



Housing Policy & Conduct Rules

Place Kolkata, West Bengal, India

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The Housing Policy and Conduct Rules of the Ivy Nest are as under.

1. General Booking Policy:

- 1.1. Certain destinations may have different travel guidelines for specific times during the year. Please abide by all laws and guidelines as applicable.
- 1.2. Policies are booking specific and would be informed to the guest at the time of booking or upon Check-In.
- 1.3. No breeding and/or raising of pets is allowed at the property/apartment/premises.
- 1.4. The Licensor is not responsible for any theft or damage of the Licensee's belongings. The Licensee may insure it against all possible risks at its own cost, if so required.
- 1.5. The Licensee shall not be authorised to carry out any work of structural repairs or additions or alterations to the said property/apartment/premises. Only such alterations or additions which does not affect the structure and are not of structural or permanent nature may be allowed to be carried out by the Licensee inside the property/apartment/premises with the previous written permission of the Licensor

provided necessary permission from the premises Association is obtained, if so required.

- 1.6. Partying or gathering or assembling is strictly prohibited in sharing and independent type accommodation. And can be only conducted in the Community Halls/ Amphitheatre/ visitor free area of property /apartment/premises.
- 1.7. Decoration (wall sticker, add on painting, nailing) is strictly prohibited in any area (wall/ furniture/ceiling), of the property/ apartment/premises.
- 1.8. Non fixable furniture is allowed to be brought in and kept/used (table, chair, cabinet unit etc.) which are required to be necessarily removed at the time of vacation of property/apartment/premises.
- 1.9. Charges for Electricity and Common Area Utility (CAU), if applicable, are payable on monthly basis and will be billed separately along with rent. The CAU Charges ensure that utility expenses of common area of the property/apartment/premises are apportioned as per actual to all the residents/occupants of the property/apartment/ premises.
- 1.10. The Licensor shall hand over the keys of the property/apartment/premises after receiving the license fee and/or advance security money from the licensee for a period of eleven months beginning from.
- 1.11. No casual, fixed or any type of construction either temporary or of permanent nature is allowed within or outside of the property/apartment/premises.
- 1.12. All the Municipal Taxes and other taxes and levies in respect of the licensed property/apartment/premises will be borne and by the Licensor alone.
- 1.13. Storing or using of any heavy or unusual quantity of gas, petrol and /or any type of combustible article inside the property/apartment/premises under any circumstances is strictly prohibited.
- 1.14. The licensed property/apartment/premises will be used only for residential purpose and for no other purpose. The Licensee shall also have to follow/abide by the rules and regulations of the society/association in which the property/apartment/premises is located in all circumstances.
- 1.15. The licensed property/apartment/premises are given to the Licensee on personal basis and the Licensee will not be entitled to transfer the benefit of this agreement to

anybody else and/or will not be entitled to allow anybody else to occupy the property/apartment/premises or any part thereof. Nothing in this agreement shall be deemed to grant a lease and the licensee agrees and undertakes that no such contention shall be raised/taken up by the Licensee at any time.

- 1.16. The Licensee shall not be deemed to be in the exclusive occupation/possession of the licensed property/apartment/premises and the Licensor will have the right to enter upon the property/apartment/premises at any time during working hours to inspect the property/apartment/premises.
- 1.17. The Leave and License Agreement shall never be constructed as a tenancy agreement or lease nor creating any other sort of right, title, and/or interest in the said property/apartment/premises under the control and supervision of the Licensor.
- 1.18. The Agreement can be renewed for the further period(s) in writing only and agreed terms and conditions in accordance with the terms and conditions specified for running increment in the Licensor's inner increment policy.
- 1.19. The Licensor is not responsible for any theft or damage of the Licensee's belongings.
- 1.20. The Licensee may insure it against all possible risks at its own cost, if so required.
- 1.21. The Licensee shall maintain the licensed property/apartment/premises in good condition and will not cause any damage thereto. If any damage is caused to the property/apartment/premises or any part thereof by the Licensee, Licensee's servants or agents the same will be made good by the Licensee at the sole cost of the Licensee either by rectifying the damage itself to the satisfaction of the Licensor's Architect or by paying cash compensation as may be determined by the Licensor's Architect.
- 1.22. The Licensee shall not cause any nuisance or annoyance to the people-in the neighbourhood or store any hazardous goods on the property/apartment/premises.
- 1.23. If the Licensee commits a breach of any of the terms or conditions of this agreement then notwithstanding anything herein contained, the Licensor will be entitled to terminate the agreement by providing a fifteen days prior notice to the Licensee.
- 1.24. On the expiration of the said term or period of Notice or earlier termination thereof, the Licensee shall hand over vacant and peaceful possession of the licensed property/apartment/premises to the Licensor in the same condition in which the property/apartment/premises now exist subject to normal wear and tear. The

Licensee's occupation of the property/apartment/premises after such termination will be deemed to be that of a trespasser.

