

General Terms & Conditions Igluu

CONTENTS

- I. General Terms and Conditions (GT&C)
- II. Supplementary GT&C with respect to OneSpace
- III. Supplementary GT&C with respect to DaySpace
- IV. Supplementary GT&C with respect to Foothold
- V. Supplementary GT&C with respect to TouchSpace
- VI. Supplementary GT&C with respect to EventSpace
- VII. Supplementary GT&C with respect to Telephony Service

I. General Terms and Conditions

Article 1. Definitions
In these terms and conditions, the following definitions apply:
Igluu b.v. trading under the name of Igluu: the party performing the services

The Member: the Other Party.

Article 2. Validity of these terms and conditions

The terms and conditions apply to every offer, agreement, supply and service to be performed by Igluu, made or entered into with third parties (the Member), to the extent that these terms and conditions have not been deviated from explicitly and in writing by the parties. The application of the Member's general terms and conditions or those of any other third party is explicitly excluded.

Article 3. Quotations

1. All of Igluu's quotations are without obligation, unless explicitly agreed otherwise.
2. Igluu's quotations are valid for 30 days, unless stated otherwise. Igluu will only be bound by the quotations if acceptance thereof is confirmed by the Member in writing within 30 days. The prices in the stated quotations are exclusive of VAT, unless stated otherwise.

Article 4. Agreements

1. Agreements will exclusively be formed by means of a mutual written order confirmation.
2. By signing and/or accepting the agreement, the Member and/or its responsible representative declare(s) to agree to these terms and conditions.
3. The person who enters into an agreement on behalf of or for the benefit of the Member will be jointly and severally liable for all obligations arising from the agreement.
4. Igluu will have the right to have work performed by third parties.
5. The Member will arrange that all data with respect to which Igluu indicates that they are necessary, or with respect to which the Member should reasonably understand that they are necessary for the performance of the agreement, are provided to Igluu in good time. If any data required for the performance of the agreement have not been provided to Igluu in good time, Igluu will be entitled to suspend

performance of the agreement and/or to charge the additional costs ensuing from the delay to the Member at Igluu's usual rates.

6. Igluu will not be liable for damage or loss, of any nature whatsoever, caused by the incorrect and/or incomplete data provided by the Member.

7. The Member will not be allowed to act on behalf or on the instructions of third parties.

8. Igluu may check a registration with CrimiMail for example. CrimiMail is an international database containing data on doubtful hirers, stolen goods, vessels and vehicles. More detailed information on this database can be found on the website www.crimimail.com.

Article 5. Amendment to the agreement

1. Amendments or additions to agreements will only be binding if they have been confirmed by Igluu in writing.

2. If during the performance of the agreement it becomes apparent that a proper performance requires a change or addition to the work to be performed, the parties will amend the agreement in good time and by consultation.

Article 6. Termination of the agreement

Igluu will be entitled to terminate the agreement with immediate effect without any notice of default or judicial intervention, and/or the total of all amounts owed by the Member for the entire period of letting and all additional costs, without prejudice to Igluu's right to demand additional compensation, will be due and payable immediately if any of the following situations occurs:

- a. After concluding the agreement, Igluu learns of circumstances that give Igluu good reason to fear that the Member cannot fulfil their obligations;
- b. The payment term set by Igluu is exceeded;
- c. The Member has gone bankrupt or has applied for a suspension of payments;
- d. The Member's property or receivables are attached;
- e. The Member (in the case of a company) is dissolved or wound up;
- f. The Member (in the case of a natural person) is placed under guardianship or dies.

Article 7. Payment

1. Non-recurring costs as well as a deposit will be charged for the registration, the provision of the access pass and any locker keys or other keys. The deposit will be repaid after termination of the Igluu agreement and once the pass and locker keys or other keys have been returned.

2. Unless otherwise agreed in writing, the payment conditions included in this article will apply after receipt of the signed order confirmation.

3. Igluu will debit the subscription amount on a monthly basis, by means of a direct debit mandate, in advance (for chosen elements) and any additional costs in arrears (among

General Terms & Conditions Igluu

other things bookings in excess of or not included in the subscription) to the Member's account.

4. The Member must ensure that there is a sufficient balance in the account in order to pay the invoices. The Member will immediately be in default if this requirement is not complied with.

5. A sum of 15 euros (ex VAT) in administrative costs will be charged for every direct debit collection that cannot be performed.

6. From the time of default, the Member will owe interest of 2% a month on the invoice amount, unless the statutory interest is higher, in which case the statutory interest applies.

