

# THE NITTY GRITTY

## ACCESS

Zoku's meeting rooms and event spaces can be rented out in 4, 8, 12 hour - or multi day intervals. Access outside these times may be subject to a fee. Shorter time periods available on special request and case by case basis only.

## STORAGE

Zoku will hold up to two 30cm x 30cm boxes for up to two days prior to an event and two days after. Zoku will ship anything left behind longer than two days after the event with written notice of a shipping address, shipping method, and payment authorization. There is a €10 handling charge for each package shipped on behalf of the Client following the event.

## COORDINATION & LOGISTICS

### RENTAL SUPPLIES

Event spaces at Zoku are furnished with chairs, backless block seats, tables and serviceware. Zoku can coordinate the rental of additional furniture or serviceware upon request. Rental costs for additional furniture or serviceware items may be charged through to the Client.

### SECURITY

Security will be organized for events if requested by the Client or deemed necessary by Zoku. The Client is responsible for security fees. Security staffing is contracted for a minimum of 4 hours. Special hourly rates will apply for holidays.

### PARKING

The nearest parking garage is a 5-10 minute walk away from Zoku at the Waterlooplein.

## TERMS & CONDITIONS - MEETINGS & EVENTS

### CONFIRMATION & PAYMENT

- A credit card guarantee is required to secure all meetings and events bookings.
- Payment in full is due on the day of the meeting or event by credit card or bank transfer. Zoku does not accept cash or checks. The client can elect to have the credit card on file charged. Exceptions can be made on a case by case basis for the client to be billed by invoice. Nevertheless, if the invoice is overdue for more than 30 days from the date of the invoice, the client gives permission for Zoku to charge the credit card provided, for the full outstanding amount.

### CANCELLATION POLICY - DIALOGUE ROOMS

- For cancellations made 7 or more days prior to a scheduled booking, 0% of total costs will be charged
- For cancellations made less than 6 days or less prior, 100% of total costs will be charged.
- When applicable, a refund fee may apply.

### CANCELLATION POLICY - EVENT SPACES

- For cancellations made +3 months prior to the scheduled event, 25% of total costs will be charged.
- For cancellations made less than 3 months and up to 1 month prior, 50% of total costs will be charged. - For cancellations made less than 1 month prior, 100% of total costs will be charged.

## LEGAL

- In the event that the Client fails to pay the balance due within the time period agreed upon in this contract, Zoku is entitled to charge the Client credit card on file. The Client shall also be liable to owner for any legal fees, court costs, and other expenses associated with collection.

- Zoku cannot be held liable for direct or indirect damage as a consequence of the Client's use of Zoku's social spaces or Lofts, including and without limitation, damages, and losses because of fire, robbery or criminal behavior. Zoku cannot be held liable for injury to a person, loss of, or damage to any property of any person visiting or staying Zoku. Zoku cannot be held liable for any damages

caused by third parties. The Client will be liable for any physical damages, legal actions, and/or loss of reputation or business opportunities that Zoku may incur as a consequence of the actions of the Client or any of the Client's guests while the Client has access to the building for the event, and shall indemnify and hold harmless Zoku against any and all legal actions which may arise from the Client's use of the venue.

- These Terms & Conditions are governed by the laws of The Netherlands. All disputes will be submitted to the competent court in Amsterdam, The Netherlands.

In witness of their understanding of and agreement to the terms and conditions herein contained, the parties affix their signatures below. Both parties whose signatures appear below hereby warrant that they are fully authorized and entitled to enter into this agreement, and do so agree on the dates written below by affixing their signatures below.