance of these tasks are set out in the relevant Hungarian standards and general safety rules.

The tenants are obliged to carry out periodic maintenance, inspection and check of equipment, replacement of parts, refurbishment of equipment, and finally replace them after reaching the time and extent of their safe use. Due to the everyday operation and extreme use of the Shopping Center, for all mechanical and electrical equipment, the use of which exceeds the presumed average stress by the manufacturers, the Operator may, for safety reasons, order a more frequent inspection than required and maintenance, which tenants are obliged to carry out.

Internal temperatures for shops:

- *in winter: minimum 20°C (in case of -13°C outdoor temperature)*
- *in summer: maximum 26°C (in case of +32°C outdoor temperature), with -6°C (±2°C) outdoor temperature monitoring*

The tenants of the premises acknowledge that they are liable to damage caused by failure to perform their operational and maintenance obligations, whether within the premises or in the central system.

Based on the above, the Operator has the right to control and, if necessary, to sanction the activities for improper use.

The inspection shall include in particular:

- the use of sewerage systems,
- the upkeeping and regular maintenance of air handlers,
- regular cleaning of the portal,
- to keep the hood umbrellas clean,
- maintenance of the electrical system,
- to carry out the prescribed shock protection tests,
- to carry out standardization reviews on fire safety,
- in catering shops: for the installation and regular cleaning of filters for black sinks by the tenant,
- the professionalism and regularity of the transport of hazardous waste.

The tenants must retain the documentation demonstrating the timely and professional performance of the above tasks and present it to the Operator on request.

These checks may include a review of the status of the above systems and an examination of their contractual coverage.

9.2.3. Energy management regulations

The operating cost does not include the energy charge for water, sewerage, electricity, cooling and heating consumed by the tenant of the retail premises. The tenant acknowledges that the Operator will install separate meters to measure the individual consumption of the premises, the cost of installation and operation of which is borne by the user, or the tenant will pay a flat rate on the basis of an individual agreement.

The tenant acknowledges that without the knowledge and written consent of the Operator, it is forbidden to modify or replace the limits of retail space consumption or load.

On the basis of measured or calculated data, the Operator will impose fines on the infringers of this regulation.

10. WORKS

- 10.1. All working activities in the area and surroundings of the Shopping Center require the prior written permission of the tenant of the relevant shop and the Operator. A copy of the permit shall be kept at the place of work. The application form is available on the CRM system and the Operator.
- 10.2. Permission must be requested *through the CRM system* 2 working days (10 working days for fire alarm and fire extinguishing system works) before starting work.
- 10.3. In case of night work (between 22.00 and 06.00 hours), the permit must be obtained at least 72 hours in advance and, if necessary, a watchkeeping presence must be requested from the Operator. If night work entails additional costs in addition to the usual security charge for a particular area of the Shopping Center (e.g.: an entrance must be left open, the total number of employees exceeds 5), the person claiming night work is obliged to pay in advance Operator in the amount specified by the Operator.
- 10.4. Failure to comply with the notification deadlines, in addition to the subsequent payment of fees, also entail operator fines.
- 10.5. Sprinkler, smoke and fire detector change without consultation is strictly prohibited, entails fines and possible closure. A special permit is required for carrying out flammable work. If emptying of the sprinkler network is necessary, a fee shall be paid to the Operator prior to emptying, if the emptying takes place for reasons attributable to the user. In this case, the application must also be submitted 10 days before the planned work.
- 10.6. The contractor shall be liable for any damages caused, intentionally or negligently, in the course of the work, in common areas or equipment, or in other business not involved in the work.
- 10.7. The permit entitles the listed workers only to stay in the business premises or premises where the work is carried out at the dates indicated and the shortest route to the site from the entrance to the parking lot indicated on the permit, as well as the use of a restroom designated for the time of night work.
- 10.8. When determining the date of work, the following shall be taken into account:
 - a) Work on common areas cannot be continued during the opening hours of the Shopping Center. During this time, only work can be carried out within the premises that does not entail noise, dust, dirt, odors, other disturbing factors that disturb visitors, neighboring shops. It is not permitted to carry any large or quantity of goods or equipment during the opening hours in common areas, only in the rear service corridors.
 - b) Loud and odorous work (drilling, flexing, grinding, hammering, chiseling, etc.) is only allowed between 10 p.m. and 7 a.m.
- 10.9. During the period of work, the shop - for effective protection against noise and dust, as well as for aesthetic reasons - should always be covered with plasterboard in such a way that it is not possible to see

