

AAS APARTMENT SERVICE AG

FEELS LIKE HOME



WELCOME HOME!

WE ARE HAPPY TO WELCOME YOU IN YOUR NEW APARTMENT.

It is our greatest interest that you enjoy a carefree stay in Zurich and feel like home in your new apartment. For this reason, we place the highest value on quality and reliability and pay the greatest attention to detail.

In this information booklet you will find the most important information about your stay in Zurich at a glance. Please do not hesitate to contact us if you have any questions or uncertainties. Our motivated team offers you a competent service - seven days a week. To guarantee the best service we offer you an emergency phone line.

We wish you an unforgettable stay in your new home.

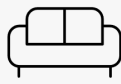
AAS Apartment Service – feels like home



Quiet and central
Location



Wireless high-speed
internet for free



Modern interior
design



Weekly cleaning



Fully equipped
kitchen

24/7

24/7 arrival
and departure



and more



Office Hours:

Office: Monday to Friday from 8 am - 12 noon and from 1 pm - 5.30 pm

Telephone: Monday to Friday from 8:30 am - 12 noon and from 1.30 pm - 5 pm

OUR SERVICES

Please find below our provided services. All of the listed services are naturally included and dealt with by our staff in a timely and reliable fashion.



Modern interior design



Balcony, garden seating or rooftop terrace



Wireless high-speed internet for free



Flatscreen TV with international channels



Fully equipped kitchen



Dishwasher



Oven and microwave



Nespresso machine



Welcome basket for kitchen and bathroom on arrival



Additional beds for adults or baby beds on request*



Baby high chair on request



Fitness room



Weekly cleaning of the apartment



Weekly changes of bedding and towels



Additional bedding and towels for guests on request*



Washing machine and dryer



Iron and ironing board



Vacuum cleaner



Parking on request*



Quiet and central location in the heart of Zurich



Close to public transportation



Close to shops and restaurants



24/7 arrival and departure (key safe)



Emergency phone service

* Additional costs may occur.

GENERAL INFORMATION

Accommodation protocol

Your apartment has been checked and a protocol has been made before your move in. We kindly ask you to report any damage within 3 days.

Registration at the district office

Please register within two weeks at the corresponding district office of the city of Zurich. Please make sure that you have the following documents ready: Passport, passport photo, rental (signed) contract of the apartment, employment contract (if available).

Internet

Each apartment is equipped with its own Internet modem. You will find the name and the corresponding password directly on your modem.

Cleaning

Your apartment will be cleaned once a week and your bed linen and towels changed. The cleaning starts at 9.00 am. You can find the weekday of cleaning in your check-in information, which you have received by e-mail.

Washing

For your personal laundry, a washing machine and a dryer are available free of charge in the property's laundry room. There is no laundry schedule. As far as the machines are free, they are at your disposal as and when required. Please observe the laundry room regulations.

Waste Disposal

Once a week the cleaning staff removes your used waste bags. Waste containers are available in front of the building for waste disposal in between. Please note that you are only allowed to use the white-blue fee bags "Züri-Sack" as waste bags. The "Züri-Sacks" are available at the cash desk in every supermarket in the city of Zurich. The use of false fee sacks can be punished with a fine.



Additional Guests

You are welcome to receive guests in your apartment. If you need additional bed linen and towels for guests, you can let us know by phone or e-mail.

Parking Space

If you would like to rent a parking space, please contact our office staff by phone or e-mail.

Emergency

For urgent emergencies outside our office hours, please dial the following emergency number: +41 (0) 79 266 44 34. Please note that this is only an emergency number for the following emergencies: Loss of keys, electricity failure and pipe breakage/water damage. The costs for an unjustified and self-caused emergency service (e.g. loss of keys) outside our office hours will be charged at CHF 150.00/hour.

Loss of Keys

Please contact us if you lose your keys. During office hours you can contact us by phone at +41 44 (0) 805 70 70. If you lose your key outside our office hours, please dial the emergency number: +41 (0) 79 266 44 34. Please note that you will be charged for the costs incurred.

Repairs

Please report any necessary repairs in the apartment or the common areas immediately to the office.

Electronic Installations

To avoid short circuits or internet problems, any installation must not be modified. Therefore, please refrain from independent installations. Any repair costs will be charged directly to the party responsible.

Open Windows, Turn Off Lights and Close Sun Blinds

Please air your apartment daily. Please turn off the lights and close all windows when leaving the apartment. Please close the sun blinds in bad and stormy weather. Any damage caused by such misconduct will be charged.

