

## DESCRIPTION AND SPECIAL TERMS OF MEETING SERVICES AT UMA WORKSPACE

### 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 customer (“Customer”) and Technopolis Plc or its group company acting as provider of services in the respective jurisdiction in which the services are provided (“Technopolis”).

A reservation can be made through the online reservation system, Customer’s personal visit to UMA location, telephone or e-mail to UMA location to which the services are to be provided. In connection with the reservation, the Customer must provide the information required for carrying out the order. Reservations made by phone or visiting UMA will be confirmed in connection with the reservation. Reservations made by e-mail or via the reservation system are confirmed using the reservation system or email.

The minimum duration of a reserved event is 30 minutes. Non-arrival is invoiced at the full value of the reservation. The Customer 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 and ending of the confirmed event

Confirmed reservations will begin at agreed time during the UMA Workspace opening hours. UMA Workspaces are open at location specific times but at least from 9 a.m.–4 p.m. on weekdays. The event must be closed within the reservation time. Entrance doors must not be kept open unnecessarily, and must be closed appropriately. The Customer is liable for any alarms caused by users attributed to the Customer for non-compliance with the instructions regarding the locking of entrance doors. Any movable goods brought by the Customer and participants of the event must be removed from the building at the end of the event. Technopolis has a right to dispose of or otherwise handle as it considers appropriate at Customer’s expense movable goods left at the premises.

### Meeting technology

The price of the meeting room includes room-specific AV technology and wireless internet connection.

### Video conferencing

Service includes conference room and video conferencing service for 5 simultaneous connection (video room, Lync/Skype for Business, web or phone).

### Catering services

Catering services may be subscribed solely through the reservation system latest 24 hours before the event. Customer is not entitled to bring its own catering unless otherwise agreed.

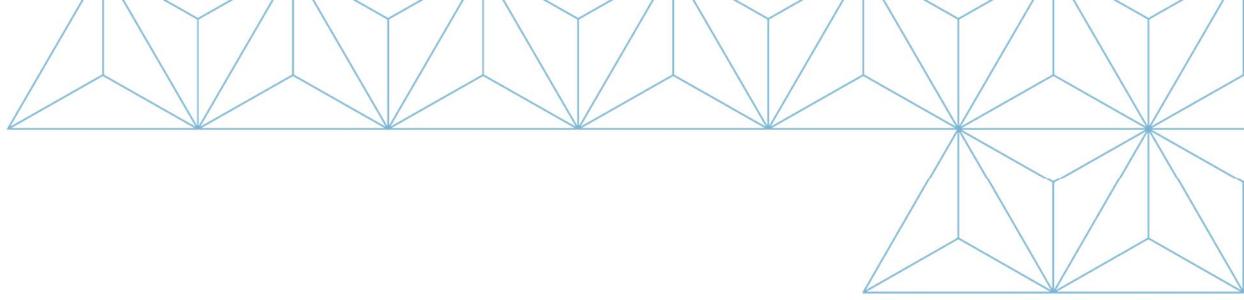
### Special arrangements

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

## **Customer's responsibility**

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

The Customer shall protect the building premises, furniture and goods against damage. The Customer is liable for any damage caused by the Customer's guests, equipment, personnel or performers to the property or removable assets in the property. The Customer is liable for any equipment and removable assets brought to the building. The Customer 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 and other use of the premises. We recommend liability insurance for the events.

The Customer 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 Customer.

## **Cancellation terms**

Cancellations of reservations and decreases of numbers of persons related to the reservations may be informed by the Customer to Technopolis at no expense 24 hours before the event, after which 100% of the total value of the reservation will be charged.

## **Terms of payment**

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

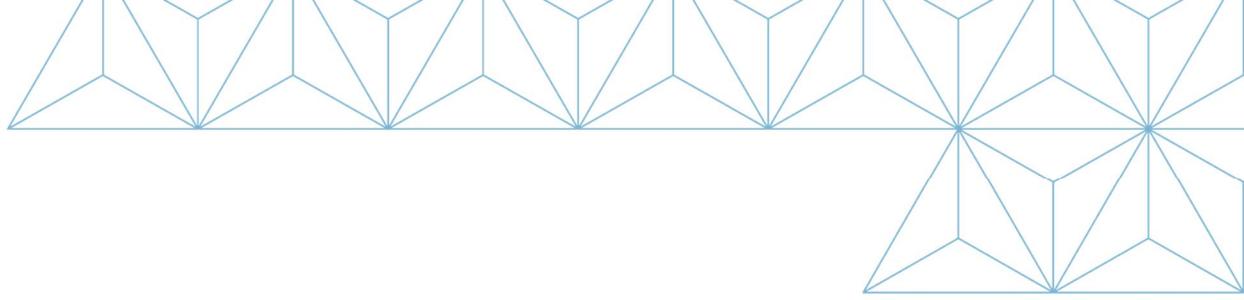
Invoicing of catering is based on the number of people confirmed in connection with the reservation, however so that if the final number of people taking part in the event is higher than specified, invoicing will be based on the actual number of participants.

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

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

If Customer has contract based discounts, the discounts might not be visible in order confirmation. These discounts will be calculated to the final price shown on the invoice. The charge will be determined according to the invoice.





### **Complaints, liability and disputes**

If the Customer is dissatisfied with the service received, any complaint shall be filed in writing within seven (7) days from the end of the event to the UMA Workspace specific email that can be found at <https://umaworkspace.com/locations/>

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 Customer fail to reach an understanding through negotiations, disputes concerning this agreement shall be resolved by the courts in which the meeting services are provided. The law of jurisdiction in which the conference meeting services are provided shall apply.

### **Transfer of the agreement**

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