7. Payments made by the Member will always first be used to pay all outstanding interest and costs and secondly to pay invoices due and payable which have been outstanding for the longest period of time, even if the Member states that the payment concerns another debt.

8. All collection costs, both judicial and extrajudicial, will be payable by the Member, in which respect the extrajudicial collection costs will be set at a minimum of 15% of the principal with a minimum of 70 euros.

9. Payment will be made without any discounts or setoff. The Member will not be entitled to suspend payment in the event that the Member has a claim against Igluu or alleges to have a claim against Igluu.

10. All invoicing periods run until the last day of the calendar month. The last period runs until the end of the month in which the agreement would end. The agreement fee will be calculated on a daily basis in the event of a subscription period of less than one month.

11. Igluu will prepare one invoice for the agreement and the term of the agreement. A separate invoice will be prepared for each invoicing period with respect to any additional costs.

12. Cancelled or expired agreements have no residual value.

13. Each year in December Igluu sets the rates for the new year. The new rates will apply automatically to all current orders. The old rates will cease to apply in that case.

Article 8. The Member's obligations

1. The Member is deemed to be present at the time agreed on with Igluu at the location agreed on with Igluu. If this obligation is not satisfied Igluu will in no event be obliged to refund and/or cancel the booked hours/half-days.

2. The Member will be obliged to follow the directions given by Igluu or by any third parties engaged by Igluu to promote a proper performance of the agreement, and will be liable for damage or loss caused by any unauthorised behaviour, to be assessed according to Igluu's standard.

3. In accordance with Article 6, Igluu may terminate the agreement with a Member that causes or may cause such nuisance or trouble that it seriously interferes with or may seriously interfere with a proper performance of the

agreement with the Member or other members. All costs resulting from this will be payable by the Member. This will in any event be the case if the Member does not comply with the house rules of Igluu.

4. Indoor smoking is not allowed.

5. Bringing pets is not allowed.

6. Bringing visitors, such as family members, is not allowed, unless this satisfies the conditions belonging to the use of the workplace and/or meeting room.

7. The Member will be prohibited from using Igluu's name or trade name for business purposes or negatively without Igluu's express consent.

8. The Member will not be allowed to employ the employees of Igluu or to otherwise have them work for the Member, unless the Member has obtained express, mutual and written consent. If the Member does not comply with this, the Member will owe Igluu an immediately due and payable penalty of 100,000 euros.

9. Igluu will be allowed to use Igluu's visual material (of events for example) in which the Member is featured without the Member's prior consent.

Article 9. Opening hours

In principle, Igluu is open from Monday to Friday between 7 a.m. and 10 p.m. Igluu is closed at the weekend and on public holidays. The exact times will be stated in the agreement or are available from Igluu. In some cases, it will be possible to deviate from these times after consultation with Igluu and on payment of an additional charge yet to be determined.

Article 10. Loss of access pass

If an access pass, locker keys or other keys are lost or stolen, a new pass, locker keys or other keys will be issued at Igluu's discretion. The costs thereof will be payable by the Member.

Article 11. Cancellations

Once a booking has been made, the following applies to a cancellation of that booking: a. Upon cancellation more than three months prior to the booking date, the Member will not be obliged to pay any compensation; b. Upon cancellation more than two months prior to the booking date, the Member will be obliged to pay 15% of the booking value; c. Upon cancellation more than one month prior to the booking date, the Member will be obliged to pay 35% of the booking value; d. Upon cancellation more than fourteen days prior to the booking date, the Member will be obliged to pay 60% of the booking value; e. Upon cancellation more than seven days prior to the booking date, the Member will be obliged to pay 85% of the booking value; f. Upon cancellation 7 days or less prior to the booking date, the Member will be obliged to pay 100% of the booking value.

Article 12. Complaints

General Terms & Conditions Igluu

1. The Member must report any complaints about services provided to Igluu within five days in writing.
2. To the extent that the nature of the complaint allows it, Igluu will handle the complaint within five days.
3. The lodging of complaints does not release the Member from the agreed payment obligations.
4. The Member may no longer rely upon a defect in the performance if the Member fails to submit a complaint to Igluu in writing within five days of having discovered the defect or after the Member ought in all reasonableness have discovered the defect.

