

## GENERAL TERMS AND CONDITIONS OF FLEXI FACILITY USAGE

These General Terms & Conditions (the "Terms") shall govern the usage of the Flexi Facilities and the provision of Services, both as detailed below. We are the owners of the Flexi Facilities. You only have the right to use one of them. The Terms shall be considered as an undertaking by you to be fully compliant at all times during the Duration, as defined below.

For the purposes of these Terms, "RAKEZ" means Ras Al Khaimah Economic Zone, premises located at Amenity Centre 1, Business Centre 4 and 5, or any other Business Centre, as from time to time advised by RAKEZ (The "Premises"), "Trade Licence" means the trade licence issued by RAKEZ to you.

### DURATION

The Duration of the Terms shall commence on your Trade Licence issuance date and shall automatically terminate at the date of expiry of your Trade Licence (the "Duration").

### FLEXI FACILITIES

- a. Flexi Desk – a shared and networked workstation located at RAKEZ Premises
- b. Flexi Office – a shared and networked office located at RAKEZ Premises.

### FEE

The obligation to pay concerns the rent for the utilisation of the Flexi Facility and the Services provided herein which is payable in advance without the right to partial or whole refund for any reason whatsoever.

### SERVICES

RAKEZ shall render the following services to you for the course of the Duration:

- a. Shared fax services
- b. Workstation and chair
- c. Dedicated telephone lines (telephone devices are shared, but specific numbers will be assigned to you for outbound calls only)
- d. Personal computer
- e. Private email address

### OBLIGATIONS AND LIABILITIES

- a. You must have a valid Trade Licence to function in RAKEZ.
- b. Only you/shareholders/secondee will be permitted to use the Flexi Facility.
- c. You shall use the facility up to a maximum of 10 hours during RAKEZ's business hours, from Sunday to Thursday, 8:00 AM to 4:00 PM. The facility is not available during Friday and Saturday. Usage of the Flexi Facility in excess of the aforementioned hours will result in an additional charge at the rate of: a.) AED 20 per hour for Flexi Desk, and b.) AED 40 per hour for Flexi Office.
- d. You shall be responsible for maintaining the cleanliness of the Flexi Facility.
- e. You shall not cause any nuisance, disturbance or annoyance to the other clients using other spaces in RAKEZ
- f. You herein undertake to repair and/or compensate RAKEZ for all damages made to any equipment available to you at the Flexi Facility, and to report to the authorised RAKEZ personnel any noticed damage to the equipment.
- g. You acknowledge that RAKEZ will not be liable for the loss of any abandoned item in the Flexi Facility or anywhere inside RAKEZ Premises.
- h. You herein acknowledge that RAKEZ shall not be liable for the misuse of any data saved in the shared computers of the Flexi Facility by you or any third party, whether it is another client or any other person, and irrevocably and definitely waives the right to claim any compensation from RAKEZ relating thereto.
- i. You shall not use the Services in a manner that violates any of the UAE federal, local or applicable laws.

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### GENERAL

- a. Usage of the Flexi Facility shall require a telephone or email booking three (3) days in advanced. Booking through the Business Centre itself is possible but is subject to availability.
- b. Unoccupied bookings shall be counted towards hours of usage.
- c. The usage of any fraction of an hour will considered as one hour.
- d. Unused hours or fractions thereof cannot be carried forward to following weeks.
- e. Flexi Facility usage can be exchanged with meeting room usage. A meeting room is one where you can hold meetings and the basic necessities will be provided.  
Note the conversion: ten (10) Flexi Facility hours equals one (1) meeting room hour. A maximum of two (2) exchanges are allowed per month.
- f. Retail trading, assembly, or repacking of any product is not permitted in the Flexi Facility or anywhere in RAKEZ
- g. Trading/marketing of illegal or contraband items is strictly forbidden.
- h. Signboards are not permitted.
- i. Display of products is not permitted.
- j. Possession of any combustible or explosive substance like petrol or kerosene is forbidden during the course of the Duration, whether inside the Flexi Facility or anywhere within RAKEZ premises.
- k. Smoking and consumption of alcohol are strictly prohibited inside RAKEZ premises. The Flexi Facility or any other space within RAKEZ cannot be used to host or accommodate any additional person, animal or pet inside.
- l. All outstanding administrative and financial issues shall be promptly settled with RAKEZ.

### RESERVATIONS OF RIGHTS

RAKEZ reserves the right to inspect the Flexi Facility at any time without prior notice to ensure compliance with RAKEZ Rules and Regulations and specific requirements.

RAKEZ reserves the right to reclaim or deny the Flexi Facility usage at any time without cause or liability to compensate you whatsoever, directly or indirectly.

RAKEZ reserves the right to amend its Rule and Regulations and these Terms, at any time, upon its sole and absolute discretion.