the working surface. The Operator approves the construction of the plasterboard wall with separate prior written confirmation by passing the appropriate contractor's technical description. If the cover is not suitable, the Operator is entitled to request immediate replacement or replace the cover at the cost of the shop. The cost of building a wall from plasterboard will be borne by the tenant of the shop. In case of moving in and out, the cost of covering is also borne by the tenant of the shop. The tenant is obliged to provide the plasterboard cover with an aesthetic inscription indicating the shop and the expected opening date according to the appearance agreed with the Operator.

- 10.10. At the entrance of the shop, the tenant is obliged to show aesthetically, in Hungarian and English, the reasons for which the shop will be closed and when it is expected to open, and in the case of a new shop, the name and type of store that will be opened.
- 10.11. During and after completion of the work, the worker or the tenant of the shop is obliged to take care of the cleaning, in particular the common areas and corridors. *If the use of own container is required, it may only be placed in the loading yards, and the permit for this must be requested through the CRM system. The placement of the container is only allowed at the location and for the duration approved by the Operator, with the prior payment of a daily fee and a deposit.* The Operator shall have the container placed without permission or with expired permission transported at the expense of the loader. The placer shall ensure regular emptying of the container. In case of failure to clean up, the Operator shall arrange for the cleaning to be carried out at the expense of the tenant of the shop holding the construction/conversion permit.
- 10.12. The Operator's staff and members of the security service have the right to check compliance with the permitted conditions of work (place of work, duration, employees, supplied machinery, materials, transport and movement routes, etc.) at any time, and the members of the security service are entitled to check for violation of any of them suspend work with immediate effect, if appropriate, turn off the power supply. The Operator is entitled to charge a procedural fee for the offence of the employee or for the intervention required by his negligence. The amount of this may sometimes be up to EUR 30 per m², from which the Operator is entitled to deviate in exceptional cases.
- 10.13. *Tenants acknowledge that they are liable for any damages caused by individuals (including, but not limited to, suppliers, subcontractors, or employees) entering the Shopping Center or driving in on their behalf. The tenant who commissioned or benefited from the actions of the party causing the damage will bear the responsibility for such damages.*

11. CLEANING OF THE SHOPPING CENTER, WASTE MANAGEMENT

11.1. Obligations of the Operator:

- a) The Operator is obliged to ensure the cleanliness of the building, common areas, parking and road network in accordance with the weather conditions and the operation and reputation of the Shopping Center. To do this, the Owner or the Operator uses the work of the subcontractor.
- b) The Operator is obliged to provide the tenants with all the technical and hygienic conditions that enable the tenants to carry out the cleaning and waste management tasks required by the applicable public health legislation, *excluding the possibility of bin washing.* The *waste management* subcontractor manages the containers in which the Shopping Center's waste is placed, and the *waste management* subcontractor also takes care of the regular delivery and disinfection.
- c) The Operator's duty is to enforce the cleaning and waste management regulations and to impose fines against those who violate the regulations in accordance with the Policy.

- d) The subcontractor contracted by the Operator will provide services during the opening hours of the Shopping Center, if necessary, in particular cleaning of passages, emptying rubbish bins, regular cleaning of common toilets, cleaning of entrances and escalators / lifts, loading corridors, etc., being basic conditions for the smooth operation of the business, commercial activity and visitor traffic. The subcontractor cleans the common areas of the Shopping Center outside the opening hours.
- e) The Operator, through the entrusted cleaning service, pays special attention to the territory of the Food Court, where due to constant consumption, the emptying, replacement of trays, cleaning of trays, etc. takes place in a continuous working order.