- 1.25. Allocation of bed or room for any booking will be at the discretion of Licensor. The Licensor reserves the right to shift guests to other rooms in the same property/apartment/premises if space is available.
- 1.26. In case the Licensor needs to revise the rentals at the licensed property/ apartment/ premises due to unavoidable circumstances, the Licensee will be informed seven days prior to the proposed date of revision.
- 1.27. Licensor's property/apartment/premises cannot be used for commercial activity. All residents/Licensees shall abide by the local and house laws.

2. Terms and Condition Visitor

- 2.1. All the independent property/apartment/premises are visitor friendly.
- 2.2. Visitors can stay at the independent property/apartment/premises but cannot stay at shared property/apartment/premises under any circumstances.
- 2.3. All visitors are bound to follow the terms and conditions applicable to the property/apartment/premises visited by them during the period of their stay or visit to the property/apartment/premises.
- 2.4. Any visitor creating disturbance, nuisance, argument and inconvenience or creating any dispute to/with the neighbour will be the sole responsibility of the Licensee and the consequences thereof shall be faced, resolved and borne by the Licensee. The Licensee shall be solely responsible for any liability arising there from and shall be liable to make good any damage caused to the property/apartment/premises or the neighbour by the visitor(s).
- 2.5. Visitor's entry in sharing type property/apartment/premises is strictly prohibited in all cases. As per the Privacy of our client and that of the room- mate, we are unable to allow /permit any visitor to the property/apartment/premises and the same shall be strictly followed.
- 2.6. Illegal way or manner of consumption of any substance or liquor or drugs inside or near to the property/apartment/premises is strictly prohibited and can lead to legal action at its sole risk and responsibility.

- 2.7. Inappropriate behaviour with the Company staff is strictly prohibited and might lead to legal action.
- 2.8. While drinking and smoking at the property/apartment/premises, the decorum/ rules/standards of the property/apartment/premises should be strictly followed/ maintained.
- 2.9. Damage of any product/goods brought in by the Licensee and or the visitors will be the sole responsibly of the Licensee.
- 2.10. The Licensor shall not liable or responsible if anything gets lost, misplaced or stolen.

3. Services

3.1. General Maintenance Appliances, Furniture and Fixtures

- 3.1.1. Standard facility/unit/replacement is provided commensurate with the room/ flat/ apartment/premises size.
- 3.1.2. Modification, replacement or change in nature, type or standard of facility is not permitted and cannot be done.
- 3.1.3. Annual maintenance is to be arranged by the Licensor.
- 3.1.4. Breakage or damage of the product due to physical destruction, misuse or careless use will lead to charge for repairing, rectification, curing or replacement as per then prevalent market price plus operational charges and installation charges.
- 3.1.5. Modification in the speed of the Wi-Fi System (Router) is not permissible and cannot be done.
- 3.1.6. Correction of technical or server fault is not under the Licensor's purview or control.
- 3.1.7. Licensee will be responsible for misuse and sharing of the Wi-Fi connection/ or any subscription.
- 3.1.8. Un-subscribing or logging out from the apps/connectivity/subscription while going out, or at the time of vacating the property, is solely the Licensee's responsibility/ liability.

3.2. Supervisor

- 3.2.1. They are responsible and instructed to take care of the services to be provided to the Residents/Occupants as laid down.

- 3.2.2. Residents/Occupants can call/contact the supervisor for the assistance and services during duty hours only.
- 3.2.3. Seeking personal assistance from the Supervisor is strictly prohibited.
- 3.2.4. Supervisor's assistance during emergency is permitted/allowed without any payment.
- 3.2.5. Payment of tip or any over money or any type of gratitude to the supervisor for any work is strictly prohibited.

3.3. Housekeeper

- 3.3.1. The facility provides an alternate day housekeeping service of room, common area cleaning with making bed, emptying trash, kitchen cleaning and washroom cleaning.
- 3.3.2. Slots and time schedule fixed will remain same and cannot be changed.
- 3.3.3. Slots and time schedule can be changed only in case of emergency.
- 3.3.4. Housekeeping comes once a day.
- 3.3.5. Kindly tick the "yes" in the option column after the checking the work done.
- 3.3.6. Please mention the reason for "no" or cross option.
- 3.3.7. Housekeepers are not allowed to do any other nature of work including that of personal nature apart from official and specified housekeeping works.
- 3.3.8. Housekeepers are only allowed to do emergency work under the C.C. of Supervisor or any higher authority.
- 3.3.9. Payment of tip or any over money or any type of gratitude to the housekeeping staff or supervisor for any work is strictly prohibited.
- 3.3.10. Housekeeping work covers complete cleaning with dusting and mopping.
- 3.3.11. Facility/Service for cleaning of maximum 12(twelve) utensils will be provided if subscribed for utensil cleaning.
- 3.3.12. Cleaning after partying or gathering or assembling by housekeeping staffs cleaning is strictly prohibited.
- 3.3.13. All the utensils are to be kept in the sink / near the sink and with instruction to the housekeeping staff in case of utensils which needs to be cleaned for the smooth process.

