

LISTING WITH CITY RETREAT

Welcome to City Retreat! We're thrilled that you're considering partnering with us to list your property as a serviced apartment. This document is designed to guide you through the entire process, outlining the simple steps to take, the standards and amenities your property should offer, and the necessary information we require. Additionally, it includes details of our service agreement we would sign between you and City Retreat, and the tenancy arrangements we utilize with tenants. Our goal is to make this journey as smooth, easy and rewarding as possible, ensuring that your property not only meets expectations but exceeds them, providing a wonderful experience for you and your guests. Thank you for choosing City Retreat. We look forward to a successful partnership.

STEP 1. APARTMENT HANDOVER REQUIREMENTS

Ensure your property meets our standards. City Retreat apartments must meet the levels that we guarantee to our clients. Corporate clients rarely view apartments before they book so it is important we can establish expectations and service levels. **See our 'Apartment Handover Requirements' on page 2.**

STEP 2. PROVIDE PHOTOS & LIST OF AMENITIES

Provide City Retreat with photos and list of amenities and let us find you candidate options to consider. Our clients will rarely view apartments before booking so accurate photos and accurate are important.

STEP 3. SIGN OUR SERVICE AGREEMENT (EXAMPLE BELOW)

Once you approve a candidate we will:

- visit the apartment to say hi.
- take a look around the apartment and pick up one set of keys.
- send you our property management agreement via Docu Sign. **See example on page 3.**

STEP 4. PROVIDE CITY RETREAT WITH INFORMATION

To ensure we have a well-maintained property with friendly happy tenants and neighbours, we require the following information:

1. House and VVE rules. By default, parties are not allowed. Smoking and pets are not allowed without prior consent. We ask all tenants to be respectful of our friendly neighbours. We ask all tenants to be conscious of energy usage and provide advise on how to do so.
2. Property user manual including how to use appliances and heating, how to collect post, how to dispose of garbage and how to connect to the internet.
3. Bank details (where you will receive the rent).
4. When was the boiler last serviced, and if you have a preferred supplier to service your boiler.
5. Do you have any preferred supplier for general maintenance (electrical, plumbing, misc. repairs/installations)

STEP 5. LEAVE THE REST TO US

There is very little more you must do now and you can leave the rest to us. You will receive the rent on time and property inspections before and after every tenant stays.

Thanks for considering working with City Retreat and please feel free to ask any questions.

PROPERTY HANDOVER REQUIREMENTS

Below you will find the full list of unit requirements before CR will onboard property(s). The unit(s) needs to contain these, for us to accept a handover and Go-Live with corporate rentals.

POWER OF CERTIFICATION

You are the owner of the property or have written permission from the owner to rent out their furnished apartment.

FULLY-FURNISHED / STATE

Your apartment is fully furnished in a way which allows tenants to move in with nothing but a suitcase and feel at home. Personal items such as clothes, shoes, photos, expensive artwork and private devices should be removed and/or put in secure storage.

IMPORTANT ITEMS

- 3 sets of keys + 1 key extra for every bedroom more than two bedrooms. Example: 2 bedrooms = 4 keys.
- No outstanding maintenance issues with all electrical connections, switches and bulbs are in working order.
- All kitchen utensils, cooking equipment and cutlery.
- 200cm x 200cm duvets (to fit our linen size) and four pillows per bed.
- Blackout curtains or blinds on all bedroom windows.
- Hairdryer, iron and iron board.
- All cleaning equipment (including vacuum/mop/bucket).
- Access to a washing machine - either in the apartment or in the same building.
- A functioning dryer; if this is not feasible, a good-quality, reasonably sized drying rack.
- A table (dining table is acceptable), a chair, and nearby socket so tenants can comfortably work in the unit.
- Deep cleaned. After handover, CR will arrange and carry out the cleaning during and after the tenants stay.

UTILITIES & INTERNET

The accommodation includes all utilities (gas, electric, water) up to a reasonable level. The accommodation offers high-speed Wi-Fi access without data limitations or additional costs.

ENTIRE APARTMENTS

Designed for temporary living of the entire unit. We do not accept subletting of rooms or sections of the apartment.

HOUSE & VVE RULES

You will provide CR (via email to bookings@cityretreat.com) with house and VVE rules. By default, we communicate the following:

- Parties, pets (without prior consent) and smoking are strictly forbidden.
- All tenants must be respectful to our friendly beloved neighbours
- All tenants must be energy conscious which includes making sure lights and the heating is switched off when not needed.