Article 13. Igluu's liability

1. Igluu will be liable for damage or loss suffered by the Member and that is the direct and exclusive result of a failure that is attributable to Igluu. However, only the damage or loss against which Igluu has taken out insurance will qualify for compensation. Igluu will never be liable for consequential damage or loss. This means that the following, among other things, does not qualify for compensation:
 - a. Trading loss, including business interruption loss, lost profit, loss of turnover or reduced goodwill in the Member's business or profession;
 - b. Damage to property in the care, custody or control of, but not owned by the insured. Damage to property in the care, custody or control of, but not owned by the insured is understood to include damage caused by or during the performance of the work to items worked on or items in the vicinity of the work location;
 - c. Damage caused by intent or deliberate recklessness on the part of auxiliary persons;
 - d. Damage caused by theft or loss.
2. Igluu's liability pursuant to the agreement with the Member will be limited to such a sum that, according to the standards of reasonableness and fairness, is in proportion to the agreed price. This sum will never exceed the amount of the invoice of the part of the agreement in question.
3. Any liability on Igluu's part will be limited to the sum paid out by Igluu's insurance company.
4. If the insurance company in a specific case does not pay out, or if the damage or loss is not covered by the insurance policy, Igluu will not be liable for any damage or loss.
5. Igluu cannot be held liable for damage or loss caused by actions or omissions contrary to the instructions given by Igluu or its employees and/or by errors for which the Member can be blamed.
6. Igluu will not accept any liability for damage or loss for which compensation can be claimed under another insurance policy.

Article 14. Provision of personal data to third parties

1. Igluu will not provide the personal data of Members or users to third parties, unless one of the exceptions referred to in Article 15.2 applies.
2. Igluu will be allowed to provide the personal data to a third party:
 - a. if the Member or user has given express consent for this;
 - b. in the context of a statutory provision or legal proceedings;
 - c. to protect the rights or the property of Igluu;
 - d. to prevent a crime or to protect state security;
 - e. upon suspicion of fraud or other illegal activities;
 - f. to protect the personal safety of other members or users of Igluu;
 - g. if such is necessary for the services of Igluu. The services of Igluu include, among other things, that a Member or user can submit an application for workspace, office space or a meeting room. Igluu may forward such application to a party offering such space.
3. Service providers engaged by Igluu, including but certainly not limited to newsletter senders, will not be regarded as third parties within the meaning of this article.

Article 15. Force majeure

1. Igluu's breach of the agreement may not be attributed to it if this is not its fault nor if it is not accountable by law, pursuant to the agreement or according to generally accepted standards.
2. Igluu's breach of the agreement as a consequence of war, mobilisation, civil commotion, flood, blocked shipping, other blocking of transport, stagnation in or a restriction or discontinuation respectively of the supply by public utility companies, shortage of gas, petroleum products or other means of power generation, fire, breakdown of machinery and other accidents, strikes, lock-outs, union actions, export restrictions, other government measures, non-delivery of necessary materials and semimanufactured products by third parties, intentional act or gross negligence of auxiliary persons and other similar circumstances will be regarded as circumstances for which Igluu cannot be blamed and do not entitle the Member to terminate the agreement or to any form of compensation. Igluu will have the right to suspend performance of its obligations if, due to circumstances that were not foreseeable upon conclusion of the agreement and that are beyond its control, it is temporarily prevented from fulfilling its obligations.
3. If the period in which fulfilment of the obligations by Igluu is not possible due to force majeure lasts longer than two months, both parties will be entitled to terminate the agreement, without any obligation to pay compensation.
4. If force majeure occurs at a time when Igluu had already partially fulfilled its obligations or can only partially fulfil its obligations, it will be entitled to separately invoice the part that has already been performed or the part to be performed, and the Member will then be obliged to pay this invoice.

General Terms & Conditions Igluu

Article 16. Partial nullity

1. If one of these (sub-)provisions should be in violation of any statutory provision, this will not affect the validity of the other (sub-)provisions.
2. Igluu will not accept any cancellation, discontinuation or other invalidation of the agreement by the Member as a lifting of the Other Parties obligations under the agreement (including payment).

Article 17. Disputes
All disputes arising from offers, agreements, supplies and services provided are subject to the judgment of the court which has jurisdiction according to the law in the district where Igluu has its residence or domicile.

Article 18. Applicable law
Dutch law applies to any agreement between Igluu and the Member with the exclusion of the Vienna Sales Convention.

II. Supplementary general terms and conditions with respect to the OneSpace agreement

A Igluu OneSpace agreement entitles to use the Igluu locations during the office hours indicated by Igluu, subject to availability, the applicable costs, the General Terms and Conditions and the house rules.