11.2. Duties of tenants

- a) The tenants are obliged to keep the area and the external portal surface of the rental property impeccably clean. Cleaning works must be carried out outside the opening hours of the rental property and must not interfere with the commercial activity and/or the calm of the visitors.
- b) The catering shops are obliged to clean the area of the authorized displacement during the opening hours and to clean it outside the opening hours.
- c) In catering and food trade shops, special care should be taken to those public health standards which provide for the free storage and preservation of served and stored food and beverages.
- d) Only tools, objects and materials necessary for proper operation shall be taken into the shops.
- e) Delivery of goods shall be carried out in such a way as to exclude contamination of the route of delivery. In the event of contamination, the tenant causing it must immediately clean it up.
- f) Efforts should be made to deliver only properly prepared raw materials to the shops. If this cannot be ensured, only the amount of unprepared food can be delivered to the store, the preparation of which can be provided immediately after delivery. Long-term open storage of unprepared foods is prohibited.
- g) Equipment, objects and materials not required for the daily operation of catering and commercial activities (e.g. food not corresponding to daily consumption, disposable supplies for serving, personal items, various documentation, etc.) may only be stored in a closed manner.
- h) After daily closure, only food that can be stored indoors in a manner inaccessible to pests may be stored in shops. Food waste after daily closure can not be stored in the shop in any way. It is forbidden to pour food residues or other liquefied waste into garbage containers without separate packaging.
- i) Special attention should be paid to cleaning activities to prevent the growth of insects and rodents. Cleaning activities shall be carried out in the range and frequency specified in the enclosed cleaning order, and periodical cleanings shall be documented in a form.
- j) It is forbidden to store goods, waste and packaging in the loading corridors. Collected waste in waste containers placed in filling corridors should only be placed in trash/waste bags.
- k) The shop or subcontractor is responsible for the removal of all contaminants related to the alteration, renovation and technical maintenance of the shops. During this kind of work, no dirt, waste should be released into the common area. It is forbidden to pour any solid waste, debris into a drain, toilet. In the event of a violation of the above, the security service will document (take a photo and record) the breach and will prompt the employees to restore the correct condition. If the contractor fails to comply with the request, the Operator shall have the necessary cleaning or

restoration carried out, and the invoiced costs shall be borne by the person to whom the work permit was issued prior to the relevant works.

11.3. Penalty for infringements of the Cleaning and waste management regulations

The tenants of the Shopping Center are liable to pay the Operator a penalty for repeated violations of the waste management regulations, *which amounts to 130 EUR for a single occurrence and 500 EUR for repeated violations*. In extreme cases, the Operator may sanction the activity that threatens the physical integrity of tenants and visitors and the reputation of the Shopping Center by temporarily closing the retail space, for which the owner or tenant of the premises does not make any claims for damages may occur.

11.4. Waste management

11.4.1. Obligation of the Operator

The Shopping Center carries out selective waste collection in accordance with the regulatory regulations. The Operator shall ensure the delivery of waste collected from common areas to the collection point.

11.4.2. Duties of tenants

- a) Particular attention should be paid to the fact that during the transport of waste to collection sites, neither pieces of waste nor traces of waste can be produced or left in the filling corridors or in the common area.
- b) Each tenant is obliged to deliver the waste generated in his business to the dedicated collection facility. It is forbidden to place waste in commercial and entertainment areas, in collection containers for visitors waste, and to leave them in bags and boxes in front of the freight lift or in the loading corridor.
- c) All tenants are obliged to comply with the regulatory requirements for the handling and transport of waste. The tenants are obliged to manage the waste generated in accordance with the established selective collection regime and the applicable regulations. A copy of the rules is posted in the waste collection rooms and can be found on the CRM system.