APARTMENT MANUAL

You will provide CR (via email to bookings@cityretreat.com) with

1. A property manual detailing instructions for apartment amenities, including Wi-Fi login, mailbox location, and garbage disposal guidelines. This can also include useful information about local services.
2. Bank details (where you will receive the rent)
3. When was the boiler last serviced, and if you have a preferred supplier to service your boiler
4. Do you have any preferred supplier for general maintenance (electrical, plumbing, misc. repairs/installations)

EXAMPLE PROPERTY MANAGEMENT AGREEMENT

THE PARTIES:

Owner or legally authorized to represent

Name: _____

Address: _____

E-mail address: _____

Phone number: _____

Hereinafter referred to as "**Owner**",

and

Contracted party: City Retreat B.V.

Address: Lijnbaansgracht 111-hs, 1016KT, Amsterdam, The Netherlands

E-mail address: bookings@cityretreat.com

Phone number: +31 8 50 02 42 01

KvK: 86852760

Hereinafter referred to as "**CR**",

Whereas:

- CR provides property management services;
- The Owner owns and/or has the legal authority to represent one or more properties in The Netherlands and is authorized to rent out these properties;
- The Owner wishes to rent out the Property specified in Article 1 by engaging CR as an intermediary and manager;
- The Owner and CR want to confirm the engagement of CR and the agreed terms in this Service Management Agreement (the "**Contract**").

1. THE PROPERTIES:

1.1 Address(es)

The Owner guarantees that they are entitled to rent out the following properties to third parties:

1. _____
2. _____
3. _____
4. _____
5. _____
6. _____
7. _____
8. _____
9. _____
10. _____
11. _____
12. _____

Hereinafter (together) referred to as "**Property**".

1.2 Property Management

With regards to the Property, the Owner instructs CR to carry out the Services as described in Article 2 and Article 3.

2. THE RENTAL PROCESS:

2.1 Rental Valuation:

CR will assess whether the Property qualifies as a serviced apartment for its clients. If so, CR will provide a rental valuation and estimated yearly revenue generation, based upon the property size, rooms and condition. CR will suggest on possible improvements.

2.2 Tenant Acquisition:

CR is tasked with identifying potential tenants. The Owner retains the right to approve or reject these candidates.

2.3 Tenant Approval:

Tenant approval will be sought from the Owner, who will be provided with details including rental duration, rate, employment status, and tenant profile (e.g., smoking habits, pet ownership).

2.4 Tenancy Agreement:

Upon Owner approval, CR is authorized to secure a tenancy agreement based on standard industry practices and compliant with applicable Dutch rental laws (the 'Tenancy Agreement').

2.5 Cancellation fee:

CR will collect the first month's rent as a non-refundable payment, payable to the Owner, if the Tenancy Agreement is terminated by the tenant 48 hours after entering into the Tenancy Agreement and 1 month before the Tenancy Agreement commencement date.

2.6 Rent Collection:

CR will transfer all payments to the Owner on the 1st of each calendar month.

2.7 Tenancy Agreement Termination:

Tenants may terminate the Tenancy Agreement with 1 months' notice.

3. THE MANAGEMENT SERVICES:

3.1 Rental Payment Guarantee:

CR ensures timely rental payments to the Owner, irrespective of when the tenant pays.

3.2 Tenant Obligations:

CR will inform tenants of their responsibilities under the Tenancy Agreement.

3.3 Inventory and Condition Reports:

CR will compile comprehensive reports on Property condition and inventory, including photographic evidence, to be signed and acknowledged by the tenant at the start and end of the Tenancy Agreement.

3.4 Operational Responsibilities:

CR assumes responsibility for all aspects of operating a serviced apartment.

3.5 Housekeeping Services:

CR will provide fresh linen, towels, laundry, and cleaning services both during and after tenant occupancy.

3.6 Client Assistance:

CR serves as the primary contact for tenant queries and needs.

3.7 Maintenance and Repairs:

CR covers maintenance costs up to the value of €300 per incident, for the initial inspection and repair. Additional repairs or costs will be communicated to the Owner for approval.

3.8 Emergency Repairs:

For urgent issues (e.g., leaks), CR is authorized to undertake high priority and necessary repairs at market cost to prevent and minimise further damage without prior Owner approval. These costs are at the expense of the Owner.

3.9 Property Inspections:

Regular Property inspections will be conducted by CR, with relevant findings reported to the Owner.

3.10 Safety Compliance:

CR will ensure compliance with gas safety regulations, arranging annual services at the Owner's expense.

4. THE POWER OF ATTORNEY:

4.1 Entering into Tenancy Agreement

The Owner grants an exclusive power of attorney ('volmacht' ex art 3:60 DCC) to CR to conclude a Tenancy Agreement for the Property on behalf of the Owner, under the conditions that:

- a. the Owner has approved the tenant;
- b. a Tenancy Agreement consistent with the terms of this Service Management Agreement is used.

