
WELCOME HOME

MARRIOTT RESIDENCES



MARRIOTT RESIDENCES
GRAND MARINA, SAIGON
LAKE

CĂN HỘ HÀNG HIỆU
ĐẦU TIÊN TẠI VIỆT NAM
THE FIRST MARRIOTT RESIDENCES
IN VIETNAM

TÒA LAKE
LAKE TOWER



CONTENTS

- WELCOME MESSAGE 4
- NOTICE AND DISCLOSURE 5
- GENERAL INFORMATION 8
 - LOCATION MAP 8
 - SITE PLAN 9
- DEFINITIONS 10
- RESIDENCE SERVICES 11
 - SIGNATURE SERVICES 12
 - À LA CARTE* GENERAL SERVICES 13
 - À LA CARTE* ENGINEERING SERVICES 13
 - À LA CARTE* HOUSEKEEPING SERVICES 13
- RECREATIONAL FACILITIES 15
 - GENERAL RULES AND REGULATIONS 15
 - POOL 16
 - FITNESS CENTER 17
 - TREATMENT ROOM 19
 - REFRESHMENT BAR 19
 - BARBEQUE 20
 - RESIDENT’S LOUNGE 21
 - LIBRARY 21
 - KIDS CLUB & KIDS PLAYGROUND 22
 - CINEMA ROOM 23
 - MEETING ROOM 24
- RESIDENTIAL COMMON AREA GUIDELINES 25
- SYSTEM USAGE AND SERVICE GUIDELINES 30
 - ACCESS CARDS 30

- RESIDENTS ELEVATORS	31
- SERVICE ELEVATORS.....	32
- INSTALLATION OF GRILLE AT DOOR, WINDOW, AND BALCONY AREA.....	32
- AUDIO/VIDEO INTERCOM TELEPHONY SYSTEM.....	33
- TELEPHONE, CABLE TV, AND INTERNET	33
- FIRE ALARM SYSTEM.....	34
- SECURITY	35
- REFUSE DISPOSAL.....	35
- PEST CONTROL	36
- LANDSCAPING.....	36
- ELECTRICITY.....	36
- WATER.....	36
CONDOMINIUM UNITS AND OCCUPANCY	38
CONDOMINIUM LIVING GUIDELINES.....	47
MAINTENANCE NOTES AND SUGGESTIONS.....	53
EMERGENCIES.....	56

WELCOME HOME

Dear Resident,

Congratulations on your new residence at Marriott Residences, Grand Marina Saigon, Lake. We are very pleased to welcome you to your new home and look forward to meeting you and working with you closely. Now that you have closed on your new home, you are also part of Marriott Residences, Grand Marina Saigon, Lake.

This Owner Handbook contains information about your home, the amenities and service offered, the Condominium Association, and a summary of the rules and regulations that have been implemented by your association to make your life easier and more enjoyable for all Residents. Please keep in mind that this Owner Handbook does not replace the information included in your Condominium documents, as may be amended from time to time, and should be carefully reviewed. Ultimately, the provisions in the Condominium documents will govern in the event of a conflict with this Owner Handbook. If you have further questions other than those covered in this Handbook, please contact the Management Office during office hours from Monday to Friday at Telephone: +84 (0) 28.399.399.39. Alternatively, you may contact us for emergency responses 24/7 through hotline number: +84 (0) 936.077.900.

We will be happy to hear from you and assist you.

Marriott International, Inc. has been selected to oversee and manage the daily operations of your community. Marriott International, Inc. has the experience, knowledge, and training necessary to operate and maintain your community to the high standards that you expect.

Again, congratulations and a most heartfelt welcome to your new residence at Marriott Residences, Grand Marina Saigon, Lake, Ho Chi Minh City.

NOTICE AND DISCLAIMER

Reasonable care has been taken in the preparation of this homeowners' resident's handbook. All the information contained in the handbook, including equipment, materials, fittings, finishes, installations, appliances, description, plan, and specifications are current at the time of printing, and are subject to change as are required by the developer or the relevant authorities.

Marriott Residences, Grand Marina Saigon, Lake is not owned, developed, or sold by Marriott International, Inc.

Marriott International, Inc. - has been extremely careful while preparing this handbook and the Resident House Rules. However, the Developer, its officers and agents have not made any representation or warranty, expressed or implied, as to the accuracy and completeness of this Resident House Rules or its contents, and no legal commitment or obligation shall arise because of this House Rules' Guide or its contents.

Until the Building Owners' Community (BOC) comes into being, Marriott International Inc. reserves the rights to add, amend or delete any part of the Resident House Rules from time to time.

1. Disclaimer of Liability

The Management, its agents and its employees shall not be liable in any manner whatsoever for loss of or damage to any property or injury to or death of any person in the Residential Project and/or other parts of the Building.

2. Force Majeure

The Residents hereby agree with the Management as follows:

- a. The Management shall under no circumstances be liable to the Residents or any other persons claiming under him for any loss, damages, demands, claims, proceedings, cost and expenses suffered or incurred as a result of any defect or fault of the lifts, air-conditioning or any other equipment in the Building or at any part of the Residential Common Area or failure to perform any duties or provide any facilities or services hereby agreed to be undertaken by the Management arisen out of any cause or situation beyond the Management's control or otherwise;
- b. Notwithstanding anything herein contained, the Management shall under no circumstances be liable to the Residents or his servants, agents, licensees or invitees for any accident, personal injury, death, loss or damage to property occurred whilst in the Unit, the Residential Common Area or any part of the Building regardless whether the same arises from the act, negligence or omission of the Management, its servants or agents or otherwise;
- c. The Management shall under no circumstances be liable to the Residents or any other persons

claiming under him for any loss or damage to goods, furniture, fittings or other properties in or upon the Unit arisen out of any defect, fault or leakage in the machinery, equipment or sanitary installation or otherwise.

3. No Waiver of Rights

The failure of the Management to enforce any rules, regulations, procedures or guidelines as contained in the Rules and Regulations as the same may be amended from time to time, shall not constitute a waiver of their rights thereafter. The rights and remedies herein provided are cumulative and not exclusive of any rights or remedies provided by law.

4. Reconstruction

The liabilities and/or obligations created by this set of Rules and Regulations shall continue to be valid and binding for all purposes whatsoever notwithstanding any change by amalgamation reconstruction or otherwise which may be made in the constitution of the Management and similarly the security liabilities and/or obligations created by this Rules and Regulations shall continue to be valid and binding for all purposes whatsoever notwithstanding any change by amalgamation reconstruction or otherwise howsoever in the constitution of the Residents, and it is expressly declared that no change of any sort whatsoever in relation to or affecting the Residents shall in any way affect the liabilities and/or obligations created hereunder to any transaction whether past, present or future.

5. Governing Law

This set of Rules and Regulations is governed by, and shall be construed in accordance with the laws of Vietnam.

6. Severability

If any of the provisions of this Rules and Regulations becomes invalid, illegal and unenforceable in any respect under any law, the validity, legality and enforceability of the remaining provisions shall not in any way be affected or impaired. In the event any covenant hereof is found to be invalid, illegal or unenforceable, all parties shall in good faith agree on a similar covenant as may be practical and legally possible in substitution thereof so as to give effect to the intent of the both the Management and the Residents.

7. Notices

Any notice, request or demand required to be given under this Rules and Regulations shall be in writing and shall be sufficiently served on the Management by hand or registered letter addressed to it at its registered office in Vietnam for the time being and shall be sufficiently served on the Residents by hand or registered letter addressed to him at their Units or at their last known addresses in Vietnam and shall be deemed to have been received by the addressee at the time when:

- a. In the case of service by hand, when left thereat with or without an acknowledgement of receipt;
- b. In the case of service by registered letter, in the ordinary course of such post.

