

DESCRIPTION AND SPECIAL TERMS OF SERVICES – CONFERENCE AND VIDEO MEETING SERVICES (ESTONIA)

Meeting reservation and confirmation

A meeting reservation is considered to be binding once it has been confirmed. A confirmed reservation makes up a binding agreement between a client with separate frame agreement ("Contractual Client") or subscriber of services ("Subscriber") and AS Technopolis Ülemiste ("Technopolis").

"Contractual Client" means such company or person with whom Technopolis has concluded a separate agreement concerning use of conference meeting services by its or him representatives. The Contractual Client shall be responsible for reservations and orders made by Subscribers named by the Contractual Client.

"Subscriber" means such company or person with whom Technopolis has not concluded a separate agreement on use of conference services and uses services on an one-time basis.

A reservation can be made through a Subscriber's personal visit to Technopolis customer service or by telephone, e-mail to Technopolis customer service or through the reservation system. In connection with the reservation, the Subscriber must provide the information required for carrying out the order. Reservations made at a Technopolis customer service point and by phone will be confirmed in connection with the reservation. Reservations made by e-mail or via the reservation system are confirmed using the reservation system.

The minimum duration of a reserved event is one hour. Non-arrival is invoiced at the full value of the reservation. The Contractual Client / Subscriber is liable for both expenses invoiced on the basis of the reservation and costs of services ordered or consumed in connection with the event.

Beginning of the confirmed event

The Subscriber registers at the customer service (reception) of the building before the beginning of the reservation. The customer service points are open at building specific times but at least from 8.15 a.m.–5.15 p.m. on weekdays.

End of the event

The event must be closed within the reservation time. Entrance doors must not be kept open unnecessarily, and must be closed appropriately. Alarms caused by users for non-compliance with the instructions regarding the locking of entrance doors are charged from the party causing the alarm. Any movable goods brought by the Subscriber and participants of the event must be removed from the building at the close of the event. Technopolis has a right to dispose of or otherwise handle as it considers appropriate at Contractual Clients and/or Subscriber's expense movable goods left at the premises.

Meeting technology

The price of the meeting room includes room-specific AV technology and the wireless TechnoWlan connection. The conference telephone package, subject to a separate order, includes a telephone and call minutes according to the order. Technopolis reserves the right to charge any additional minutes that exceed the package.

Conference package

The minimum participant amount is building specifically defined when conference package pricing is applicable (the lowest amount of participant is 10). A conference package priced event always refers to a total package price per participant including the meeting room and defined catering for defined time period. Conference package is charged based on amount of

participants in the order. A meeting package cannot be divided into parts; in all cases, it will be charged as such regardless of whether all participants have attended to the meeting or catering, for example a meal.

Video conferencing

Service includes conference room and video conferencing service for 5 simultaneous connection (video room, Lync/Skype for Business, web or phone). More specific description in Video Conferencing Service Description.

Catering services

The restaurant proprietor specified by Technopolis has an exclusive right to provide catering services in the property unless no special arrangements have been agreed with the Subscriber. Additional catering services may be subscribed through the service portal latest 24 hours before the event. After that additional catering services should be subscribed by telephone.

Special arrangements

Special arrangements such as furniture arrangements, permits, program, music band, decoration or exceptional technical equipment are subject to separate agreements, and the Contractual Client/Subscriber shall be responsible for costs arising out such arrangements.

Cleaning

The rent for space includes cleaning resulting from the normal use of the space in accordance with the recommended number of users for the space in question. If special cleaning is needed before or after the event, it will be charged separately.

Prices

Technopolis reserves the right to amend its price list in force. The price list valid at the beginning of a given event is applied to invoicing related to the event.

Value added tax will be added to the prices at the rate valid from time to time.

Contractual Client's / Subscriber's responsibility

The Subscriber shall present any special wishes concerning reservations and services in the reservation phase. The Contractual Client / Subscriber shall be responsible for informing Technopolis on potential allergies or special dietary requirements in connection with the reservation.

The Subscriber shall protect the building premises, furniture and goods against damage. The Contractual Client or Subscriber is liable for any damage caused by the Subscriber's guests, equipment, personnel or performers to the property or removable assets in the property. The Contractual Client or Subscriber is liable for any equipment and removable assets brought by the client to the building. The Subscriber undertakes to comply with the instructions of the building's staff in matters related to the use of the building and goods, furniture and equipment. We recommend liability insurance for the events.

The Contractual Client or Subscriber is responsible for all event specific necessary authority and other permits applications and costs.

Subcontracting

Technopolis has the right to use subcontractors for services produced under this agreement without notifying the Contractual Client or Subscriber of this.

Cancellation terms

Cancellations of reservations and decreases of numbers of persons related to the reservations shall comply with these cancellation terms. The reservation-specific cancellation terms are specified in the confirmation of the reservation and shall be one of following:

Cancellation term 1 (max. 20 person meeting room and 20 persons related to the reservation):

Reservation may be cancelled at no expense 48 hours before the event. If the reservation is cancelled 24 hours before the event, 50% of the total value of the reservation will be charged, after which 100% of the total value of the reservation will be charged

Cancellation term 2 (over 20 person meeting room or over 20 persons related to the reservation):

Reservation may be cancelled at no expense 14 working days before the event. If the reservation is cancelled 48 hours before the event, 50% of the total value of the reservation will be charged, after which 100% of the total value of the reservation will be charged

Cancellation term 3 (catering services ordered to client's leased premises):

Reservation may be cancelled at no expense 24 hours before the agreed time of delivery. If the reservation is cancelled after that, 100% of the total value of the reservation will be charged.

Terms of payment

Invoicing of premises rent is based on reserved time. If used time exceeds the reserved time the exceeded time will be invoiced additionally.

Invoicing of catering and conference packages is based on the number of people confirmed in connection with the reservation, however so that if the final number of people taking part in the event is higher than specified, invoicing will be based on the actual number of participants.

The term of payment of the invoice is 14 days net.

Technopolis has the right to charge the Contractual Client of Subscriber for penalty interest valid from time to time and any costs arising from collecting delayed payments.

The calculation of value added tax on the reservation confirmation received by the Subscriber and the invoice may differ due to the technical implementation of the system. The charge will be determined according to the invoice.

Complaints, liability and disputes

If the Contractual Client or Subscriber is dissatisfied with the service received, any complaint shall be filed in writing within seven (7) days of the end of the event to: tallinn@technopolis.ee.

Technopolis' total liability is in all cases limited to the price of the event, and it does not cover indirect damage or damage caused to third parties or in relation to third parties. Any disputes concerning this agreement shall be primarily resolved through negotiations between the parties. If Technopolis and the Contractual Client or Subscriber fail to reach an understanding through negotiations, disputes concerning this agreement shall be resolved by the Harju County Court. Applicable law shall be Estonian law.

Transfer of the agreement

The Contractual Client or the Subscriber may not transfer this agreement or hand over the reserved premises to third parties.