11.5. Selective waste collection

- a) In the commercial and service units (shops) of the Shopping Center, waste generated during operation must be collected selectively and must be delivered to the central waste containers and compresses of the building outside the opening hours.
- b) At catering facilities, the cooking oil used for frying and requiring replacement must be collected in a separate container by tenants. The transport contract and delivery notes confirming the delivery must be presented to the Operator on request. It is forbidden to pour used cooking oil into a sink, floor drain, toilet, or outside the building rainwater drain.
- c) In the context of the selective collection of waste, the
 - municipal waste
 - paper
 - “pet” bottle
 - organic waste (food residues, fruits, etc.)
 - hazardous waste (dry batteries, button batteries)
 - hazardous waste of animal origin (bone, skin, etc.)
 - used cooking oil

shall be collected separately and transported to waste containers, except for hazardous waste of animal origin and used cooking oil.

- d) When transporting waste on designated routes of the Shopping Center, the prescribed public health standards must be strictly observed.
- e) Contractors carrying out periodic or occasional maintenance and refurbishment work in the Shopping Center are not allowed to place industrial waste generated during their work at waste collection sites in the area of the Shopping Center!

11.6. Use of waste transport routes and storage premises:

The tenants can use the areas of their shop for waste transport routes before or after opening hours or on demand, and the commercial areas of the Shopping Center are shared in the period set for the replenishment of goods.

11.7. The Shopping Center's insect and rodent control order:

- 11.7.1. A specialized firm performs the *general* insect and rodent control tasks of the building *quarterly*, according to the pest control code, which includes differentiated extermination technologies and extermination modifications based on location and profile distribution.
- 11.7.2. In order to maintain the cleanliness and sanitation of the Shopping Center, all tenants are obliged to solve their storage and cleaning and waste management in such a way as not to facilitate the occurrence of insects and rodents.
- 11.7.3. Detailed rules for the control of sanitary pests are laid down in the legislation on the epidemiological measures necessary to prevent communicable diseases and epidemics.
- 11.7.4. If the competent authority fines the Operator for non-compliance with the rules on insecticide and rodent control tasks, but the breach is attributable to a shop, the Operator is entitled to pass the fine on to the tenant of the guilty shop, who is obliged to reimburse the amount of the fine immediately to the Operator in the amount fixed by the authority decision annexed to his request.

11.8. In commercial premises

- 11.8.1. if additional insect and rodent control is required in the area of a shop in addition to the extermination organized by the Operator, the tenant of the shop is obliged to report it to the Operation immediately *through the CRM system, and thereafter* carry out the extermination at their own expense;
- 11.8.2. if the Operator detects that activity in a shop may or have led to the growth of insects or other pests, he shall request the tenant of the shop to comply with the above mentioned obligation without delay, *otherwise, the Operator will carry it out at the tenant's expense;*
- 11.8.3. *if the Operator deems more frequent pest control necessary than originally planned, he shall request the tenant to carry it out promptly and at their own expense.* If the request does not yield results within five days, the Operator shall ensure that all activities (clearing, cleaning, pest control) are carried out at the expense of the tenant of the relevant shop at a pre-agreed time.

11.8.4. The tenant of the shop is obliged to cooperate in carrying out the pest control (to prepare, make available the premises at the appointed date, to ensure the presence of its staff in the required number, to keep the devices used for external monitoring and extermination in their original state, to comply with the instructions prescribed by the operator and sign the certificate of completion of the extermination and keep the copy in his shop). If the tenant of any business hinders the pest control in the shop despite the above, the Operator is entitled to carry out all the tasks related to the pest control in the shop. The tenant who obstructs the pest control must bear the additional costs incurred by this reason (including the costs of further discharges that may be required in neighbouring shops).

11.8.5. If the tenant fails to comply with this obligation, the owner of the shop is obliged to pay for the additional costs, in the event of failure to comply with which the Operator is entitled to enforce it from the amount of bail paid by the tenant, and to notify the owner of the bail together with a notice in writing, and the owner is obliged to fulfill his payment obligation.