8. Successors Bound

This Rules and Regulations shall be binding upon the successors in title, assigns, heirs and personal representative of the Management and the Residents.

9. Variations

The Management may from time to time add, amend, alter, vary or change the Rules and Regulations as deemed fit and / or in accordance with the provisions of the Building and Common Property (Maintenance & Management)

10. Others

- a. The restrictions, duties and obligations imposed by this Rules and Regulations and other parts contained herein shall be observed not only by the Owners but also by their Tenants, Lessees, Visitors, servants, agents, children, and licensees.
- b. There shall be no interference with the Management's discharge of duties nor shall instructions be issued to the Management pertaining to the Rules and Regulations except that any Resident may lodge legitimate complaints thereof in writing to the Management.

11. Disclaimer of Accuracy

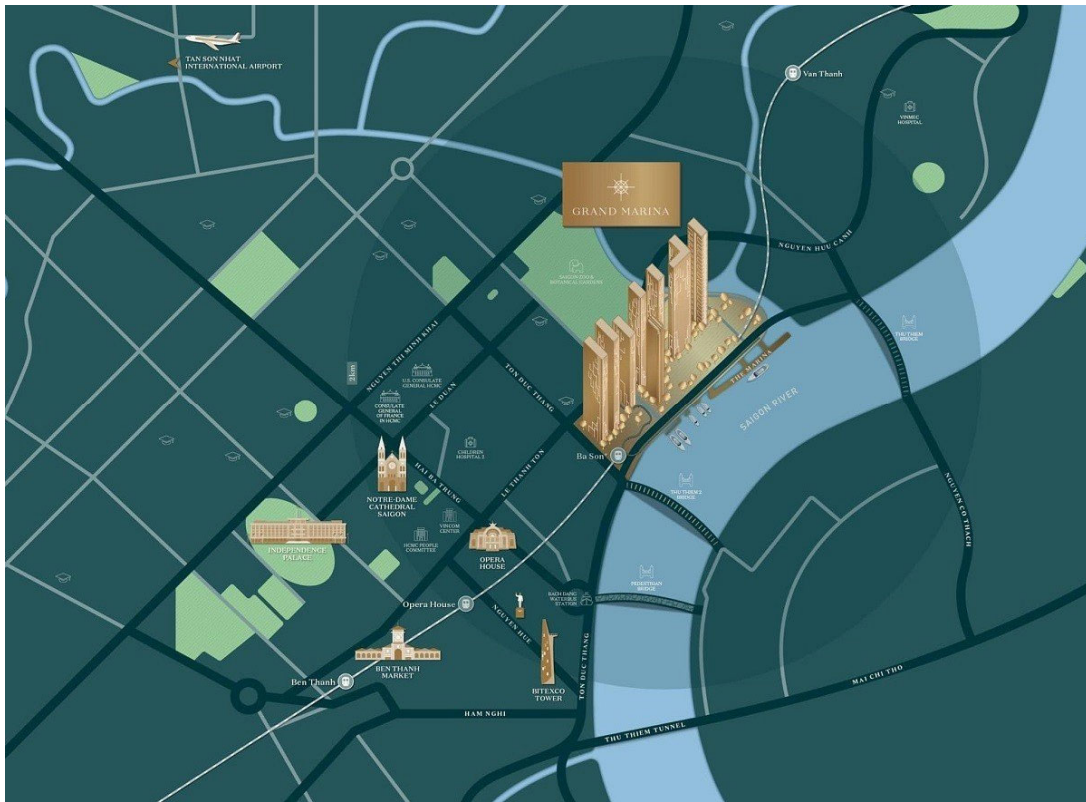
The Management shall not be responsible for the accuracy of the description or representation of the facilities and services as described in these Rules and Regulations. Whilst every attempt shall be made to ensure that all facilities and services planned for shall follow as closely as possible, the Management reserves the right to make amendments and changes subject to planning or implementation constraints.

GENERAL INFORMATION

Marriott Residences, Grand Marina Saigon, Lake is a stunning 47- story residential building comprised of 431 ultra-luxury condominium residences and 2 penthouses. The property provides sweeping views of Ho Chi Minh City. Currently, the property is destined to be the first branded residences in Vietnam and the largest Residences Project worldwide.

Developers of Marriott Residences, Grand Marina Saigon, Lake, Ho Chi Minh City is Masterise Homes.

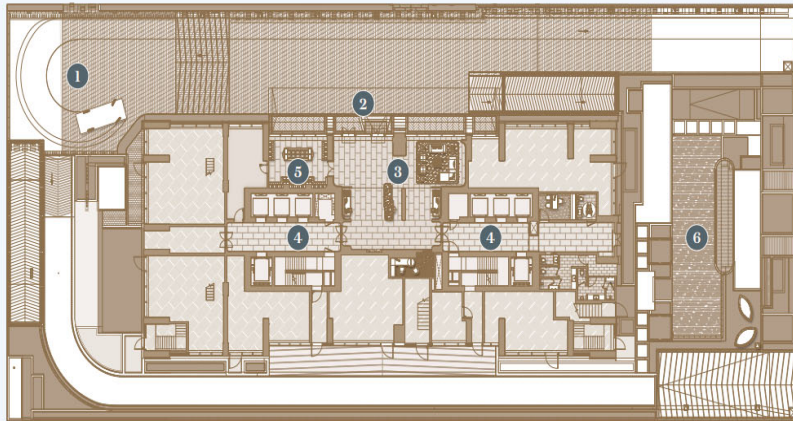
LOCATION MAP



SITE PLAN

AMENITY SPACE

TIỆN NGHI TẦNG TRỆT GROUND FLOOR AMENITIES



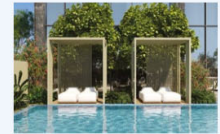
1 Carpark Bãi Đỗ Xe
2 Marriott Residences Entrance
Lối Vào Khu Dân Cư Marriott



3 Lobby / Reception
Sảnh Lễ Tân

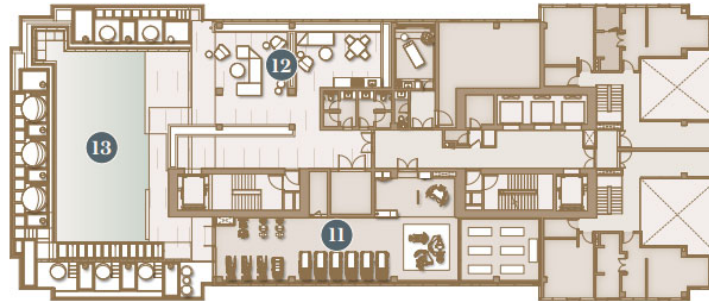


4 Lift Lobby Sảnh Thang Máy
5 Mail Room Phòng Thư



6 Pool Hồ Bơi

TIỆN NGHI TẦNG 46 LEVEL 46 AMENITIES



11 Gym & Yoga
Phòng Thể Hình Và Yoga

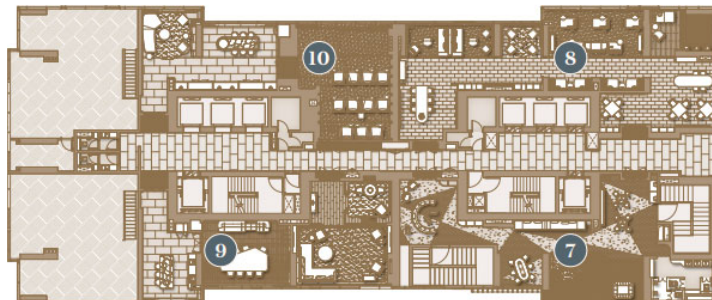


12 BBQ Areas
Khu BBQ



13 Shaded Sky Pool
Hồ Bơi Ngoài Trời

TIỆN NGHI TẦNG 1 LEVEL 1 AMENITIES



7 Kids' Club
Khu Vui Chơi Trẻ Em



8 Library / Lounge
Thư Viện - Sảnh Chờ



9 Boardroom
Phòng Họp



10 Theatre Room
Phòng Chiếu Phim

DEFINITIONS

For the purpose of this Residents' handbook, except for otherwise rules and regulations, the definitions and capitalized terms shall have the same meaning and semantic concept stipulated in the Sales & Purchase Agreement.

