



## CODE OF CONDUCT

### RESIDENTIAL BUILDING: **URBANITE 232**

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## **Introduction**

The purpose of this regulation is to establish the general guidelines of conduct that all individuals within URBANITE 232 must observe, aiding in maintaining an appropriate environment for the full development of all guests' activities.

URBANITE 232 is a development that provides an environment that enriches guests' experiences and serves as a means for them to achieve their goals, satisfying accommodation, study, and leisure needs.

Observance of this regulation is general and mandatory for all individuals, guests or visitors, who are within the facilities of URBANITE 232. The guest and their visitors accept the guidelines established in this regulation.

Only university students over 18 years of age, may stay at URBANITE 232 suites.

## **Authorities**

Article 1.- The residential development is composed of four mixed buildings with a total of 232 suites for students and common areas. The entirety of the development operates under the supervision and authority of the General Management.

Article 2.- The authorities of the development are:

- Administrative Manager
- Operational Manager
- Customer Service Management
- Administrative Assistant
- Receptionists
- Security

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Article 3.- Any matter that guests wish to discuss with the Administration must be done through the reception, from where reports will be directed to the department indicated according to the case, and follow-up will be provided.

Article 4.- In emergency situations, guests may submit their request directly to the Administration. If for any reason the Administrator is not present at the time of submitting the request, guests should approach the Administrative Assistant.

Article 5.- Urbanite staff members have the authority to address guests who violate this regulation and are obligated to report it to the administrator, who will assess whether the event warrants any penalties.

Article 6.- In the event of emergencies that jeopardize the safety of any member of the Urbanite community, security personnel may act while always respecting human rights and freedoms.

Article 7.- The only person authorized to grant exceptions to what is stipulated in this regulation when deemed necessary for the achievement of the complex's objectives, is the Administrative Manager, who must provide reasoning and justification for their actions.

### **Admission and Accommodation**

Article 8.- All new guests and those wishing to re-enter the residences must submit the corresponding application, which will be evaluated by the Administration, who will select accepted guests based on the development's policies.

Article 9.- Once the application is accepted, the guest must confirm their spot by paying a security deposit according to the agreed-upon room type plus the first month's rent. The deposit is non-refundable in case of breach or damages. A room is not considered reserved without this payment.

Article 10.- The prospective Urbanite resident must provide the following documentation:

- Copy of their school identification or certificate of enrollment
- Official identification
- Proof of address
- Copy of their major medical expenses insurance policy and contact information of the suggested medical contact in case of emergencies. Documents from their guarantor or tutor:
- Official identification
- Proof of address

To complete entry:

- Make the required payment, sign promissory notes, and sign the contract.
- Payments can be made directly via deposit or bank transfer, which must be credited by sending the payment receipt to the emails: [repcion@urbanite.com.mx](mailto:repcion@urbanite.com.mx) and [repcion.urbanite@gmail.com](mailto:repcion.urbanite@gmail.com). It is the student's obligation to send their payment receipt to the email to avoid any penalties for late payment. Once the mentioned payment is made, according to availability, a room will be assigned.

Article 11.- If for any reason an already admitted student cancels their reservation, there is no refund for what has been paid.

Article 12.- The Administration reserves the right to move a guest to another accommodation when deemed necessary due to risk or threat to safety or to the proper functioning and harmony of the development.

Article 13.- If a guest wishes to change rooms, they must submit their request to the Administrator, who, considering the conditions of the request and availability, will decide and inform the guest.

Article 14.- Guests wishing to reserve for the next period must submit the request and renew the contract no later than 30 days before the termination of the current contract. Failure to do so may result in the inability to guarantee their place for the next period.

Article 15.- The guest may occupy their room from the date stipulated in their contract and may stay in the suite until the last day covered by it. If they need to stay on the property longer than allowed, they must submit their request in writing to the Administration before the last day of the current period, paying the assigned fee.