12. MAIN BREACHES OF OBLIGATIONS:

The Operator may impose a penalty of EUR 30 / m² / day for the following priority breaches (taking into account the floor area of the infringing tenant's business on which the operating cost is calculated and the gravity of the infringement):

- a) violation of the opening order
- b) violation of working order, safety and labor regulations
- c) unauthorized use of the common area or breach of the rules for authorized use
- d) violation of consumer protection rules
- e) violation of hygiene rules
- f) violation of rules on cleaning, waste management (in particular hazardous waste, grease)
- g) repeated violation of sound and noise rules
- h) blockages, sewage spillage caused by obviously negligent handling
- i) repeated violations of basic rules of conduct
- j) violation of advertising rules
- k) failure to report a private event
- l) violation of fire protection obligations (all work with fire hazards must be agreed in advance with the Operator!)
- m) violation of technological and technical requirements, including opening and closing of doors and windows
- n) unlawful use of utility services.

Tenants shall be liable for damages in the event of any of the above breaches, in addition to the obligation to pay the penalty if they have caused damage to others by their activities.

13. CONTACT DETAILS, CONTACT

	PHONE NUMBER	OPENING HOURS
OPERATIONS OFFICE	+36 70 652 0000	M-F: 08:30–17:00
GENERAL ERROR REPORT	CRM tenant portal https://etele.force.com/tenant/	
INFORMATION COUNTERS	+36 70 652 0000	M-Thu: 10:00–20:00 F-Sat: 10:00–21:00 Sun: 10:00–19:00
DISPATCHER (TECHNICAL, SECURITY)	+36 20 359 2590	M-Sun: 00:00–24:00

PARKING	Roof parking lot: +36 70 389 6316 P-1 parking lot: +36 70 389 7655	M-Sun: 05:30-22:15
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14. MISCELLENEOUS

14.1. If a provision of this Policy is invalid or becomes invalid, it does not affect the validity of the entire Policy. In such a case, the invalid provision shall be replaced by a legitimate provision which is as close as possible to the economic or other objective pursued by the invalid provision.

14.2. The specific provisions of tenants' lease are preceded by those stipulated in the Policy. If, therefore, the provisions of this Policy are different from what is written in a tenant's lease agreement, the terms of the lease shall prevail in respect of those points.

15. INTERPRETATIVE PROVISIONS

Tenants: all tenants of the Shopping Center who have entered into a contract for rental or other use with the Owner.

Shop areas: Where the Policy uses the term “shop”, it means commercial sales, service, entertainment, catering business premises and their territory, sales outlets / pavilions and outlets operating in common areas, except where the Policy makes a special distinction between commercial sales and service shops, and between catering and entertainment shops. The concept of shop areas includes the deployment, the sale of points and all areas that are organically linked to the business activity.

Commercial area means those areas of the Shopping Center outside the Food Court (restaurant area), which mostly include commercial selling and service shops.

Food Court refers to the part of the Shopping Center building which mostly includes catering and entertainment venues and therefore differs in nature from other areas of the Shopping Center.

Internal and external public areas: By public interior areas not defined above, we mean areas outside the Shop areas that are suitable for holding joint events, customer restrooms and all areas (e.g., escalators, atriums, elevators, stairs, corridors, etc.) that the visitor or the lessee and his employee and a third party acting on behalf of the lessee may come into direct contact with (eg contractor, service provider, etc.).

External public common areas shall be understood as the area surrounding Etele Plaza, roof terraces and related parts thereof.

Staff area, storage rooms, technical rooms: Staff area include staff changing rooms, toilets, service offices, rear loading (also known as service) corridors, storage rooms and all other areas which are closed or partially secluded from the public (e.g. escape corridors). Technical rooms shall mean any area closed from the public and personnel to which only technical personnel may enter. Visitors to these premises are prohibited even with escort.