1. **"Commonly Owned Sections"** means the areas and equipment under common ownership and use of the Condominium Residences and the Other Sub-Phase in accordance with the law on residential housing and as set forth in the Sales & Purchase Agreement.
2. **"Condominium Residences Owner"** means the organization or individual who lawfully owns the privately owned area in the Condominium Residences.
3. **"Resident"** means any Condominium Residences Owner and his/her family members and/or other persons expressly or impliedly authorized by the Condominium Residences Owner to reside or use his Condominium Residences.
4. **"User" or "Tenant"** means the organization or individual who is lawfully using the privately owned area in the Condominium Residences.
5. **"Developer"** means Masterise Homes LLC. (Alternatively, any other third party being the respective successor) who has the rights and responsibilities as the developer of the Project.
6. **"Management Representative"** means Marriott, Inc. in the interim and the Building Owners Committee (when it is formed) and includes any person or Agent appointed to manage the Condominium Residences.
7. **"Building Owners Committee" or "BOC"** means the committee established or to be established to represent, and act for the benefit of the residents in connection with the use and management of the Commonly Owned Sections of the Condominium Residences.
8. **"Management Office" or "MO"** means the Managing Agent's office located on ground floor of the building and the Management Agent's onsite staff(s) directly in charge of operation, maintenance of the Condominium Residences and supervision of services for the project and Residents.
9. **"Annual General Meeting" or "AGM"** means gathering of all Residents to discuss and make decisions on important issues affecting the operation, maintenance, up keeping and overall management of the Condominium Residences.
10. **"Guest"** means any non-resident who is in the estate at the invitation of a resident.

RESIDENCES SERVICES

In addition to the services mentioned throughout this guide, it is our pleasure to accommodate your needs at Marriott Residences, Grand Marina Saigon, Lake. It is our goal to provide carefree living to each of our Residents. Please let us know how we may be of assistance, it is always our pleasure to assist you.

The dedicated associates at Marriott Residences can assist with a variety of personal arrangements at an owner's request. Following are examples of offered services, some of which are included in the association paid by owners to their condominium or homeowners' association; some are a la carte.

- 1. Residential Concierge** - In addition to greeting and screening guests and visitors, our Concierge associate is here to help you in improving your quality of life at Marriott Residences by providing any assistance and information you request. The Concierge, located in the Residential Lobby is staffed 16/7. There will be a Manager on Duty 24/7.
- 2. Door Attendants** - Our Door Attendant is ready to open your car doors, assist with your groceries or packages and open lobby doors for you and your guests. You will experience a warm welcome and a fond farewell from our door attendants. They will always offer their assistance to you.
- 3. Loss Prevention** - A 24-hour operations center is staffed at the building. Our Loss Prevention Officers (Security officers) do the screening of all deliveries into the building after the pre-screening conducted at the security checkpoint, and monitor cameras and alarms within the Residences areas. Additionally, the Loss Prevention Staff conducts periodic patrols throughout the exterior and interior of the building and the Residential garage. The predominant roles of our Loss Prevention Staff are crime prevention and emergency response, not apprehension and arrest. However, they are available to contact the police and other emergency services as needed.
- 4. Facilities/Engineering** - Under the direction of Marriott Residences, our Engineering Department, hired by the Management Company, maintains the common elements of the building to assure the carefree living offered with ownership at The Residences.
- 5. Housekeeping Services** - Our Housekeeping Team is there to keep all common facilities clean and comfortable at all times. They will also keep the common corridors and will dispose of the trash in the pantries on the floors.
- 6. Management Office** - In order to provide the highest level of service, the Marriott Residences is staffed with trained personnel in the property, facilities and security management with an emphasis on customer service. Please contact us at +84 (0) 28.399.399.39 Director of Residences direct line Office number +84 (0) 93.607.7900, with any request or concern you may have. It is always our pleasure to assist you. Our office hours are 8:30 am to 5:30 pm Monday through Friday, excluding holidays and we are located on the ground floor. We are available 7 days a week for emergency responses such as fire, flood or any other serious emergencies and a Manager on Duty is available throughout and can be reached on +84 (0) 93.607.7900.
- 7. Service Entrance** - The Service Entrance is located on B1 level. Please let us know if you expect a delivery.

8. Building Link - Marriott Residences - Grand Marina Saigon, Lake, is happy to introduce to our residents a new web service: Building Link. Through this web tool, you can submit repair requests via the web, read management notices and building documents, and post notices on your building's online Bulletin Board.

Once you have logged in, you can edit your Unit Profile to change your password or to change any of the preferences that control how Building Link will work for you (emergency instructions, e-mail notification preferences etc.) Make sure that your correct E-mail address is stored for your Unit, so that Building Link can notify you when there are important building notices etc. You can also make your profile public for other residents to see your contact information.

If you need help utilizing the website or wish to submit a question to Building Link, log in and click on the "HELP" button at the top of your screen.

If you have any questions, please contact the Management Office. To report a Building Link program error or bug, click on the "Help" link at the top of your Building Link screen.

SIGNATURE SERVICES

Your Residence Team will provide you with an array of services to make your life easier and more enjoyable. All signature Services are included in the management fee whereas the a la carte services will have a small fee. Please refer to the separate price list.

Concierge Services 16/7**

- Airline/Private Air Reservations
- Shopping Information
- Airport Ground Transportation
- Ordering Floral Arrangements
- Activity Arrangements
- Coordinate Delivery Services
- Automobile Rental Reservations
- Car Service Reservations.
- Hotel Reservations
- Reserving Golf Tee Times
- Restaurant Recommendations
- Restaurant Reservations
- Tour Information & Reservations
- Entertainment Information
- Theater Information
- Spa & Salon Reservations
- Business Center Services

Porter 16/7**

- Package Delivery & Storage
- Amenity Space
- Set-up
- Management Office Services
- Dedicated Residential Leader
- Move-In Coordination
- Owner/Bike Storage
- Conferencing/Technology Maintenance
- Fee Billing

Facilities Services Engineering 16/7**

- Common Area Maintenance
- Common Area Housekeeping
- Public Services
- Information Safety & Security 24/7***
- Vendor Management
- Trash Removal Landscaping

** 16/7 represents 16 hours per day, 7 days per week coverage.

*** 24/7 represents 24 hours per day, 7 days per week coverage.

À LA CARTE* GENERAL SERVICES

Our Concierge Team can assist you with requests, which are listed, in the menu of services below. To request such service and obtain the rates for these services, please contact your Residence Concierge Team at +84 (0) 28.399.399.39.

- | | |
|--|------------------------------|
| Grocery Shopping | In-home Spa Services |
| Laundry/Dry Cleaning | Child Care Services |
| Alterations Services Car Washing/Detailing | Pet Care/Grooming/Spa |
| Equipment Rental Photocopies/Telegrams/Fax | Vacant Home Care |
| Secretarial Services | Travel & Vacation Planning |
| Function/Event Planning | In-Residence Dining/Catering |
| Mail Packing & Shipping | Personal Trainer |
| Personal Chef Services | Translation Services |
| Plant Care Maintenance | |

À LA CARTE* ENGINEERING SERVICES

Our Engineering Team can assist you with minor requests within your unit, which are listed, in the menu of services offered. To request such service and obtain billing rates, please contact your Residence Concierge Team at +84 (0) 28.399.399.39.