Article 1. Types of agreement

1. With a OneSpace agreement a main location is stated for which this agreement applies.
2. A OneSpace agreement entitles the Member to use a non-booked workspace or interview room, subject to availability and Igluu's consent.
3. A OneSpace agreement entitles the Member to use a non-booked meeting room, subject to availability and Igluu's consent. Use of a non-booked meeting room is meant for occasional use and for a maximum of four persons in total. The use of a non-booked meeting room is not allowed for commercial purposes.
4. A OneSpace agreement entitles the Member to book a workspace, interview room and/or meeting room at the current member rates.
5. For other participating locations, guest use is allowed during the stated office hours, subject to availability, the applicable costs and the General Terms and Conditions.
6. House rules are available for every location and apply as part of the agreement.
7. A OneSpace agreement is entered into for a period of one month, six months or twelve months and this is indicated upon the start of the agreement. The agreement will each time be extended automatically.
8. For a first period of six months or twelve months the agreement cannot be terminated early and a notice period of two full calendar months applies. After the first period of six

months or twelve months the agreement can be terminated subject to a notice period of two full calendar months. For a period of one month the notice period will always be one full calendar month.

9. The agreement is personal and cannot be used by others. The agreement can be transferred to another person after Igluu has given its written consent. Igluu may refuse the transfer of an agreement without stating any reasons. Administrative costs will be charged for the transfer of an agreement. An agreement can only be transferred if the remaining term of the agreement amounts to more than two months.

10. A Member may invite guests on the condition that Igluu establishes that there is sufficient space. A Member may book a workspace for the Member's guest at the current member rates.

11. Guests must be reported to the location manager and the Member must be present during the guest use. If this guest rule is misused, Igluu will be entitled to refuse the guest access.

12. A Member may request the location manager for a second agreement for a trainee. A traineeship must be made demonstrable and special rates and terms will apply. Allocation is also subject to availability and Igluu may refuse this without stating any reasons. Administrative costs will be charged for the registration. All costs will be payable by the Member.

13. For security reasons, the Member may be required to show valid identification with photograph. The Member will be obliged to comply with this request, failing which access may be denied.

Article 2. Right to use the workspace and meeting room

1. The right to use the workspace and the meeting rooms is subject to availability.
2. Workspace bookings are calculated in days.
3. Meeting room bookings are calculated in hours or half-days.
4. Supplementary general terms and conditions may apply to meeting room bookings. These will be shown as part of making the booking in question.
5. The General Terms and Conditions apply to cancellations.
6. The workspace and/or meeting room must be left behind clean after use. Any additional costs for cleaning and repair will be reimbursed by the Member within five days after the invoice has been sent to the Member. The Member will indemnify Igluu against these costs and related costs.
7. Additional costs will be charged for bookings. A list of booking rates is available.
8. Additional costs will be calculated and collected monthly on the basis of subsequent calculation.

Article 3. Copying and printing

General Terms & Conditions Igluu

1. A OneSpace agreement entitles the Member to 25 colour prints and 75 black and white prints a month. For this purpose, the number of printed pages is counted and no distinction is made between one-sided or duplex printing.
2. Additional costs will be charged if the stated numbers are exceeded. For this purpose, the number of printed pages is counted and no distinction is made between one-sided or duplex printing. A list of printing rates is available.
3. Additional costs will be calculated and collected monthly on the basis of subsequent calculation.

III. Supplementary general terms and conditions with respect to the DaySpace agreement

An Igluu DaySpace agreement entitles to use Igluu for a number of days a month determined in advance, during the office hours indicated by Igluu, subject to availability, the applicable costs, the General Terms and Conditions and the house rules.

1. A DaySpace agreement entitles the Member to use a booked workspace or interview room and/or meeting room, subject to availability.
2. Additional costs will be charged for bookings. A list of booking rates is available.
3. A DaySpace agreement includes four workspace bookings per calendar month.
4. Workspace bookings are calculated in days. If a workspace is used for a day or part of a day, the monthly use in Igluu's records will be increased by one day.
5. With a DaySpace agreement a main location is stated for which this agreement applies.
6. A DaySpace agreement can be used at all Igluu locations subject to availability. Access to Igluu is granted on the basis of a booking made for the regular opening hours of the location in question.
7. A DaySpace agreement is entered into for a first period of two months. The agreement will subsequently each time be extended automatically by one month. The notice period amounts to two full calendar months.
8. A DaySpace agreement is personal and cannot be used by others. The agreement is non-transferable.
9. The Member may book a second workspace for the Member's guest on the same conditions.
10. Guests must be reported to the location manager and the Member must be present during the guest use. If this guest rule is misused, Igluu will be entitled to refuse the guest access.
11. For security reasons, the Member may be required to show valid identification with photograph. The Member will be obliged to comply with this request, failing which access may be denied.
12. The use of (wireless) internet is included.
13. The use of coffee and tea is included.