Article 16.- The residences operate on an annual basis, therefore, in the event of voluntary contract cancellation, the resident must be up to date with their payments for the current month and must cover a penalty according to the following parameters: during the first month, fifty percent of the remaining monthly payments of the contract will be charged; during the second or third month, seventy percent of the remaining monthly payments of the contract will be charged; starting from the fourth month, one hundred percent of the remaining monthly payments of the contract will be charged.

Article 17.- The guest who does not pay the accommodation fee within the first five days of the month must pay a ten percent penalty of the monthly fee.

Article 18.- The services offered by URBANITE included in the accommodation fee for its guests are:

- Gas
- Water
- Electricity
- WiFi
- Room cleaning
- Equipped common kitchen
- Security
- Concierge
- Reception

Article 19.- In addition to what is mentioned in the previous article, the development offers laundry and cafeteria services which are not included in the accommodation fee.

Article 20.- In cases where guests need to be hospitalized or require surgery, the Administration will link the guest with the corresponding hospital according to the medical insurance policy that has been registered. Expenses must be covered by the guest.

Article 21.- The responsibility of the Administration regarding illnesses, accidents, and similar situations of the guests will be limited to providing the services mentioned in the previous articles.

Article 22.- In the event of not meeting the established accommodation fees in the corresponding contract, URBANITE Administration may restrict access to the services mentioned in this chapter.

### **Common and Recreational Areas**

Article 23.- URBANITE 232 has common and recreational areas where residents can interact, converse, play, or study freely as long as they respect the rules of conduct and the rights of other guests.

Article 24.- The residential development has the following areas and their operating hours:

- Gym: daily operation, 6:00 a.m. to 11:00 p.m.
- Study room: daily operation, 24 hours
- Three Roof Gardens: daily operation, 6:00 a.m. to 12:00 a.m.
- Sports court: daily operation, 9:00 a.m. to 9:00 p.m.
- One TV room: daily operation, 9:00 a.m. to 12:00 a.m.
- Two game rooms: daily operation, 9:00 a.m. to 12:00 a.m.
- Parking: daily operation, 24 hours
- Gardens: daily operation, 24 hours
- Terraces: daily operation, 24 hours
- Cafeteria: daily operation, 7:00 a.m. to 10:00 p.m.

- Common kitchen: daily operation, 6:00 a.m. to 12:00 a.m.

Article 25.- Guests using the common areas must always be aware of and observe the guidelines of conduct and rules in each of these spaces.

Article 26.- The furniture in the common areas and recreational rooms is for the common use of guests, so it is strictly forbidden to remove it from the area where it is located. If guests need to move the furniture within the same room, they must return it to its original place after use.

Article 27.- Any damage caused to the furniture or infrastructure of the common areas and recreational spaces that requires repair will be the responsibility of the guest.

### Assets

Article 28.- Upon arrival, guests will receive an inventory of the furniture and fixtures in the assigned suite and must return them in their initial conditions at the end of their stay.

Article 29.- The furniture in the suites includes:

- Closet with two drawers, double shelf, drawer, and double hanger
- Double bed base with headboard and double drawer
- Double mattress
- Desk
- Chair
- Wall mount for screen placement.
- Roll-up blackout manual blind
- Trash can
- 700-watt microwave oven
- Bar fridge with freezer and 5 cubic feet shelves
- Nightstand
- Full bathroom with shower and oval basin
- Access Point

Article 30.- Guests may bring their own 32 to 40-inch screen and request installation in their rooms. Larger screens cannot be wall mounted.

Article 31.- The furniture described above located inside the suites is property of URBANITE. By using the suites, guests assume responsibility for these items, and a charge will be made to the guest for any damage caused to these goods.

Article 32.- No guest may move the furniture owned by the complex from one suite to another without prior authorization from the Administration.