- | | |
|--|-----------------------------|
| Light Bulb/Florescent
Tube Replacement | Bulk/Move-in Trash Removal |
| Vendor and Scheduled Maintenance
Coordination | Touch-Up Painting |
| Furniture Assembly | Electronics Hook-Up |
| Furniture Cleaning & Repair | Picture Hanging |
| | Minor Electrical & Plumbing |
| | HVAC Filter Change |

À LA CARTE* HOUSEKEEPING SERVICES

Our Housekeeping Team can assist you with minor requests within your unit that are listed in the menu of services offered. To request such service and obtain billing rates, please contact your Residence Concierge at 84 (0) 28.399.399.39.

- | | |
|-----------------------------------|-----------------------|
| Vacuum & Mop Floors Clean Mirrors | Clean Bathrooms |
| Dust Interior | Wash Dishes |
| Oven/Cook Top Cleaning | Clean Patio |
| Strip Beds & Change Sheets | Refrigerator Cleaning |

** A La Carte Services may be arranged by the concierge team and are typically provided by third parties not affiliated with Marriott Hotels.*

RECREATIONAL FACILITIES

GENERAL RULES AND REGULATIONS

1. The recreational facilities are for the exclusive use of Subsidiary Proprietors and authorized occupiers and their invited guests. The operating hours are subject to change by the Management.
2. The Residential Unit Owner is not allowed to use the recreational facilities for the benefit of any company or social organization.
3. Except for those games and activities for which the facilities were specifically intended, no other games or activities (unless approved by the Management) will be allowed in or about the recreational facilities, e.g. no football playing in the pool area.
4. The Management reserves the right to exclude any subsidiary proprietor or occupier and/or invited guests from the use of the recreational facilities should there be any non-observance of rules & regulations or misuse of recreational facilities or failure to abide by the rules & regulations.
5. The Management may close the swimming pool or other facilities for the purpose of cleaning and maintenance. Access may be restricted when the need arises.
6. The Residential Unit Owner is required to take good care of the facilities. Any damages shall be reported to the Management immediately. If the damage is not due to normal wear and tear, the Residential Unit Owner concerned shall be responsible for its repair or replacement.
7. The Management shall not be held liable or be responsible for any mishaps or damage or loss arising from the use of the facilities.
8. The recreational facilities are for the exclusive use of Residents and their prescribed number of invited Visitors and the opening and closing hours of each facility are set out and may be changed whenever necessary by the Management.
9. Residents may invite up to a maximum of two (2) Visitors to use the recreational facilities.
10. All Visitors must be registered, signed in and be accompanied by the Resident throughout the use of the recreational facilities.
11. Residents must ensure that their Visitors will comply with the Rules and Regulations and the rules and regulations governing the use of each recreational facility.
12. The Resident must accompany his Visitors when using such recreational facilities.
13. The Resident will be responsible for any damage to the recreational facilities caused by his Visitors. Any damage so caused shall be reported to the Management immediately.
14. Children under twelve (12) years of age, except otherwise stated, shall not be allowed to use any of the recreational facilities unless accompanied by their parents or supervising adults who shall be responsible for their safety and proper behavior.
15. Employees of Residents, if any, are not permitted to use the recreational facilities.
16. The Management may require any person using any of the recreational facilities to identify himself.

17. Radios, tape recorders, hi-fi equipment, television sets, musical instruments and other electronic or mechanical sound reproduction equipment or other similar audio-visual equipment may not be played in or around the recreational facilities except with the approval of the Management.
18. Except for those games and activities for which the facilities were specifically intended, no other games or activities, unless approved by the Management, will be allowed in or around the recreational facilities.
19. Any person who breaches any of the rules contained herein shall be required to leave the recreation area.
20. The Management will endeavor to notify Residents in the event of closure of any of the facilities for purpose of repairs and or routine preventive maintenance.
21. Residents shall be responsible for any damage to the recreational facilities caused by them or their Visitors. Residents must notify the Management of any existing damage to the facility or equipment that they or their Visitors are about to use; and, failing which, they will be held responsible for such damage.
22. The Management reserves the right to impose a fee for the use of all or any of the recreational facilities provided for in the Residential Project, or to withdraw for a specific duration or indefinitely the availability of any recreational facilities from any Resident.
23. The Management shall have the right to impose a fine as it deems fit in the event of any breach of the Rules and Regulations together with the right to deny any Resident the right to use all or any of the recreational facilities provided for in the Residential Project.
24. All Residents, their family members or invited Visitors will use the facilities at their own risk.
25. The Management shall not be held responsible for any mishaps, damage, injuries, death or other misdemeanor suffered by Residents or their invited Visitors while using the facilities.
26. The Management accepts no responsibility for any theft, loss, damage or other misdemeanor to the personal effects of the Residents or their invited Visitors whilst using the facilities.

POOL

There are three pools in Marriott Residences, Grand Marina Saigon, Lake. The Outdoor pool and Children pool are located on the ground floor and the Sky pool is located on 46th floor.

1. The pools are open daily from 6:00 am to 09:00 pm. For safety reasons, residents should leave the pools at 9.00 p.m.
2. Attendants are available to arrange your amenity selections.
3. Management does not supervise the pool and swimming is at your own risk.
4. All persons must wear proper swimsuits with cover when moving in public area.
5. All persons must shower before entering the pool. Persons with a bandage or open wound infection or communicable disease are not allowed to use the pools. Spitting, spouting, nose blowing and the like are not permitted in the pools.
6. All persons are required to dry themselves before leaving the pool area and changing rooms. No persons wearing dripping wet suits/swimming trunks shall go beyond the pool and changing room area.
7. All persons are advised to leave the outdoor swimming pool during a rainfall or thunderstorm.

8. Children under twelve (12) years of age are not allowed in the swimming pools or the pool areas unless accompanied by their parents or supervising adults who shall be responsible for their children's safety and behavior. Non-swimmers are advised not to use the swimming pool unaccompanied.
9. No food and drinks are permitted in the pools or the immediate vicinity. All litter must be disposed of in the receptacles provided.
10. No pets are allowed in the pools or the vicinity.
11. Cycling, running, ball sports, Frisbee playing, roller-skating, skateboarding, "horseplay" and other similar activities are not permitted in the pool area.
12. Noisy, rough or dangerous play or excessive noise is not permitted in the pools.
13. Swimmers are advised to leave the pools when cleaning is in progress.
14. All persons who enter the pool shall wear proper swimming attire.
15. Management may prohibit any person from using a swimming costume, which is in the opinion of the Management, improper or may cause embarrassment to any other person.
16. No person shall cause the water in the swimming pool to be unfit for use by using any soap or other substance in the swimming pool, or otherwise foul or pollute the pool.
17. The Management cannot assume responsibility for any loss or damage to any personal property, injury or death arising from carelessness or negligence on the part of the person(s) concerned or arising from failure to abide by the rules or arising from any cause whatsoever.
18. Airbeds, surfboards, snorkeling and scuba gear, masks or glass goggles, bulky inflatable toys and similar objects are not permitted in the swimming pools. However, children may play with small water toys only in the children's pool area.
19. Diving is strictly prohibited.
20. Smoking is strictly prohibited.
21. The safety equipment provided around the pools shall not be used for other than its intended purpose. Any person shall not remove poolside furniture from the pool area. Standing on the poolside furniture or misuse of such furniture in any way is prohibited.
22. Any damage to the pool furniture or equipment and/or pollution to the pool shall be fully borne by the party concerned.
23. A person who breaches any of the rules shall be required to leave the swimming pool.
24. The Management reserves the right to change the above rules and regulations without prior notice.

FITNESS CENTER

Our city view Fitness Center features free weights and cardio equipment with fully appointed training areas.