14. Participation in events organised by Igluu is allowed subject to the conditions that apply to Members.

15. Non-recurring costs as well as a deposit will be charged for the registration and the provision of the access pass. This deposit will be repaid after termination of the agreement and once the access pass has been returned.

16. The DaySpace subscription will be paid on the basis of a monthly direct debit. Additional costs will be calculated and collected monthly on the basis of subsequent calculation.

17. House rules are available for every location and apply as part of the agreement.

18. The General Terms and Conditions apply to cancellations.

19. Supplementary general terms and conditions may apply to meeting room bookings. These will be shown as part of making the booking in question.

20. The workspace and/or meeting room must be left behind clean after use. Any additional costs for cleaning and repair will be reimbursed by the Member within five days after the invoice has been sent to the Member. The Member will indemnify Igluu against these costs and related costs.

21. A DaySpace agreement entitles the Member to 15 colour prints and 50 black and white prints a month. For this purpose, the number of printed pages is counted and no distinction is made between one-sided or duplex printing.

22. Additional costs will be charged if the stated numbers are exceeded. A list of printing rates is available. Additional costs will be calculated and collected monthly on the basis of subsequent calculation.

IV. Supplementary general terms and conditions with respect to the Foothold agreement

The Igluu Foothold agreement (hereinafter to be referred to as 'Foothold') entitles the Member to use Igluu as a business address and for receiving mail. A Foothold agreement is used or may be used as part of a OneSpace, DaySpace, TouchSpace or OfficeSpace agreement.

1. A Foothold agreement entitles the Member to receive mail at the Igluu location. The Member may use the address of the Igluu location for business correspondence. The Member is not allowed to use the address of the Igluu location as a place of business unless this is permitted by law and by Igluu. Any other use without the prior written consent of Igluu will be prohibited.

2. The Member will only be allowed to carry out business activities under their own name or under another name approved by Igluu in advance.

3. Igluu will store the mail, and the Member and/or a person authorised by the Member will collect the mail from Igluu. Igluu will not accept items in excess of 4.5 kg in weight, 46 cm in size, 0.03 cubic metres in volume or items containing hazardous living or perishable goods. Igluu will at all times be entitled to return mail that is not collected or refuse mail that it

General Terms & Conditions Igluu

considers to be unreasonable or unlawful. The Member must collect the mail or have someone collect the mail at least once per calendar month.

4. Mail that the Member does not collect will be destroyed after or be returned to sender after one calendar month.

5. With a Foothold an Igluu location is stated for which this agreement applies. Only the address of this Igluu location will be used as a business address.

6. With respect to a Foothold agreement entered into as part of a OneSpace, DaySpace, TouchSpace or OfficeSpace agreement the periods and notice periods of the latter agreement will apply.

7. The Foothold agreement is personal and cannot be used by others. The agreement is non-transferable.

8. The Foothold agreement will take effect on a date to be stated by the Member, but not before the invoice has been paid.

9. Administrative costs will be charged for the registration.

10. Receipt of mail in several names and/or several business activities under one agreement will only be possible after Igluu has given its consent. Administrative costs and additional monthly costs will be charged for each name and/or business activity. The number of registrations with the Chamber of Commerce are considered in this respect, among other things.

11. Additional costs will be charged for forwarding mail. Additional costs will be calculated and charged monthly on the basis of subsequent calculation.

12. Upon termination of the agreement the Member undertakes to arrange a change of address in good time. Igluu does not accept any liability for processing mail after termination of the agreement, unless additional written arrangements have been made in this respect, for which additional costs will be charged. After termination of the agreement, mail will be returned, destroyed or refused. The Member authorises Igluu to arrange deregistration with the Chamber of Commerce at Igluu's address.

13. Upon carrying out their business activities, the Member must comply with all laws and regulations. The Member guarantees that the Member will not use any of the rights, derived from this agreement, for any obscene, illegal, immoral or defamatory purposes and that the Member will not discredit Igluu in any way whatsoever. The Member will not use or combine the Igluu name in any way, wholly or partially, with a view to activities. Igluu reserves the right to cooperate in any official investigative activity if this is necessary in relation to accusations against or inaccuracies concerning a Member.