Article 33.- The possession and use of electrical appliances inside rooms must be authorized by the Maintenance and Civil Protection team of the building to avoid overloads in the electrical installation. The use of grills, sandwich makers, electric waffle makers, and heaters, among other resistance items, is prohibited in rooms.

Article 34.- The common kitchen is equipped with suitable appliances and utensils for food preparation.

Article 35.- Guests may not make changes to the structure of the suites, paint the walls or furniture, or make any perforations in the walls without prior authorization from the Administration.

Article 36.- It is the responsibility of each guest to keep their valuables secured at all times. URBANITE is not responsible for thefts on the development's premises.

Article 37.- Guests will receive keys to their suite, which must be returned at the end of their stay or when changing suites. Failure to return the keys or loss of them will result in a charge determined by the Administration. For security reasons, it is requested that guests report any loss of keys, as they compromise access to their rooms.

### **Guest Conduct**

Article 38.- All guests must adhere to the general rules of good behavior and must comply with the provisions outlined in this chapter during their stay at URBANITE.



Article 39.- Guests must treat all building staff with respect and kindness, always avoiding familiarity with them and disagreements.

Article 40.- Guests must refrain from giving any form of monetary or in-kind gratuity to employees at any time. Any gift they wish to give to the staff working in the complex must be channeled through the Administration, specifying the donor clearly and in writing the characteristics of the gift, and signing a pass upon exit.

Article 41.- Access to the facilities may be restricted to guests or visitors whose attitude or sense of responsibility poses a risk to the Urbanite community at the discretion of the Administration.

Article 42.- Under no circumstances may guests change suites without the authorization of the Administration.

Article 43.- No guest may leave their suite naked or in underwear, and they must refrain from invasive expressions of intimacy. Moral and good customs must be always respected.

Article 44.- Guests must avoid any behavior that disrupts the general order within the development's premises and that may affect the enjoyment of the rights of other residents.

Article 45.- Noise from shouting, stereos, radios, television, and any other electrical or electronic device must not be heard outside the suites where they are used. At URBANITE, respecting the tranquility of all guests is a priority.

Article 46.- The quiet hours in all areas of the complex are from 10:00 p.m. to 9:00 a.m. from Sunday to Thursday and from 12:00 a.m. to 9:00 a.m. on Friday and Saturday. Guests must show as much respect as possible for other people by not having noisy conversations or activities during these hours, always trying to respect the rest hours of other residents. Guests wishing to socialize in common areas during quiet hours must obtain authorization from the Administration.

Article 47.- In the event of a complaint from a guest about excessive noise in a room or common area during quiet hours, URBANITE staff will ask the person generating the noise to lower the volume of their activities, which they must comply with.

Article 48.- It is the responsibility of guests to keep their suites and furniture clean and orderly, avoiding their destruction and always making proper use of them. Any detected arbitrariness will be sanctioned.

Article 49.- Guests must avoid running, pushing, jumping railings, or fences in elevated areas that could pose a risk of falling. Violent games inside the complex's facilities must be avoided.

Article 50.- It is strictly prohibited to possess, carry, and/or distribute firearms or sharp objects within the URBANITE facilities. In case any of these objects are found, they will be retained by the complex's security personnel and may be cause for expulsion.

Article 51.- It is strictly prohibited to produce, store, use, and/or sell illegal substances within the URBANITE facilities. Anyone found committing an offense in this regard will be subject to a penalty ranging from verbal warning to expulsion from the complex without liability for the Administration.

Article 52.- Guests may not distribute or consume alcoholic beverages within the restricted areas of the complex.

Article 53.- Guests may not consume or light tobacco products inside the suites or in common areas within the buildings, which are considered 100% smoke-free areas.

Article 54.- Books, photographs, or any printed material with explicit sexual or immoral content found in public places will be removed and retained by the Administration.

Article 55.- Couples present within the complex must maintain an attitude of respect for morals and good customs.

Article 56.- Having pets without prior authorization from the administration is prohibited.