1. For your convenience, the Fitness Center is open 24 hours a day, 7 days a week and can only be accessed with your access card.
2. Personal exercise equipment not provided by the Management Corporation is strictly prohibited, excluding items that are attached to a person's body such as light ankle weights or heart rate monitors.
3. Children below the age of 18 years are advised not to use the gym equipment without the supervision of their parents or guardian.
4. No glass, metal sharp objects or hazardous materials of any kind are allowed.
5. Report any equipment problems directly to the Management
6. Persons who use the gym equipment do so at their own risk. The Management Corporation is not responsible for any injury that may occur to individuals participating in any exercise activity.
7. Proper athletic attire must be worn at all times. Tennis, running or other customary athletic (no spikes) shoes must be worn at all times. Absolutely no sandals, open toed shoes or open-backed shoes are permitted. T-shirts must be worn. No jeans or jean shorts are allowed.
8. Food is not permitted in the gym. Drinks must be in a sealable container.
9. Radios, CD, MP3 and other audio players are not permitted unless they are personal units equipped with headphones.
10. Alcohol, smoking and tobacco are not permitted.
11. The Management is not responsible for lost or stolen items.
12. For safety reasons personal bags are not permitted.
13. All persons are required to wipe down the equipment after each use. Weight Area Etiquette:
 - a. Use of chalk is not permitted
 - b. Other persons must be allowed to "work in" between sets
 - c. Return weights to the tree or rack
 - d. Weights may not be set against the wall mirror, benches or other equipment
 - e. Weights or dumbbells may not be dropped on the floor or benches
 - f. No cardiovascular equipment shall be used for more than 30 minutes in the event another person is waiting to use the equipment.
14. The Management reserves the right to change the above rules and regulations without prior notice.
15. A water station and lockers are provided for your convenience.

TREATMENT ROOM

Relax in the treatment area that celebrate the beauty and perfection of nature. Immerse yourself in the waters of the Pool lit by the afternoon sun. Located just steps from the Sky pool entrance; these are indulgences you can experience any time.

1. The treatments room are available daily from 10:00 a.m. – 10:00 p.m. with the last appointment scheduled at 8:00 p.m. through approved third-party vendors or Residents can book treatment room with Resident's beauty technicians; please contact the Concierge for reservations at least 48 hours in advance.
2. The Treatment Room is opened only to Residential Unit Owners.
3. Persons using Treatment Room must wear proper attire and display good behavior.
4. The door of the Treatment Room, at all times, must be closed but not locked.
5. Eating, drinking and smoking in the Treatment Room is strictly prohibited.
6. Persons using the Treatment Room must observe health warning and instructions by the third party provider. Any damage arising from the failure of the Treatment Room shall be borne by the Residential Unit Owner concerned.
7. The Treatment Room is not recommended for children under 12 years of age. Children below 18 years old must be accompanied by an adult.
8. The Management shall not be responsible for any mishap arising from the use of the Treatment Room.

REFRESHMENT BAR

This centerpiece is located on the first floor, a retreat where residents come to relax with ease. There is an opportunity to meet up with friends and neighbors over coffee and drinks. Residents can also host a small party with their closest friends in a more private setting.

1. The Refreshment Bar is open daily from 7.00 a.m. to 10.00 p.m.
2. The Refreshment Bar is open only to Residential Unit Owners and their Guest. Residents must accompany Guest.
3. If you wish to book the refreshment lounge for an event, a booking shall be made through the Concierge on a first come, first served basis and is subject to approval of the management.
4. A person who breaches any of the rules shall be required to leave the Refreshment Bar.
5. The Management reserves the right to change the above rules and regulations without prior notice.

BARBEQUE

There is a BBQ pit located on 46th floor and need an advance booking followed by a cash or banking transfer deposit at the Management Office. Bookings should follow the above-mentioned Recreational Facilities Booking Rules.

1. The Barbeque Area is opened for booking for the following sessions daily:
 - a. 1st session 10:00 a.m. to 2:00 p.m.
 - b. 2nd session 4:00 p.m. to 9:00 p.m.The above times may change and are subject to management's approval.
2. A refundable deposit VND 1.000.000 (to cover damages, cleaning or removal of rubbish if any) for the use of the Barbeque Area for each session. It will be opened to all Subsidiary Proprietors/ Authorized Occupiers for booking during office hours.
3. Residential Unit Owner should pay the fees while the booking is made.
4. Booking shall be made through the concierge on a first-come-first-served basis one month in advance. Cancellation of booking shall be made at least three (3) days before the actual date.
5. A maximum of two (2) bookings per month per Unit are allowed. Any additional bookings shall be subject to availability.
6. Maximum occupancy for each designated Barbeque Area is 10 persons.
7. No bare feet are allowed. Proper footwear must be worn at all times in the Barbecue Areas.
8. The Barbeque Area can be used only for functions approved by the Management. All parties or social gathering should be confined within the Barbeque Area.
9. No live band music or mobile disco is allowed. Only portable components not exceeding 200 Watts can be used. Users must ensure that the volume of the sound equipment shall be maintained at a reasonable noise level.
10. The Residential Unit Owner shall maintain the general cleanliness of the Barbeque Area and shall not litter in or around the Barbeque Pit. The Barbeque Area must be free from any waste-food and refuse must be disposed after use, failing which a cleaning fee might be imposed by the Management.
11. The permit for the usage of the Barbeque Area is not transferable.
12. The Residential Unit Owner shall be responsible for the good conduct and behavior of all persons in the Barbeque Area during the period of use.
13. The Residential Unit Owner shall indemnify the Management against all actions, claims and demands that may be brought against the Management by one person or persons on account of or attributable to the use of the Barbeque Area.
14. All food wastes and refuse are to be placed in plastic airtight bags and disposed at the trash disposal system.
15. The Residential Unit Owner shall ensure that the stainless steel grilles and metal trays for the Barbeque Area shall be thoroughly cleaned after use.
16. Any persons who breach the rules and regulations shall be required to leave the Barbeque Areas. The security officers have the authority to ask the person(s) to leave the Barbeque Areas.

17. Any cost incurred shall be deducted from the deposit. However, if the cost incurred is superior to the initial deposit of VND 1.000.000, the Residential Unit Owner is required to top up the difference.
18. All costs incurred in cleaning the barbeque areas or to rectify any damage done shall be borne by the applicant.
19. The Management shall not be responsible for any accident/death due to negligence on the part of the person(s) concerned, or arising from failure to abide by the rules.
20. The Management reserves the right to forfeit the deposit and to refuse future bookings for non-compliance of any of the above rules.
21. The Management reserves the right to change the above rules and regulations without prior notice.

RESIDENT'S LOUNGE

At Marriott Residences, Grand Marina Saigon, Lake, our residents have full access to the lounge located on the first floor. The warm, inviting sanctuary away from the stresses of the workday exclusively for unit owners to relax or to meet with their community.

1. The Resident's Lounge is open daily. Monday to Sunday from 07:00 a.m. to 10:00 p.m. (The above hours may change and are subject to management's approval)
2. No pets are allowed in the Resident's Lounge.
3. If you wish to book the lounge for an event, a booking shall be made through the Concierge on a first come, first served basis and is subject to approval of the management.
4. All costs incurred in cleaning the Lounge & Library or to rectify any damage done shall be borne by the parties concerned.
5. The Management shall not be responsible for any accident due to negligence on the part of the person(s) concerned, or arising from failure to abide by the rules.
6. The Management reserves the right to change the above rules and regulations without prior notice

LIBRARY

If you feel like getting lost in your favorite book, you will find the Library at your disposal on the first floor.

