Sede legale

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CAMPUSX Srl

Società a socio unico
Capitale sociale € 1.500.000,00 i.v.
PIVA: 07605420962
Società soggetta all'attività
di direzione e coordinamento
da parte di CX Living Srl

GENERAL TERMS AND CONDITIONS OF STAY

Article 1 – Definitions
"CX Living": refers to Campus X s.r.l., a single-member company subject to management and coordination by CX Living s.r.l., with registered office in Rome, Via Abruzzi 25, tax ID and VAT No. 07605420962;

"Customer": refers to any person who uses the services offered by CX Living;

"General Terms and Conditions": refers to the set of provisions which, together with the Contract, govern the Customer's stay at one of the Properties;

"Reservation": a reservation confirmation signed by the Customer. Upon finalization of the reservation confirmation—which may also occur upon check-in—the Reservation becomes definitive and has the same legal effect as a contract;

"Facility" or **"Facilities"**: refers to one or all of the facilities managed by CX Living where the Customer is staying.

Article 2 – Subject Matter
The General Terms and Conditions apply to all stays at CX Living's Properties pursuant to the Reservation. The General Terms and Conditions, in their latest available version, therefore form an integral and substantial part of the Reservation and, together with the latter, govern the relationship between the parties regarding the stay at the Property. In the event of a conflict between the Reservation and the General Terms and Conditions, the provisions of the latter shall prevail. CX Living reserves the right to amend the General Terms and Conditions at any time and without prior notice.

Article 3 – Check-in and Check-out
3.1. The room is made available to the Guest on the date indicated in the Reservation, starting at 3:00 p.m. The Guest agrees to use the room and the items therein with the care expected of a prudent person.
3.2. The Guest shall vacate the room by 11:00 a.m. on the departure date, as indicated in the Reservation. In the event of failure to check out by the scheduled time, CX Living will charge an amount equal to the cost of one night's stay, according to the current rates.
3.3. Upon the Guest's request and subject to availability, CX Living, upon payment of the amount previously indicated to the Guest, may allow the room to be vacated after the scheduled checkout time. If the Guest fails to check out by the extended scheduled time, CX Living will charge an amount equal to the cost of one night's stay, in accordance with the current rates.

Article 4 – Modification of the Reservation. Early Departure. Failure to Check In. Cancellation

4.1. If the Customer wishes to modify the Reservation, the relevant request must be submitted to CX Living in writing, including via email. CX Living reserves the right to accept or reject the change to the Reservation, taking into account, among other factors, room availability. In the event of a change to the Reservation, CX Living will notify the Customer of any change in the rate.

4.2. Should the Customer depart earlier than the check-out date indicated in the Reservation, they will still be required to pay the full amount indicated in the Reservation, even if the services were not used or were used only in part.

4.3. Cancellation of the Reservation is possible only if this option is expressly provided for in the reservation confirmation; the confirmation will also specify the procedures for cancellation and any applicable fees.

4.4. The provisions set forth in this Article 4 apply exclusively if the Reservation was made directly between CX Living and the Customer. If the stay at the Properties was booked by the customer through a third party (e.g., Booking, Trivago, etc.), the terms and conditions of the third party shall apply.

Article 5 – Changes to Reservations and Cancellation at the Discretion of CX Living. Rerouting

5.1. CX Living has the right to close, reduce the capacity of, and/or delay the opening of the Properties for reasons related to events or circumstances beyond CX Living's control, such as, by way of example only and not limited to, pandemics, epidemics, wars, fires, measures taken by governmental, legislative, or administrative authorities. In such cases, CX Living may propose, at its discretion, one of the following alternative solutions: (i) rebooking at another Facility; (ii) issuance of a voucher in an amount equal to what the Customer has paid up to that point, valid for one year and redeemable at one of the Facilities; (iii) refund of the amounts paid by the Customer up to that point. The Customer, therefore, waives any other potential claims, including claims for compensation. CX Living is also granted, without the Customer being entitled to raise any objection in this regard, the right to make changes to the services offered, should such changes be mandated by the relevant authorities due to emergencies related to pandemic events or other cases of force majeure, or, in any case, at the discretion of CX Living where the exact fulfillment of the Reservation may pose risks to the health and/or safety of the Customer and/or employees and collaborators in any capacity, or, furthermore, if the fulfillment of the Reservation, in the presence of the aforementioned risks and the measures