Article 57.- No guest may use force against another person within the complex unless it is a situation of imminent danger and in self-defense.

Article 58.- Any dispute between guests must be resolved through the Administration, which will take the necessary actions to preserve order and safeguard the rights of all residents.

Article 59.- Any anomaly or risk situation must be reported by guests to the Administration directly or through Reception, who will promptly follow up on the resident's report.

Article 60.- For security reasons, guests wishing to sleep outside the complex must inform Reception that they will be spending the night off-site. This notice will be recorded and may be used in special cases at the discretion of the Administration.

Article 61.- No guest may enter a room other than their own when the resident of that room is not present.

### **Visits**

Article 62.- Guests may receive visitors in their rooms under the guidelines established in this chapter.

Article 63.- All visitors from outside the complex must register at Reception, leaving an official photo identification, which will be returned to them when they leave the premises.

Article 64.- All visitors from outside the complex must register their departure by signing out of the building, as failure to do so will be considered extended stay, which implies a warning for the resident that may become monetary.

Article 65.- Visitors must always observe the conduct guidelines established in the previous chapter; otherwise, they may be expelled from the development.

Article 66.- Guests are held responsible for the actions of their visitors or guests and may be sanctioned for shared responsibility when they do not intervene to prevent the act. In all cases, residents will be liable for damages caused by their guests.

Article 67.- Visits to residents are allowed until 11:00 p.m., with the latest entry being at 10:45 p.m. During exam times, they may stay longer only in the study hall, provided they comply with this regulation and have prior staff authorization.

Article 68.- Visitors will not be allowed access when the resident they are visiting is not present.

Article 69.- The resident must authorize their visitor's entry at reception.

Article 70.- Visitors must be with the resident during their stay and may only be in their suites or common areas within the assigned hours, except for the Gym.

Article 71.- Each guest is allowed to host a visitor in their suite for four days a month or the equivalent of 24 nights per semester, with any excess incurring a charge. If they need to host friends or family, they must notify Reception no later than the same day of the overnight stay by 10:55 p.m. and fill out the corresponding registration form. The Administration is not responsible for the values and/or belongings of visitors.

Article 72.- No visitor may remain inside the building if the resident they are visiting leaves the complex.

Article 73.- Parking is exclusive for guests, so the entry of visitors' cars, motorcycles, and bicycles is not allowed.

Article 74.- Under no circumstances will visitors in an apparent state of drunkenness or under the influence of illegal substances be allowed entry.

## **Penalties**

Article 75.- The Administration may apply the following penalties according to the severity of the offense:

- Verbal recommendation.
- Guest classification as conditional.
- Termination of the contract without liability for the complex.

Article 76.- When a resident deserves any of these penalties, they will be provided with a written communication.

Article 77.- The Administration is authorized to admonish guests who violate this regulation and inform their guardian.

Article 78.- The following situations merit a verbal recommendation:

- Projecting a negative image of the complex.
- Not respecting quiet hours.
- Disrupting order in common areas.
- Consuming alcoholic beverages without proper authorization.
- Exhibiting indecent behavior inside or outside their room.

Article 79.- The guest's classification as conditional is warranted for the following offenses:

- Mistreating, insulting, or attempting to bribe employees.
- Verbally assaulting another person.
- Engaging in activities that endanger their safety or that of other guests.
- Accumulating 3 recommendations.

Article 80.- Contract termination applies in the following cases:

- Physically assaulting another person.
- Producing, consuming, or distributing illegal substances on the premises.

- Carrying, possessing, or storing firearms.
- Taking ownership of others' property or self-stealing.
- Ignoring recommendations.

Article 81.- Situations not covered in this document that threaten the harmony or security of the complex and its inhabitants are at the discretion of the administration and may even lead to immediate contract termination.

Article 82.- In cases of contract termination, the Administration will discretely determine the term by which the resident must vacate the property.



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NAME, DATE AND SIGNATURE