- 3.3.14. Housekeeping Staff is not permitted to enter the room and also not allowed to clean if the wardrobe is open or important and expensive products are lying open or in an unsafe manner.
- 3.3.15. Residents/Occupants shall stay awake and alert when housekeeping work is done/undertaken.
- 3.3.16. Emptying of trash or replacement of garbage bag will be done only as per the requirement/ need.
- 3.3.17. Kitchen cleaning shall cover thorough cleaning.
- 3.3.18. Washroom cleaning includes thorough cleaning with removal of garbage bag(s).
- 3.3.19. Biological, wet, kitchen garbage and other filts will not be thrown/removed if found lying on floors and/or not kept properly in the garbage bag(s). Hence it is the
- 3.3.20. Licensee's responsibility/liability to remove/throw the same.

3.4. Laundry

- 3.4.1. Complimentary Laundry facility is available up to 5(five) kg Licensee's (B2C) cloth. If it crosses the limit then extra per kg are payable as mentioned in the Licensor's system and website.
- 3.4.2. Quality of cleaning and press are of normal standard fixed by the Licensor and improvisation thereon cannot be done, provided or entertained.
- 3.4.3. Extra charges as applicable or payable should only be paid only on the Licensor's registered payment gateway. No transaction or payment is permitted through cash.
- 3.4.4. Discoloration of clothes or damage done by the laundry can be claimed if it legitimate, justified and due to fault of the laundry and not due to the poor or bad quality of the clothes.
- 3.4.5. Counting and checking of clothes should be done properly before giving/handover and similarly at the time of receipt/taking back.

4. Safety and Securities Major

4.1. Night Manager

- 4.1.1. Assistance in case of emergency is only permitted with no extra payment.
- 4.1.2. Seeking personal assistance from the Night Manager is strictly prohibited.

- 4.1.3. Payment of tip or any over money or any type of gratitude to the Night Manager for any work is strictly prohibited.
- 4.1.4. Night Manager shall be responsible to provide assistance for medical reasons, natural calamity and hazards.
- 4.1.5. Master Key/Card is not accessible at night for safety reasons. It will only be control by day supervisor/ Senior Housekeeper during working days and hours

4.2. CCTV

- 4.2.1. All footage captured is only of the outside of the main entrance of the property/ apartment/premises.
- 4.2.2. No footage will be shared to anyone under any circumstances in order to maintain the Licensee's privacy.
- 4.2.3. No access to CCTV system is permitted or will be given.
- 4.2.4. CCTV Footage/recording will only be shared/provided to the concerned authority in emergency cases and for valid reasons only and that too with the Licensee's approval.
- 4.2.5. Installation of CCTV is done purely for the Licensee's safety reason and shall not amount or be meant as an interference in the privacy or personal affairs of the Licensee.
- 4.2.6. Causing disturbance, hacking or any sort of manipulation with the connection or system (e.g., switching it off, disconnecting the line, disturbing the camera position, hacking etc.) is a criminal offence and subject to legal action.

5. Access Card/Key

- 5.1. Access Card/Key is issued one per user (*2 [TWO] card/keys are only applicable for co-partner property*).
- 5.2. Charges applicable on generation of new access card/key if lost.

6. Damage

- 6.1. Structural change to the property/apartment/premises is strictly prohibited.
- 6.2. Damaging of property/apartment/premises product under any circumstances is strictly prohibited.
- 6.3. Charges for making good the damages will be solely borne by the Licensee staying at that damaged property/apartment/premises.

- 6.4. Charges for making good the damages will be as per actual plus operational charges plus installation and/or labour charges.
- 6.5. All the payment for the damage caused to the property/apartment/premises should be cleared promptly and during the duration of stay only.
- 6.6. Charges for making good the damages might vary if paid late as it depends on the market cost.

7. Repair and Maintenance

- 7.1. Repairs, maintenance and/or replacements will be carried out once a week only.

8. Terms and Condition for Noise

- 8.1. Licensee shall keep the noise level in the property/apartment/premises within the permissible/tolerance limits of others and as permitted by Law and reduce the same if requested to do so.
- 8.2. No noise shall be caused between 11:00 PM to 9:00 AM.

9. Terms and Condition for Electricity

- 9.1. Payment of electricity bill for independent and one bhk property/apartment/premises is Licensee's responsibility/liability.
- 9.2. The Licensor is not responsible for rate of electricity consumption taken by the Electricity Board.
- 9.3. In case of shared property/apartment/premises properties electricity bill amount will be split and divided as per room and will be divided into number of people staying at the property/apartment/premises.
- 9.4. Interference in other's electricity consumption is strictly prohibited for common area or room.

10. Contact us

For any grievances:

Self Help: <https://ivynestapartments.com/>

Email: info@ivynestapartments.com