Bathroom Ventilator

Please use the ventilator during and after using the bathroom (press the button next to the light switch).

Use of Fitness Room

The fitness room is free for general use. We disclaim any liability for equipment and its incorrect use. Please report any damage of the equipment to the office staff immediately.

Nespresso Capsules

Please use exclusively Nespresso-compatible capsules for the Nespresso machine.

Check-Out

The check-out time is possible until 10:00 am at latest and possible on a 24/7 basis. If you would like to have a late check-out, please contact us so that this possibility can be checked with the availability.

OUR OFFICE TEAM

Our motivated office team offers you a qualified service during your stay. Please feel free to contact us for any requests, we do our best to make your stay enjoyable and to make you feel like at home.



Oliver Enz
Managing Director and
Construction Manager



Cristiana Celli
Head of Accounting



Tania Guye
Real Estate Consultant



Chloé Bucher
Accountant



Alexandre Teixeira Correa
Real Estate Consultant



Michelle Müller
Marketing



OUR CARETAKING AND CLEANING TEAM

Our competent caretaking and cleaning team provides you a reliable service during your stay.



Gezim Morina
Head of Caretaking



Helder Pereira
Caretaker



Denis Karatas Lo Giusto
Caretaker



Maria Morais
Cleaning Staff



Maria Novo
Cleaning Staff



Maria Garcia
Cleaning Staff



Lidia Flores Ortiz
Cleaning Staff



Magdalena Betancourt
Cleaning Staff



Sheyla Da Silva Andre
Cleaning Staff

HOUSE RULES

These house rules form an integral part of the rental agreement. The tenant is liable for all damage caused by non-compliance with these rules. Non-compliance with the house rules entitles the landlord to terminate the tenancy immediately after a written reminder has been issued without success. We thank you in advance for your understanding and your efforts.

1. General Matters

Every resident is required to maintain tidiness, compatibility and consideration for the other residents of the house. Mutual tolerance is the requirement for a harmonious living in community.

2. Noise concerns

House and apartment doors must be closed quietly, especially at night. Televisions and radios should be set to room volume. Roller blinds are to be closed gently. From 22.00 - 07.00 hours, the municipal noise ordinance (police regulations) must be respected.

3. Security

All outside doors (entrance and courtyard doors) must be kept closed. Please use the entry intercom to find out who is requesting or being granted entry. Do not just press the door opener as strangers are not to be granted entry.

4. Laundry and Drying Rooms

The use of the laundry room is determined by the laundry room regulations, and the operating instructions must be followed. The machines must be left in the same clean condition for the next user. The laundry must be removed immediately after completion of the wash/drying program. Children are not allowed to enter the laundry room unattended (risk of accident).

5. Internet, TV and other technical installations

We are responsible for all installations. The independent installation and modification of all installations is not permitted. Please contact our office staff for installations of personal devices and we will forward you to our IT support. The hourly rate is CHF 180/hour. Please note, that we are not taking responsibility for possible system failures of our providers (Cablecom and Swisscom).

6. Maintenance and Cleaning

- a) The cleaning staff cleans your apartment and the common areas on a weekly basis. In order to guarantee an optimal and efficient cleaning, we ask you to leave your apartment in an orderly manner on the day of cleaning. Please lock away your valuables, store your clothes and laundry in the closet or laundry basket and put the dirty dishes straight into the dishwasher. Please note, that the staff is only allowed to clean free surfaces and furniture.
- b) Only in emergency cases (burst water pipes, fire, etc.) should you directly inform the sanitary facilities or the fire department. Otherwise please inform the caretaker or the office staff. AAS Apartment Service AG will not accept any orders directly assigned by the tenant.
- c) Repairs and damage must be reported (both when you move in and during your stay) directly to the office staff.

7. The following rules must be adhered to:

- The deposition of baby carriages, bicycles, waste and waste paper in the entrance area and in the staircase is not permitted. Bicycles may also not be stored in the apartment.
- The corridor forecourt may not be used as a storage area or shoe room due to the regulations of the fire department police.
- The storage of waste and foul-smelling substances on the balcony or in the stairwell is not permitted. Waste is disposed of once a week by the cleaning staff. For additional disposal of waste in the container in front of the house, please refer to the item "Waste disposal" in the chapter General Information.
- The throwing away of waste, hair, food leftovers of all kinds into the washbasins, water drains and the toilet is not permitted.
- Hanging laundry in front of the windows, on the balcony or hanging objects on the roller shutter bars is not permitted.
- Barbecuing on balconies and terraces is not permitted.
- The installation of parabolic satellite receivers is not permitted.