1. The Library is open daily from 7.00 a.m. to 10.00 p.m.
2. Only adult (18 years and older) are allowed to use the Library.
3. The Library is meant as a quiet space and all users are required observe this out of respect for other residents.
4. No pets are allowed within the Library.
5. No food is permitted in the Library or the immediate vicinity. All litter must be disposed of in the receptacles provided.
6. A person who breaches any of the rules shall be required to leave the Library.
7. The Management reserves the right to change the above rules and regulations without prior notice

KIDS CLUB & KIDS PLAYGROUND

1. The Kids Club located on the first floor and Kids Playground located on the ground floor; is open daily from 7:00 a.m. to 10:00 p.m. (opening hours are subject to change)
2. Only children ages five (5) and older are authorized to be registered under the supervision of the parents or guardian for a maximum of four (4) hour increments.
3. Children younger than 5 must be accompanied and supervised by an adult, age twenty one (21) or older at all times. The adult, age twenty one (21) or older, may not have more than four (4) children under eight (8) years of age under his or her supervision at any one time, unless they are his/her own children. Adults may not leave their child unattended if the child is under five (5) years old.
4. A maximum of two (2) children Guests (subject to change) are allowed and are strictly prohibited from entering or using the Children's Playground on their own.
5. No pets, food or beverages are allowed in the Kids Club.
6. All trash should be placed in the containers located throughout the room. All persons using the Kids Club are required to cooperate in keeping the area orderly and clean by disposing of trash and returning equipment to appropriate locations.
7. All footwear must be removed inside the Kids Club and placed inside the designated bin at the entrance.
8. No roughhousing, kicking, shoving or any similar behavior is permitted inside the Kids Club. Zero tolerance policy bullying, fighting and/or rough/horse play. We reserve the right to refuse admittance to any participants involved in bullying, fighting, rough/horse play and/or disrespect of others and remove them from The Kids Club. We reserve the right to refuse service to anyone.
9. Each resident, resident's caregiver, and their guest is responsible for returning the toys and books to their bins and shelves, and leaving the place in order.
10. Do not deposit toys, books or any objects in The Kids Club without prior approval of the Staff Member of the Kids Club.
11. Bicycles, tricycles, skateboards and the like are not permitted in the Kids Club.
12. Destroying or tampering with room equipment is not permitted. Violators will be charged for damages.
13. Items inside the room are the property of The Kids Club and cannot be removed.
14. Do not leave personal items unattended. Unattended personal items may be discarded.
15. The Kids Club is not staffed by the Association. Association Staff Members are not permitted to engage in childcare services and are not permissible substitutes for adult supervision.
16. The use of video, audio recording, or taking pictures during the operational hours of the Kids Club is not allowed.
17. Wavier & Sign In is required for all visits. Parents must fill the forms and waivers with all the requested information including who is eligible to pick up child.
18. The Kids Club and the staff is not responsible for any accident or injury that may occur while on the premises. Parents are responsible to watch their children under age of five (5) at all times.
19. The Management Office reserves the right to refuse admittance to any child if the number of children exceeds the capacity of the facility or if persons or children using the facility cause disturbance and

display unfavorable behavior:

- a. Smoking is prohibited inside the Kids Club.
- b. No adults are allowed in The Kids' Club unless with a child.
- c. Sick children are not allowed. Due to Health Code Regulations:
- d. Diapers cannot be changed in the Kids Club.
- e. Children and Staff must remove their shoes.
- f. Socks are required at all times and bare feet are not permitted.

CINEMA ROOM

1. Cinema Room, located on the first floor, is open for booking for daily. Per session, a maximum of 3 hours can be booked and are subject to management's approval.
2. The Cinema Room may be booked up to two (2) days in advance with a maximum of two (2) bookings per Residential Unit per month. Additional bookings shall be subject to availability.
3. Unannounced, impromptu party gatherings are not allowed.
4. The Cinema Room has a Maximum Seating Capacity of 11 persons.
5. A refundable deposit of VND 1.000.000 (to cover cleaning, damages or removal of rubbish if any) for the use of the Cinema Room for each session. Residents are responsible for the general cleanliness of the Cinema Room following their private functions and events and are expected to return the cleanliness of the premises to the condition of said premises prior to the start of the function or cleaning charges may be applied to the deposit.
6. Food can be taken in the next-door refreshment area but please arrange for clean up afterwards. You may also arrange for additional housekeeping services through your Concierge with no less than 48 hours' notice prior to the function date. A charge may be applied to clean the room.
7. Booking shall be made through the concierge.
8. For the screening, you may use your own streaming service such as Netflix, K+, and FPT Play or through the transfer of your own storage device.
9. As a courtesy to other residents, a cancellation of booking should be made at least two (2) days before the date of intended event.
10. The permit for use of Cinema Room is not transferable.
11. Smoking is strictly prohibited in the Cinema Room
12. Should (cinema) stereo equipment be used, the speaker total wattage should not exceed 200 watts.
13. The use of the Cinema Room is only restricted to Residential Unit Owners and their invited guests.
14. Users are required to take good care of the Cinema Room. Any damages shall be reported to the Management immediately. If the damage is not as a result of normal wear and tear, the user(s) will be responsible for its repair/replacement
15. Residential Unit Owners who breach any of the above rules are required to leave The Cinema Room.
16. The Management reserves the right to forfeit the deposit and to refuse future bookings for non-compliance of any of the above rules.
17. The Cinema Room will be opened for all Residents and no private reservations will be allowed on

National Day and New Year's Eve.

18. The Management reserves the right to change the above rules and regulations without prior notice.
19. The Cinema cannot be reserved for any commercial events whether for profit or non-for-profit enterprises.

MEETING ROOM

1. The Meeting Room, located on the first floor, is open for daily bookings from 7:00 a.m. to 10:00 p.m. per session; a maximum of 4 hours can be booked and are subject to management's approval.
2. The Meeting Room may be booked up to two (2) days in advance with a maximum of two (2) bookings per Residential Unit per month. Additional bookings shall be subject to availability.
3. Unannounced, impromptu party gatherings are not allowed.
4. The Meeting Room has a Maximum Seating Capacity of eight people.
5. Food can be taken in the next-door open pantry area only.
6. Booking shall be made through the concierge.
7. As a courtesy to other residents, a cancellation of booking should be made at least two (2) days before the date of intended event.
8. Smoking is strictly prohibited in the Meeting Room
9. The use of the Meeting Room is only restricted to Residential Unit Owners and their invited guests.
10. Residential Unit Owners who breach any of the above rules are required to leave The Meeting Room.
11. The Management reserves the right to change the above rules and regulations without prior notice.
12. The Meeting Room cannot be reserved for any commercial events whether for profit or non-for-profit enterprises.

RESIDENTIAL COMMON AREA GUIDELINES

1. Notices and signs

- a. The Residents shall observe all notices and signs put up in the Residential Common Area by the Management.
- b. There shall be no posting of advertisements, circulars or notices by Residents at the Residential Common Area without the prior approval of the Management.

2. No storage or obstruction or dangerous / nuisance activities at residential common area

- a. The sidewalks, passages, lobbies, stairways, and common corridors must not be obstructed at any time, or used for any purpose other than its designated use so as not to cause any obstruction to freedom of movement or transit for other Residents.
- b. Bicycles, tricycles, children's riding toys, roller skates, skate-boards and the like (with the exception of wheel chairs) may not be ridden, used, stored, kept or left in any corridors, stairways, lobbies or lifts in the Building so as not to cause any obstruction to freedom of movement or transit for other Residents.
- c. The Residents shall not permit their children for their own safety to play at the corridors, link ways, passageways, stairways, lobbies, lifts, car park and roads in the Building.
- d. Games or activities that, in the opinion of the Management, pose a danger or nuisance to persons or properties shall not be allowed in the Residential Common Area.
- e. No unauthorized sports or activities will be allowed in the Residential Common Area.
- f. No furniture, footwear's, packages, goods or other items shall be stored or placed or left in common corridors, fire escape staircase or any part of the Residential Common Area. The Residential Common Area used for access by Residents shall be kept clean and accessible at all times. The Management reserves the right to remove all items found in the Residential Common Area without notice and at the Owner's cost.