4.2 Enforcing payments

The Owner grants an exclusive power of attorney ('volmacht' ex art 3:60 DCC) to CR to take all necessary (legal) measures to enforce payment under the Tenancy Agreement.

4.3 Maintenance and emergency repairs

The Owner grants an exclusive power of attorney ('volmacht' ex art 3:60 DCC) to CR to take carry out maintenance and emergency repairs as described under Article 3.7 and 3.8.

5. THE FEE:

5.1 No Tenant, No Fee:

CR charges no fees in the absence of a tenant.

5.2 Service Fee:

Upon tenant approval (including the rent), CR will deduct 20% of the total revenue as a service fee for tenant acquisition and management services as described in this Contract.

5.3 Guaranteed Payments:

CR ensures timely rental payments to the Owner.

5.4 Renewal/Extension:

In cases of Tenancy Agreement renewal or extension, CR's fees continue unless otherwise agreed in writing.

5.5 Payments

CR transfers the agreed rent to the Owner. CR's service fee (20% of the rent) remains at CR.

6. THE ACCURACY OF INFORMATION:

6.1 The Owner guarantees the accuracy and completeness of all information provided to CR.

7. THE TENANT REFERENCING:

7.1 Tenants will provide identification and sign the Tenancy Agreement. Corporate tenants may not require credit referencing but will undergo suitable checks.

8. THE TENANCY AGREEMENT & DEPOSIT:

8.1 If the owner approves a candidate, CR will enter into a Tenancy Agreement reflecting the agreed terms and Dutch rental law requirements.

8.2 CR will secure a deposit from tenants, adhering to Dutch law and the terms of the Tenancy Agreement, to cover damages.

9. THE OWNERS RESPONSIBILITIES:

9.1 Handover Requirements

The owner will ensure the property condition, facilities and standards are met and the relevant information has been communicated in accordance with Appendix 1.

9.1 Rental Restrictions:

The Owner guarantees that there are no restrictions on letting the Property. If applicable, the Owner received permission from the VvE and acquired all permits and other necessities to rent out the Property.

9.2 Safety Alarms:

The Owner ensures that there is a smoke and carbon monoxide detector installed.

9.3 Insurance Notification:

The Owner will inform their insurer of the Property's rental status if required to do so.

9.4 Fire Safety Compliance:

The Owner ensures all furniture meets fire safety standards.

9.5 Electrical Safety:

The Owner is responsible for the safety of electrical systems.

10. THE TERMINATION OF THE CONTRACT:

10.1 Pre-Tenancy Agreement Termination:

Both parties may terminate this Contract with immediate effect, if no Tenancy Agreement is/has been concluded between the Owner and a tenant.

10.2 Post-Tenancy Agreement Termination:

Once a tenant is approved and a Tenancy Agreement is concluded, the Contract cannot be terminated ('opzegd' or 'ontbonden'). The parties have to wait until the Tenancy Agreement has ended. If the Owner requires early termination, CR will endeavour to facilitate this, very often successfully, subject to mutual agreement with the tenant and following Dutch rules.

11. THE LIABILITY AND INDEMNIFICATION:

11.1 Limitation of Liability:

CR's liability in connection with the Contract and Tenancy Agreement is limited to direct damages and shall not exceed the total service fees received by CR in the preceding 12 months except in the case of non-rental payments from the tenant. In which case CR guarantees timely rental payments to the Owner.

11.2 Indemnification:

The Owner agrees to indemnify CR against all claims, costs, damages, and expenses arising from the Owner's breach of this agreement or any misrepresentation.

11.3 City Retreat B.V. (CR) will not be held responsible for any claims, costs, or reductions in rent resulting from the tenant's ability to invoke the point count rent control regulation (Huurprijbsbescherming). The Owner acknowledges and accepts full responsibility for ensuring compliance with all rent control laws and regulations applicable to the Property. CR's role is limited to facilitating the rental process and managing the Property under the terms of this Agreement.

12. THE DISPUTE RESOLUTION:

12.1 Governing Law:

This agreement is governed by and construed in accordance with Dutch law.

12.2 Dispute Handling:

Any disputes arising out of or in connection with this agreement shall be resolved through negotiation. If unresolved, disputes shall be submitted to the District Court of Amsterdam.

13. THE AMENDMENTS AND MODIFICATIONS:

13.1 Written Agreement Required:

Any amendments or modifications to this Contract must be made in writing and signed by both parties.

14. THE ENTIRE AGREEMENT:

14.1 This Contract constitutes the entire agreement between CR and the Owner regarding the subject matter herein and supersedes all prior agreements, understandings, negotiations, and discussions, whether oral or written.

SIGNATURES

This Contract is executed by the undersigned parties as of the date last written below.

Signed by the Owner: _____

Date: _____

Signed by CR: _____

Date: _____