EMERGENCY NUMBERS

AAS Apartment Service AG	+41 (0) 44 805 70 70
AAS Emergency Number (5.30 pm - 11 pm)	+41 (0) 79 266 44 34
Police	117
Fire Brigade	118
Ambulance	144
Poison Alarm	145 or +41 44 251 51 51 (from abroad)
Rega (Swiss Air Rescue)	1414 or +41 33 333 33 33 (from abroad)
Road Service TCS (Touring Club Schweiz)	0800 140 140

GENERAL TERMS AND CONDITIONS

These GTC are integral part of the concluded rental agreements and their provisions are binding.

1. Apartment description

The apartments shown on our website display the apartment's style. Deviations from the pictures are possible. The apartments may be viewed before they are booked.

2. Rental commitment apartment

The rental commitment for an apartment is binding as soon as we receive it in writing through a signed rental agreement, oral commitment or e-mail confirmation.

3. Advance payment for reservation

An advance payment of 30% of the total amount needs to be made within 3 days after signing the agreement. If this deadline is not met, the availability of the apartment is no longer guaranteed, i.e. as long as the advance payment is not made, the apartment may be let to another tenant.

4. Terms and means of payment

The rent is owed in advance. The deposit is paid jointly with the first rent. Keys for the apartment are only handed over after the due first rent and the deposit are paid according to the rental agreement.

If a tenant stays up to 3 months, the VAT is charged on the rent and the ancillary costs (service). If a tenant stays for more than 3 months, VAT will not be charged on the rent. The ancillary costs (service) are always subject to VAT and are charged to the tenant.

We accept all usual means of payment (cash, VISA, Mastercard, American Express, EC card (Maestro)).

A reminder fee of CHF 100.00 is charged for late rent payments.

5. Moving in – provision of keys

The keys are handed over personally in our office or are provided in the relevant key safe of the property as far as the first rent and the deposit have been paid.

The tenant has to notify defects in the apartment immediately (within 3 days at the latest) after moving into the apartment.

6. Duty to register

The tenant shall register with the competent registration office within 8 days.

7. Cleaning

a) Weekly cleaning

The apartments will be cleaned once a week. The bed linen and bathroom towels will be changed once a week. The waste bins will be emptied once a week. The cleaning day is notified to the tenant upon the conclusion of the agreement. We ask the tenant to leave the apartment in a tidied state and to remove all dishes from the kitchen (dishes in the dishwasher), so that the cleaning personnel can guarantee perfect and efficient cleaning.

b) Final cleaning

After the tenant has moved out, a final cleaning will be carried out that is due for payment jointly with the first rent. If this exceeds the normal degree and/or if excessive waste or personal items must be removed, we will charge this additionally.

8. Access to the apartment

Our cleaning and maintenance staff is entitled to enter the apartment without prior announcement (repairs, maintenance work or technical inspection). If the rental agreement for an apartment has been terminated, the apartment may be shown to potential new tenants without prior notification. We strive to inform the affected tenant in due time prior to an imminent apartment access, where possible.

9. Smoking ban

All our apartments are non-smoker apartments, i.e. smoking is not permitted in the apartment. We are asking you to keep this in mind also with regard to the new tenant. All costs accruing due to damage caused by smoking will be passed on to the tenant.

GENERAL TERMS AND CONDITIONS

10. Termination

- a) Termination up to 30 days prior to the start of the tenancy does not cause any costs.
- b) For termination less than 30 days up to 15 days prior to the start of the tenancy, an administrative fee of 10% of the rent becomes due for payment. The minimum fee amounts to CHF 200.00.
- c) If the rental agreement is terminated less than 15 days prior to the start of the tenancy, the entire contractual rent is owed; however, this amount does not exceed 1 monthly rent. If the customer provides for an adequate new tenant, an administrative fee of 10% of the monthly rent is due for payment, at least CHF 200.00.
- d) If a tenant has a rental agreement with a limited term and moves out before the agreement ends, the rent is still owed until the end of the agreement, unless the tenant provides for an adequate new tenant.
- e) Tenants who do not pay the rent and/or tenants who are in delay with the payment of the rent may be evicted immediately, and the apartment may be let to a new tenant.
- f) Any potential contractual privileges granted due to the agreed long term of the agreement may be cancelled with retroactive effect and invoiced to the tenant if the agreement is terminated early.