V. Supplementary general terms and conditions with respect to the TouchSpace agreement

The Igluu TouchSpace agreement (hereinafter to be referred to as 'TouchSpace') entitles the Member to use Igluu as a business address and for receiving mail, as well as to use Igluu's facilities.

1. A TouchSpace agreement entitles the Member to use a booked workspace or interview room and/or meeting room, subject to availability.

2. Additional costs may be charged for bookings. A list of booking rates is available.

3. With a TouchSpace agreement an Igluu main location is stated for which this agreement applies.

4. A TouchSpace agreement can be used at all Igluu locations subject to availability. Access to Igluu is granted on the basis of a booking made for the regular opening hours of the location in question.

5. A TouchSpace agreement is entered into for a first period of six, twelve or 24 months. The agreement will subsequently each time be extended automatically. The notice period is two full calendar months.

6. A TouchSpace agreement is personal and cannot be used by others. The agreement is non-transferable.

7. The Member may book a second workspace for the Member's guest on the same conditions.

8. Guests must be reported to the location manager and the Member must be present during the guest use. If this guest rule is misused, Igluu will be entitled to refuse the guest access.

9. For security reasons, the Member may be required to show valid identification with photograph. The Member will be obliged to comply with this request, failing which access may be denied.

10. The use of (wireless) internet is included when a reservation is made.

11. The use of coffee and tea is included when a reservation is made.

12. Participation in events organised by Igluu is allowed subject to the conditions that apply to Members.

13. Administrative fees costs will be applied for the registration.

14. Payment of the TouchSpace subscription is to take place on the basis of a first invoice for an initial period of at least six months. Additional costs will be calculated and collected monthly on the basis of subsequent calculation.

15. House rules are available for every location and apply as part of the agreement.

16. The General Terms and Conditions apply to cancellations.

17. Supplementary general terms and conditions may apply to meeting room bookings. These will be shown as part of making the booking in question.

18. The workspace and/or meeting room must be left behind clean after use. Any additional costs for cleaning and repair will be reimbursed by the Member within five days after

General Terms & Conditions Igluu

the invoice has been sent to the Member. The Member will indemnify Igluu against these costs and related costs.

19. Additional costs will be charged for printing. A list of printing rates is available. Additional costs will be calculated and collected monthly on the basis of subsequent calculation.

20. With a TouchSpace agreement, a Foothold is included as a standard for using Igluu as a business address and for receiving mail. The general terms and conditions of Foothold apply in this respect.

VI. Supplementary general terms and conditions for meetings and events at Igluu (MeetingSpace / EventSpace)

1. Formation of the agreement - The agreement between Igluu and the Other Party is formed by Igluu's written confirmation of the arrangements made between the parties in the quotation and the sending thereof to the Other Party. If the additional services are described in a schedule, such schedule is deemed to form part of the agreement, even if it is formed later, in which case it will form part of the agreement from that time onwards.

2. Quotations - All of Igluu's quotations are without obligation, unless explicitly agreed otherwise. Quotations are valid for 14 days in the event of a booking more than one month prior to the intended point in time. Quotations are valid for 7 days in the event of a booking less than one month prior to the intended point in time, unless stated otherwise. Igluu will only be bound by quotations if acceptance thereof is confirmed in writing by the other party. If several alternatives are offered in a quotation, the desired choice must also be confirmed in writing. If the other party confirms a quotation with several alternatives, without confirming the chosen alternative, this means the other party tacitly confirms the first option described in the quotation. The prices in the stated quotations are exclusive of VAT, unless stated otherwise. No costs will be charged for the cancellation of an unconfirmed quotation, unless stated otherwise.

3. Options - Igluu will only book rooms and times specified in a quotation on the basis of a quotation signed by the other party. Igluu can grant an option without obligation. In that case, Igluu will make an offer/submit a quotation in which the term of validity of this option is stated as well as the costs associated with not exercising the option. The maximum term of validity of an option is equivalent to the validity of the quotation. The wish to use Igluu's facilities must be expressed to Igluu in writing before the term of validity expires, otherwise the option will expire tacitly.

4. Price changes - All stated prices are subject to changes per calendar year as well as changes to tax laws.

5. VAT - Stated amounts for catering are inclusive of 9% or 21% VAT, which is non-refundable. Other amounts are inclusive of 21% VAT, which is refundable. 21% VAT will be due on the rental of rooms or seats (whether or not separately). In the case of a meeting package that includes

the room rental, this price includes 21% VAT for the rental of the room.