3. Plants and flowers in residential common area

The plants and flowers in the Residential Common Area are for the enjoyment of the Residents and the enhancement of the aesthetic value of the Residential Project. No person should pluck or cut any flowers or dig up any plants in the Residential Common Area.

4. Access card system

- a. Non-transferable authorized access cards will be allocated for each Resident. The number of access cards to be allocated will be determined by the Management.
- b. The use of the access card is strictly for identification and access purposes only and must be produced when requested by the Management or its representative.

- c. The Management will provide additional access cards upon application by Residents at a prescribed fee to be determined by the Management from time to time.
- d. The access cards must be surrendered and returned immediately to the Management upon request or if the Resident is no longer occupying a Unit.
- e. The Owner is responsible to apply for the authorized access card from the Management for his incoming Tenant / Lessee. The Tenant / Lessee of a Unit will need to submit a letter of authorization from his property owner together with a copy of the tenancy / lease agreement.
- f. The Management shall also be entitled to deactivate the access cards of Residents who have outstanding Charges due to the Building Maintenance Account, prohibiting access to the Residential Common Area for which the Charges are payable. Pursuant thereto, the Management shall have the absolute right to bar and restrict the access of the Resident and/or the Resident's Visitors to the Residential Common Area until the arrears and the reactivation fee are paid.
- g. Every Resident must personally use his authorized access card for the ingress/egress into the secured areas such as the lift lobbies, facilities area and parts of the Residential Common Area within the premises. The security guards or our personnel at the front desk will not be allowed to assist the Resident in bypassing this procedure.
- h. For security reasons, Residents are advised not to leave their authorized access cards in their vehicles unattended.
- i. Any loss, theft or damage of any access card must be immediately reported to the Management to enable the deprogramming of the affected access card to be carried out. This security protocol is imperative to prevent unauthorized access into the Residential Project and the Unit by the illegal person in possession of the lost access card. A replacement access card will be issued after the payment if the prescribed fees hereunder are provided for.
- j. Issuance of replacement authorized access cards:
 - i. Upon the report of the loss, theft or damage of any access card, the Resident concerned may apply for replacement access card that may be issued subject to availability and at the Management's sole discretion having regard to the frequency of any loss, theft or damage of such authorized access card(s) by the Resident and further provided that the Resident is not in default of any provision hereunder nor are there any outstanding Charges by the Resident concerned to the Building Management Account which comprises service charge, water charges, electricity charges, insurance premiums, late payment interest to name a few and any other obligatory costs of the Management and including whatsoever charges, levies, damages, cost of damage to Residential Common Area payable by the affected Resident concerned.
 - ii. Each replacement access card shall be subjected to the charges to be determined by the Management from time to time if the Resident shall not be in default of any provision in this Rules and Regulations.
 - iii. If there is any outstanding arrears (whether or not demanded) due and payable hereunder to the

Management by the Resident or if in the opinion of the Management, the Resident misuses any authorized access card or if the Resident fails to comply with any rules governing the use of any authorized access card, the Management shall be entitled to withhold the issuance of any replacement authorized access card.

5. Residential Common Area Lighting

Residential Common Area lighting shall be provided and controlled by the Management. The lighting shall be activated, subject to alterations based on weather conditions.

6. Cleaning of areas adjoining external wall

- a. Care should be taken when cleaning areas adjoining the external walls to prevent water from running down the exterior of the Building into other Units or the Residential Common Area.
- b. Residents shall not permit any rubbish or other material to be thrown out of the windows, balconies and passageways.

7. Liabilities for Damage to Residential Common Area

- a. Residents are responsible for the actions of their Visitors, appointed contractors, real estate agents, service providers, maids, drivers, tradesmen, workmen and the like in the Building or at any part of the Residential Common Area.
- b. Residents shall be liable for all costs and expenses where the Management has to repair, replace or restore whatsoever damage to the Residential Common Area or any part of the Building howsoever caused by the Residents or their Visitors, appointed contractors, real estate agents, service providers, house cleaners, drivers, tradesmen, workers and the like.

8. Hanging of Clothes, Linens, etc.

No clothing, towels, bedding, linen, rugs, carpets or other articles shall be hung on any window, balcony, passageway or any other place visible from the exterior of the Building; and no clothes or similar items shall be hung for drying on poles protruding from the window of the premises or any fences or structures that may be erected in the grounds of the Building.

9. Exterior Facade of the Building and External Installations

- a. No renovation works of any Unit shall affect the exterior facade of the Building.
- b. Residents are not allowed to install any appliances, apparatus or equipment that may in any way interfere with or adversely affect the functioning, use or enjoyment of any appliances, apparatus or equipment installed in any other Units and/or the Building.
- c. No external installations such as grilles, awnings, shades, screens, radio / television antennae or any other external structures shall be erected. Residents are not allowed to install any grilles at any common corridor outside the entrances of the said Unit or other Units. In the event of such an event, the Resident shall pay on demand all expenses incurred by the Management as a result of

any non-observance of this covenant by the Resident, including but not limited to the cost of removing the same.

- d. No balcony or roof deck appurtenant to the said Unit is to be enclosed, covered by an awning or otherwise, increased in size or altered in configuration, nor any improvements or changes to be made thereof or to the exterior of the Building in which the said Unit forms a part, including but not limited to painting or other decoration of any nature, the installation of electrical wiring, television antennae, machines or air-conditioning units which may protrude through the walls or the roof of the Building, or change the appearance of any portion of the Building.
- e. For the purpose of maintaining the good image of the Building, Residents shall not allow any projections including but not limited to poles for hanging clothes to extend through any door or window openings or balcony.
- f. Brooms, mops, cartons, notices, advertisements, posters, illuminations or other means of visual communication shall not be placed on windows, doors or passages or any other places which may be visible from the outside of the Units.
- g. Residents are not allowed to affix or paint on any external doors and windows of the Units or any of the external part of the Building or any part of the common entrances, passages, staircase landings, any trade, professional or business advertisement or notices.
- h. No nails, screws or any similar fasteners are allowed to be used at the external surfaces of the Building.
- i. Residents are not allowed to install any prayer altars in any place visible from the exterior of the Building.

10. Furniture and Equipment in Residential Common Area

- a. Residential Common Area such as furniture, furnishing, fire-fighting equipment and fixtures and fittings in the common areas have been provided for the safety, comfort and convenience of all Residents and therefore shall not be damaged, misused or removed from their locations.
- b. All fire-fighting equipment must not be tampered with, misused or removed from their locations.
- c. Care must be taken when using the facilities, furniture, equipment, fixtures and fittings erected placed and/or installed in the Residential Common Area and the same shall not be damaged or altered without the consent of the Management.
- d. In the event of any damage caused by the Residents to any part of the Building including but not limited to inter alia all exterior walls, doors, windows and all fixtures, fittings, installations, furniture, chattels and common facilities furniture, equipment, fixtures and fittings erected placed and/or installed in the Residential Common Area, the Resident concerned shall bear the costs of repair and replacement of the same.

11. Funeral Services and Other Religious Ceremonies / Political Activities

- a. Residents shall not hold funeral services or ceremony in their respective Units, in the Building or at any part of the Residential Common Area; and shall do so at a funeral parlor of their respective faith

- or in the homes of their relatives outside the Building to observe the privacy of the other Residents.
- b. No other religious ceremony and/or activities with political agenda shall be permitted to be held in any of the Units or at any part of the Residential Common Area.

12. Lifts and Lift Lobbies

No person shall wear a dripping wet bathing suit, drink, eat, smoke or carry any dripping wet umbrella in the lifts and lift lobbies. Bicycles and motorized form of transport (other than wheel chairs) are not to be placed in any lift cars.