11. Extensions

If notified in due time and depending on availability, the rental agreement may be extended. If the tenant wishes to extend the agreement, they shall notify this within 15 days prior to the expiry of the rental agreement. If this deadline is not complied with, it cannot be guaranteed that the apartment will still be available after the agreement expires.

Due to the additional administrative expenses, the daily rent agreed according to the rental agreement, which is higher than the monthly rent, will be charged if the term of the tenancy is only extended on a daily or weekly basis. In case of an extension by less than 6 months, the ordinary monthly price shall apply, without any discounts, which have been granted.

If the reservation is extended, the rent shall be paid in advance, unasked and until 3 days prior to the start of the reservation at the latest. If we do not receive the amount, the previously agreed reservation period ends. We reserve the right to adjust the rent if an agreement is extended.

In case of a mutually agreed prior termination in writing, a reimbursement for expenses amounting to 10% of the owed rent becomes due until the new tenant moves in, at least CHF 200.00. The termination shall be made in writing and confirmed by us. After the tenancy has expired, the tenant shall leave the apartment unasked and return the keys according to item 13. If the tenant fails to leave the apartment in due time, AAS is entitled to clear the apartment and to replace the lock cylinders at the tenant's cost.

12. Modifications to the agreement

If modifications are made to the agreement subsequently on the tenant's demand and if they require the new issue of the rental agreement, an administrative fee amounting to CHF 150.00 is charged.

13. Moving out – return of keys

On the last day of the tenancy, the keys has to be returned in the office or left in the relevant key safe at 10 am at the latest. If the keys are not returned in due time, we reserve the right to issue an invoice for late return to the tenant, usually in the amount of one daily rate of the rent. The tenant has to contact the office one week prior to the moving out date in order to schedule the return of the keys. For the safety of the new tenant, if the keys were not returned until 05:00 pm, the amount of CHF 400.00 will be charged to the tenant for the replacement of the keycylinder. The same applies if the keys are lost.

14. Deposit repayment

The deposit will be reimburse within 3 weeks given on the reimbursement form.

All outstanding items as well as damage caused by the tenant are set off against the deposit.

15. Internet use

Every apartment has its own free WLAN. The tenant is not permitted to make any modifications to the installations and configuration. In case of non-compliance, the tenant will be held liable for the costs of any potentially required reinstallation or troubleshooting. We do not accept any liability for damage caused by spam, viruses, spy software resulting from the use of the AAS network. We strive for a constantly functioning Internet line, but cannot give any guarantees, and we do not accept any liability in this regard.

If the tenant needs Internet access to carry out their work, they are at liberty to have their own Internet line connected by a provider. We will happily support the tenant with this matter.



GENERAL TERMS AND CONDITIONS

16. Radio/TV fees

As from a tenancy of more than 3 months, the invoicing for radio/TV fees is made directly by Serafe AG.

17. Use of exercise equipment

Every tenant is responsible for their use of the exercise equipment. Please use this equipment correctly and notify any damage immediately. We do not accept any liability for the use of the exercise equipment.

18. Pets

Pets are not permitted and lead to immediate termination of the tenancy. In this case, the tenant owes the entire contractual rent; however, the maximum is 1 monthly rent. If the tenant provides for an adequate new tenant, an administrative fee of 10% of the monthly rent, which amounts to at least CHF 200.00, becomes due.

19. Emergency

An emergency phone number is available to the tenant. We charge emergencies the tenant is responsible for, such as loss of keys and emergencies that could have been dealt with within the normal business hours, at an hourly rate of CHF 100.00 plus commuting costs.

20. Insurance

The tenant shall take out their own theft and liability insurance. We do not accept any liability.

21. Apartment use

The apartments is only be used for residential purposes. In case of illegal or non-contractual use of the apartment, we reserve the right to terminate the tenancy without notice. The tenant is liable to pay the still outstanding rents according to item 10.

22. House rules

The general house rules as displayed on the notice board in the staircase of the relevant properties shall be complied with. Bicycles are not allowed in the apartment or in the staircase. They can be parked in the bicycle stands which belongs to the property.

23. Applicable law and place of jurisdiction

Swiss law applies to this agreement. The parties acknowledge the courts of law at the registered office of AAS Apartment Service AG as place of jurisdiction for disputes arising from this agreement.

Last update January 1st 2020/AAS