6. Deposit - Igluu is entitled to charge the other party a deposit, which amounts to a maximum of 100% of the amount due (including VAT). Igluu is entitled to require that the stated deposit be paid in advance. However, the deposit must always be paid at the same time as the amount due at the latest. Igluu will be entitled to recover any debts whatsoever from this deposit. If Igluu exercises this right before the agreement has ended, the deposit must be supplemented to the original amount should Igluu so demand. Igluu will immediately repay the deposit as soon as the agreement has ended and the obligations towards Igluu have been met. Interest on the deposit will not be paid.

7. Down payments - Up to 50% of the estimated amount must be paid in advance, such at the discretion of Igluu. Other Party will receive an advance invoice for this.

8. Payment terms - Payment must be made within two weeks of the invoice date. After the term of payment has expired, 2% in late payment surcharge will be due. Igluu will furthermore have the right to claim from the other party, in addition to the principal and the interest, all judicial and extrajudicial collection costs resulting from the failure to pay. The extrajudicial collection costs payable by the other party amount to 15% of the principal, with a minimum of €250, plus turnover tax. As a standard, invoices are sent electronically and can be sent by post on request, for which administrative costs will be charged by means of an invoice. Credit card payments will only be permitted subject to availability and Igluu's consent. Administrative costs and transaction costs will be charged for credit card payments.

9. Use of the accommodation - I) The accommodation must only be used for the purpose for which the agreement with Igluu was entered into and that was communicated to Igluu. Igluu has the right, without being obliged to pay compensation, to refuse and/or remove items and services that were not stated upon the formation of the agreement and/or that are contrary to public order and common decency. II) The other party is responsible towards Igluu for all persons who, on the invitation of the other party or otherwise on account of any relationship with the other party, are in or in the vicinity of (parts of) the properties let by Igluu to the other party. The other party will be liable vis-à-vis Igluu for any damage or loss caused by these persons, of whatever nature and however arising, without prejudice to the claims that Igluu has against those persons. III) In the event of misconduct (such at the discretion of Igluu) by the other party or by persons who, on the invitation of the other party or otherwise on account of any relationship with the other party, are in or in the vicinity of (parts of) the properties let by Igluu, Igluu will be authorised at all times to deny these persons access to and/or the further stay in the accommodation and to remove them or have third parties remove them from this accommodation if necessary. IV) The other party will not be allowed to let the

General Terms & Conditions Igluu

accommodation to third parties or otherwise make it available to third parties.

10. Changing the number of persons - Changes in numbers up to a maximum of 10% of the booking can be passed on free of charge no later than 48 hours in advance. Upon cancellation of more than 10% of the original number of persons booked, Igluu will charge 100% cancellation charges for the number of persons that exceeds this percentage. Upon cancellation of the number of persons less than 48 hours before the start of the meeting, Igluu will charge the original number of persons booked. Igluu reserves the right to change the room(s) referred to in the specification. Changes to the number of persons must be passed on both by telephone and in writing. Additional costs will be charged if the number of persons is increased.

11. Cancellation conditions - Upon cancellation more than three months prior to the intended point in time, the Other Party will be obliged to pay 0% of the booking value. Upon cancellation more than two months prior to the intended point in time, the Other Party will be obliged to pay 15% of the booking value. Upon cancellation more than one month prior to the intended point in time, the Other Party will be obliged to pay 35% of the booking value. Upon cancellation more than 14 days prior to the intended point in time, the Other Party will be obliged to pay 60% of the booking value. Upon cancellation more than 7 days prior to the intended point in time, the Other Party will be obliged to pay 85% of the booking value. Upon cancellation 7 days or less prior to the intended point in time, the Other Party will be obliged to pay 100% of the booking value. The alteration of a period will be regarded as a cancellation to which the above conditions apply. Cancellations must be passed on both by telephone and in writing.

In case Igluu agrees to move a reservation out of leniency, it is no longer possible to move or cancel this reservation again free of charge. In that case, the other party is obliged to pay 100% of the reservation value.

For a series of bookings the following conditions apply. Up to the first booking in the series the conditions for cancellations mentioned above apply. For a cancellation of a subsequent booking that is part of the series the Other Party will be obliged to pay 100% of the booking value. Changing the date of a subsequent booking that is part of the series is allowed up to 14 days prior to the intended point in time and subject to availability. The changed date must be within 12 months of the date of the first booking that is part of the series. Cancellations or changes must be passed on both by telephone and in writing.