5.2. CX Living reserves the right to immediately terminate the Reservation and to require the Customer to leave the Property immediately should the Customer engage in conduct contrary to public decency or public order, or that is harmful to CX Living, the Property, and/or the property contained therein, as well as to CX Living's clientele. In such a case, without prejudice to CX Living to claim compensation for damage suffered, the Guest shall have no right to compensation and/or reimbursement of any amounts. If the Guest has not

yet paid the fee, he or she shall be required to pay the full price due for the entire stay as indicated in the Reservation, even if he or she has only partially used the services and overnight stays provided for.
5.3. In the event that, for any reason, CX Living is unable to provide the Customer with a room—including in the event of overbooking—the Customer, upon finalizing the Reservation, agrees that CX Living may, at its own expense, rebook the Customer at another property, including one operated by a third party, with an equivalent hotel classification, without CX Living being subject to any liability and/or charges of any kind for this reason. In such cases, the Customer may cancel the Reservation without additional charges, and any right to compensation for damages is hereby excluded.

Article 6 – Tourist Tax. Taxes and Fees
6.1. The Guest is required to pay the tourist tax at check-in, in the amount established by the regulations in effect at the time issued by the municipality where the Property is located. For information regarding the tourist tax, please visit the website of the relevant municipality directly.
6.2. Any change in the tax regime or the introduction of new taxes, fees, and/or levies by the competent authorities will result in an automatic adjustment of the prices listed as of the billing date.

Article 7 – CX Living's Exemption from Liability
7.1. Except in cases of willful misconduct or gross negligence, in which the limitation of liability does not apply pursuant to Article 1229 of the Civil Code, CX Living shall be liable exclusively for any direct damages that are the immediate and direct consequence of a failure to perform and/or a delay in performing its obligations under the Reservation and provided that such damages are directly and exclusively attributable to CX Living, without prejudice to the application of Article 1227 of the Civil Code. Under no circumstances shall CX Living be liable to the Customer for indirect damages such as, by way of example and without limitation, loss of business, commercial losses, loss of customers, loss of orders, loss of opportunity, damage to reputation, etc. Regardless of the basis for its liability, CX Living shall be liable for any compensation for damages up to a maximum total amount not exceeding the amount paid for the stay.
7.2. No claim for compensation on any grounds may be brought against CX Living for any interruptions or suspensions—even partial ones—in the use of the room, common areas, and/or services, made necessary by maintenance or repair work on the systems and/or equipment or resulting from any other cause not attributable to CX Living. CX Living, at its sole discretion, may also restrict access to common areas at any time. It is understood that, in the event of partial use of the room, common areas, and/or services, the Guest shall not be entitled to any refund.

7.3. The Guest expressly acknowledges that the parking lots at the Properties, where available and usable, are not supervised by CX Living, which consequently is not liable for theft or damage to vehicles and/or items contained therein.
7.4. CX Living is expressly exempt from any liability for damages that the Guest may suffer as a result of using the gym and/or any other area designated for physical activity, including the use of sports equipment and/or machines, equipped facilities, and rooms located within the Facility.
7.5. The images published on the CX Living website, in advertising materials, and/or on the websites of CX Living's partners are for illustrative purposes only. Despite every effort made by CX Living to ensure that the images and text used to illustrate the services offered reflect as accurately as possible the proposed lodging option, the Customer may encounter differences due, by way of example and without limitation, to any renovations or furniture replacements. The Customer acknowledges and accepts this circumstance, waiving any claims in this regard.

Article 8 – Processing of Personal Data
8.1. Pursuant to and for the purposes of Regulation (EU) 2016/679 ("GDPR"), CX Living, in its capacity as Data Controller, informs the Customer that the personal data provided by the Customer or otherwise collected in connection with the Reservation and the stay will be processed in compliance with applicable data protection laws, for purposes related to and necessary for the management and performance of the contractual relationship.
8.2. All detailed information regarding the purposes and methods of processing, the legal basis, the recipients, the retention period, and the rights of the data subject is contained in the "Notice on the Processing of Customer Personal Data," prepared in accordance with Article 13 of the GDPR. By completing the Reservation, the Customer declares that they have received, read, and understood the aforementioned notice.
8.3. The complete privacy notice is always available for review at the reception desk of each Property, on the CX Living website, and is provided to the Customer at the time of check-in.

Pursuant to and for the purposes set forth in Articles 1341 and 1342 of the Italian Civil Code, the Customer declares that they have read, fully understood, and expressly approve the following articles: 3.2 (check-in and check-out); 4.1 (Changes to the Reservation); 4.2 (Early Departure); 4.3 (Customer's Cancellation); 5.1 (Changes to the Reservation Reserved to CX Living); 5.2 (Rerouting); 7.1 (Limitation of CX Living's Liability); 7.2 (Release from Liability); 7.3 (Use of Parking Lots and Release from Liability); 7.4 (Use of the Gym and Equipped Areas and Release from Liability).