

General terms and conditions

Premises

The following general conditions constitute an integral part of the service and are available for consultation on the Impact Hub srl SB website (hereinafter the "Company") milan.impacthub.net or in our receptions.

Signing the proposal, the customer must keep in mind that it gives both the service contract and the present general terms and conditions for the person and for the subjects for whom it requests the all-inclusive service.

Art 1. Real Estate Unit/ Event Location

- (IHM) Sala Impact Giardino Social Kitchen Sala Green
 Sala Creative Sala Strategy Sala Innovation Sala Focus
 (IHT) Open Space Kitchen Sala Meeting Sala Training
 Sala Convegna
 (IHF) Spazio Eventi Sala Riunioni H1 Sala Riunioni H2

Art 2. Services

2.1. Basic services included in the agreed fee for all spaces:

- Reception from 9:00 a.m. to 6:00 p.m
- Wifi
- Projector (reservation required for Kitchen Area)
- Pre and post event cleaning
- Furnishings present in the location (fixed or variable)
- Air conditioning
- Heating
- Lighting
- Magnetic board

2.2. Additional services included in the fee agreed exclusively for Impact Room:

- Dedicated kitchen
- Present furniture (tables, 100 chairs)
- Sound system + 2 handheld microphone
- Control room
- Wardrobe space with clothes rack
- Lighting system present on location
- External colored lighting system

2.3. Excluded and optional services for all spaces:

- Coffee break & Catering Service
- Parking if available
- Customised set up
- Paper flipchart
- Metaplan board if available
- Event staff
- Porterage and storage contextual to the event
- Dj music set/animation
- Audio-video technician
- Photographer/videomaker
- Social media and networking
- Speaker and innovative contents

Art 3. Number of participants

- 3.1. Number of participants expected:
- 3.2. The client is aware of the maximum capacity for the safety standards of the spaces used

Art 4. Object

- 4.1. This contract has as its object the use of property units and/or parts of (spaces) owned, or already leased to the company, intended for the organisation of single events and/or conventions. The real estate units are located in Via Aosta 4 Milano; in Via Panciatichi 16 Firenze and in Piazza Teresa Noce 17D Torino.
- 4.2. The real estate units are accessible and complies with the provisions of the law.

Art 5. Right of withdrawal - Penalties

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Sede di Torino: Piazza Teresa Noce, 17D 10155 Torino - torino@impacthub.net - https://torino.impacthub.net

Sede di Firenze: Via Panciatichi, 10-14 50141 Firenze - tel/fax 055417666 - florence@impacthub.net - https://florence.impacthub.net

5.1. In the event that the Client wishes to withdraw from this contract and/or cancel the organisation of the event, the Company will have the right to withhold (if the situation in question involves amounts paid) that is, request to complement/supplement the following sums:

- 20% of the fee if the withdrawal is exercised before the 30 days prior to the event;
- 50% of the fee if the withdrawal is exercised in the 30 days prior to the event,
- 80% of the fee if the withdrawal is exercised in the 10 days prior to the event;
- 100% of the fee if the withdrawal is exercised in the 7 days prior to the event.

5.2. In any case the Company will have the right to repeat to the Client the whole amount paid for expenses incurred/advanced by the company in any way, regarding the organization of the event.

5.3. In the event that the Client intends to postpone or anticipate the date(s) of the event, the Client will be subjected to these limitations:

- obligation to notify the Company of the changes within and no later than 5 working days from the date of the event.
- reschedule the new date no later than 3 months from the date of the event.
- in the case of a calendar/event with several dates, it is requested to change no more than 30% of the total dates.

Art 6. Utilization / Rules and Regulations

- 6.1. The space covered by this contract will be used by the Client to organise an event and carry out one of the activities provided for in this contract as well as host its guest.
- 6.2. The Client undertakes not to engage in any activity within the Company's premises that is incompatible or otherwise unlawful and contrary to mandatory rules, public order or morality.
- 6.3. It is understood that the condominium regulations that is known to the Client must be respected.
- 6.4. The activity that will take place within the location must however comply with the Company's internal regulations on the use of the premises and on the organization of the events.

Art 7. Responsibility

- 7.1. The Client acknowledges that the Client or its employees and/or subsidiaries is not liable for any direct, indirect, foreseeable or not foreseeable loss, damage or injury, real or potential, including, by way of example and not exhaustive, economic/financial business, revenue and profit and or commercial goodwill losses however inherent or connected to malfunctioning, suspension or interruption of the services provided by the Company and/or due to force majeure, or facts not attributable to the Company or its staff, even if directly related to the service covered by this contract.

7.2. The Company is also not bound to the custody of the goods

left inside its premises and, therefore, is not responsible in case of theft, loss or deterioration of the goods left at the premises.

- 7.3. The Company is also not responsible for all damages, of any nature, derived directly or indirectly, - from improper use of the spaces, structures and instruments made available by the Client.
- 7.4. The Company is also not responsible for all damages, of any nature, economic or not, derived - directly or indirectly - from the supply of food and drinks through specifically appointed third parties.
- 7.5. The services provided by the Company may also be suspended, in whole or in part, in cases of force majeure. Cases of force majeure are all events beyond the Company's reasonable control or, in any case, breakdown of the premises, the network of services, defaults or inefficiencies of third parties, activities and / or decision of the Public Administration, all deeds and orders of the Public Authorities, legal limitations, natural disasters, lightning, fires, explosions, riots, wars, epidemics as well as strikes, industrial or market disruptions, lack of water, energy or transport.
- 7.6. The Customer acknowledges that he is solely responsible for any and all information, messages, text, software, data, graphics, video communications and other material transmitted, disclosed, exchanged or made available to third parties through physical spaces and / or provided by the Company and to this end undertakes to indemnify and hold the Company harmless from any claim and / or claim by third parties.
- 7.7. The Client also takes on responsibility for any damage of any nature and species caused to the physical and / or virtual space, as well as to the instruments made available by the

Company caused by the same, directly or indirectly, or by its guests.

Art 8. Expenses

- 8.1. The agreed fee includes the costs for the supply of electricity, methane gas for heating and water in addition to the expenses related to the urban garbage collection service.
- 8.2. In the agreed fee are excluded, and to the full charge of the Client the expenses regarding the SIAE rights, in the event that during the event music and / or other works that are copyrighted are disclosed. Costs for all additional services not included in this contract are also excluded.

Art 9. Inspection of premises

- 9.1. The Client must allow access to the real estate unit referred to in art.1 to the Company's manager and those appointed by the Company if they have reason because of their function or duties for the performance of the service.

Art 10. Privacy

- 10.1. In accordance with Art. 13 D.Lgs. n. 196/2003 relative to the processing of personal data, the Client, consents to the processing of personal data, for the purpose of carrying out activities.

Art 11. Legislation and Place of jurisdiction

- 16.1 This contract will be regulated and interpreted in accordance with the laws of the Italian Order. For any dispute arising from or in connection with the provision of the services indicated in this contract the Italian jurisdiction will be the sole competence.
- 16.2 Specifically, for any dispute that could still result from this agreement, the Court of Milan will be exclusively competent.
- 16.3 Although not explicitly covered in this contract the Parties recall the provisions of the Civil Code and the Specific Guidelines D. Lgs. N. 196/2003