12. Cancellations by Igluu - Igluu is entitled to cancel the agreement on account of special circumstances, at its discretion. If possible, it will offer the other party, subject to the same conditions, an alternative room/alternative rooms for the

agreed period or it will offer the agreed room/rooms for another period. The other party has the right to refuse the alternative offered by Igluu. This must be communicated to Igluu in writing and no later than one week after the offer (but in any event prior to the start of the agreed period or the period offered as an alternative), failing which the offer has been accepted. In the event of a refusal communicated to Igluu in good time, Igluu will immediately repay any amount already paid. In the event of misconduct within the meaning of the article Use of the accommodation, Igluu will be entitled to terminate the agreement unilaterally. Such termination will not entitle to repayment of any amounts already paid. The unpaid part of the agreed price will remain due in full by the other party. Cancellation or termination by Igluu will never entitle the other party to compensation for damage or loss.

13. Other matters - I) Without Igluu's express written consent it is not permitted to provide and/or consume any food and beverages brought along. II) Offers will always be without obligation. Images, drawings, descriptions, statements, colours and other information in Igluu's quotations, etc. are a rough indication only of the room/rooms to be let by Igluu, services and work to be performed and/or items to be supplied and will never be binding as regards details. III) In the event of a combined quotation, there will be no obligation for Igluu to perform part of what has been agreed at a corresponding part of the price quoted for the whole performance. IV) In the event of a combined booking, the date of the first booking will apply as the booking date to which the conditions apply. V) Igluu will be entitled to change the rooms included in the specification on account of special circumstances, at its discretion. If possible, it will offer the other party, subject to the same conditions, an alternative room/alternative rooms for the agreed period. VI) Any extras, such as catering, audiovisual aids, car park tickets, printing costs, technical support and other items not included in the agreement may be made available during the meeting, such at Igluu's discretion and subject to availability. Additional costs will be charged on the basis of subsequent calculation.

14. Liability - Igluu does not accept liability for damage or loss of the other party or persons who, on the invitation of the other party or otherwise on account of any relationship with the other party, are in or in the vicinity of (parts of) the properties let by Igluu to the other party, as a result of theft, loss of or damage to property. The other party undertakes vis-à-vis Igluu to exercise the utmost care with respect to all items let to the other party by Igluu or that have otherwise been made available to the other party, and to make them available to Igluu again after the end of the agreement in the same condition that they were in upon receipt. The other party will be liable for all damage to these items caused during the performance of the agreement or at any other point in time when these items were at the other party's disposal.

15. Disputes - Dutch law applies to all agreements between Igluu and the other party, all of Igluu's quotations and

General Terms & Conditions Igluu

all disputes that might arise between the parties as a result thereof. The competent court of the district in which Igluu has its registered office has exclusive jurisdiction to adjudicate disputes.

VII. Supplementary general terms and conditions with respect to Telephony Service

Igluu Telephony Service provides the option of using voice over IP (VOIP) telephony services. Telephones and telephony services are provided by our supplier WeCloudit Group and are subject to availability, the applicable costs and the General Terms and Conditions of WeCloudit Group and Igluu.

The ICT-Office conditions apply to all supplies and services of WeCloudit. These have been filed with the Chamber of Commerce of Midden-Nederland under number 30174840.

1. The telephony services are used at an Igluu location subject to availability.
2. A number of standard telephones can be chosen from for the telephony service. The connection and/or use of own/other VOIP telephones as part of this service is not allowed.
3. Supplied telephones remain the property of Igluu. A deposit will be charged for each telephone upon supply. This deposit will be repaid after termination of the agreement and once the telephone has/telephones have been returned.
4. A non-recurring amount will be charged for activation and putting into use of each telephone.
5. A monthly amount will be charged for each telephone for regular service and support. This will be performed by WeCloudit Group and at least includes maintenance and management of the telephone switchboard, telephone lines (SIP trunks) and telephones.
6. Additional support costs will be charged for the necessary service that is not covered by regular management. These will be charged on per fifteen minutes. This will in any event include dealing with and carrying out change requests, as well as performing support necessary for or after changes to the network, unless otherwise agreed in advance.
7. WeCloudit Group will carry out installation work on-site if multiple telephones are requested. An hourly rate will be charged for this work up to a maximum of four hours.
8. The Member will take out a subscription with WeCloudit Group directly for making calls/a call bundle. Igluu is not a party or intermediary party in this regard.
9. A telephony agreement will be entered into for a first period of twelve months and will subsequently be extended automatically.
10. After the first period of twelve months the agreement can be terminated subject to a notice period of two full calendar months.

11. Making changes to telephones and/or the associated network is not allowed, unless otherwise agreed in advance.