13. Smoking

No smoking of cigarettes or cigars or the like is allowed in the Residential Common Area and facilities.

14. Chewing Gum

- a. Chewing gum must not be indiscriminately disposed at the Residential Common Area or at any part of the Building.
- b. Chewing gum must be properly wrapped in paper before thrown into refuse bins provided.

15. Landscaped Areas

Residents shall not interfere or tamper with the landscaped areas, including but not limited to the cutting down, removing damaging uprooting or plucking of any trees, plants, shrubs, foliage or flowers and neither shall the Residents add or cultivate plantings of any descriptions whatsoever on any part of the Residential Common Area, save on the planter boxes and areas so designated by the Management.

16. Satellite T. V.

No individual satellite dishes are allowed to be installed by the Residents at any part of the Residential Common Area and within the Building.

17. Water and Electricity

Residents shall NOT use or tap water / electricity supply available from the Residential Common Area for their personal purposes.

18. Children Bicycles, Skate Boards and the like

- a. Residents shall not permit any child of whom the Residents, or the Visitors of the Residents, have control over to play in any part of the Residential Common Area other than in the Units, or unless accompanied by an adult exercising effective control, in particular in the car parking areas or other areas of possible danger, risk or hazard to children.
- b. Every Resident is responsible to ensure that his children's bicycles, tricycles, riding toys, roller skates, skate boards and the like may not be ridden, used, stored, kept or left in any corridors, stairways, lift

lobbies, lifts or any part of the Residential Common Area so as not to cause any obstruction to freedom of movement or transit for other Residents. It shall be properly kept in the Units after its use and shall NOT be left in any part of the Residential Common Area or in the car park.

SYSTEM USAGE AND SERVICE GUIDELINES

ACCESS CARDS

1. Each unit is entitled to access cards programmed for use at the lift lobby areas, units and amenities. The number of access cards allocated per apartment is as follows:

Apartment Type	No. of Access Cards
Penthouses	7
4-bedroom Apartments	6
3-bedroom Apartments	5
2-bedroom Apartments	4

2. Residents may apply for access cards using [registration form](#) and collect them from the Management Office during office hours.
3. The initial issue of access cards is free of charge. Subsequent replacements or additional access cards will be subject to a levy of VND 200.000 per card. The levy is subject to revision at the discretion of the Management as and when deemed necessary.
Non-transferable authorized access cards will be allocated for each Resident. The number of access cards to be allocated will be determined by the Management.
4. The use of the access card is strictly for identification and access purposes only and must be produced when requested by the Management or its representative.
5. The Management will provide additional access cards upon application by Residents at a prescribed fee to be determined by the Management from time to time.
6. The access cards must be surrendered and returned immediately to the Management upon request or if the Resident is no longer occupying a Unit.
7. The Owner is responsible to apply for the authorized access card from the Management for his incoming Tenant / Lessee. The Tenant / Lessee of a Unit will need to submit a letter of authorization from his property owner together with a copy of the tenancy / lease agreement.
8. The Management shall also be entitled to deactivate the access cards of Residents who have outstanding Charges due to the Building Maintenance Account, prohibiting access to the Residential Common Area for which the Charges are payable. Pursuant thereto, the Management shall have the absolute right to bar and restrict the access of the Resident and/or the Resident's Visitors to the Residential Common Area until the arrears and the reactivation fee are paid.
9. Every Resident must personally use his authorized access card for the ingress / egress into the secured areas such as the lift lobbies, facilities area and parts of the Residential Common Area within the premises. The security guards or our personnel at the front desk will not be allowed to assist the Resident in bypassing this procedure.
10. For security reasons, Residents are advised not to leave their authorized access cards in their vehicles

unattended.

11. Any loss, theft or damage of any access card must be immediately reported to the Management to enable the deprogramming of the affected access card to be carried out. This security protocol is imperative to prevent unauthorized access into the Residential Project and the Unit by the illegal person in possession of the lost access card. A replacement access card will be issued after the payment if the prescribed fees hereunder are provided for.
12. Issuance of replacement authorized access cards:
13. Upon the report of the loss, theft or damage of any access card, the Resident concerned may apply for replacement access card that may be issued subject to availability and at the Management's sole discretion having regard to the frequency of any loss, theft or damage of such authorized access card(s) by the Resident and further provided that the Resident is not in default of any provision hereunder nor are there any outstanding Charges by the Resident concerned to the Building Maintenance Account which comprises service charge, sinking fund, water charges, quit rent, insurance premiums, late payment interest and any other obligatory costs of the Management and including whatsoever charges, levies, damages, cost of damage to Residential Common Area payable by the affected Resident concerned.
14. Each replacement access card shall be subjected to the charges to be determined by the Management from time to time provided that the Resident shall not be in default of any provision in this Rules and Regulations.
15. If there is any outstanding arrears (whether or not demanded) due and payable hereunder to the Management by the Resident or if in the opinion of the Management, the Resident misuses any authorized access card or if the Resident fails to comply with any rules governing the use of any authorized access card, the Management shall be entitled to withhold the issuance of any replacement authorized access card.

RESIDENTS ELEVATORS

1. The property is equipped with electronically controlled private resident elevators.
2. Every elevator has an emergency intercom with a direct connection to an emergency monitoring service.
3. Only residents and guests are allowed to ride the resident elevators.
4. No person shall wear a dripping wet bathing suit, drink, eat, smoke or carry any dripping wet umbrella in the lifts and lift lobbies. Bicycles and motorized form of transport (other than wheel chairs) are not to be placed in any lift cars.
5. Children under 8 years old must be accompanied by parents or supervising adults who shall be responsible for their safety and proper behavior.
6. Do not lean against the lift door or the door frames to avoid getting your fingers or any part of your body caught when the lift door opens/closes.
7. Do not affix stickers, make graffiti or cause damage to the lift or the lens of the CCTV.
8. Resident elevator – Low Zone (From Basement 2 – Level 21):

- Size: 1600W x 1400D
 - Door Opening: 900W
 - Capacity: 1000kg
9. Resident elevator – High Zone (From Basement 3 – Level 2 and Level 22 – Level 46):
- Size: 1600W x 1400D
 - Door Opening: 900W
 - Capacity: 1000kg

SERVICE ELEVATOR

1. The service elevators will be the only elevators permitted for use by contractors, movers and by those delivering equipment and supplies to your residence.
2. All deliveries and moving activity must access the service elevators on level B1 through the receiving dock elevator.
3. Elevator doors may not be jammed in the open position as this may cause serious damage to the mechanics of the elevator operations. Repairs to elevators and any other Association property will be the financial responsibility of the Unit Owner.
4. Service elevator to be used at all times when ferrying pets.
5. Service Lift (Basement 3 – Level 47):
 - Size: 1300W x 2100D
 - Door Opening: 1100W
 - Capacity: 1275kg

INSTALLATION OF GRILLE AT DOOR, WINDOW AND BALCONY AREA

To maintain the aesthetics of the building façade and interior design, no installation of any type of grille are allowed to the outside of the building and/or can be seen from the outside of the building nor items that can be seen from any of the common areas inside the building.

1. Grilles should be fixed on the internal side of the windows and doors (including sliding door to balcony) and within the strata boundary line for the main door and yard grilles so that no common area will be encroached.
2. Balconies should:
 - a. Not be used for storage, hanging clothing, laundry or for cooking.
 - b. Not be painted or decorated in a manner that will alter the external appearance of the apartment unit.
 - c. Not have any placards, posters, signs, signboards, notices, advertisements, flags, banners, poles, cages, shades or other projections erected, installed or exhibited on the balcony which may be visible from outside the apartment unit.
 - d. Not have any external shades, awnings, fences, metal or other grilles, partitions, radio or television aerial, or any other structure, item or materials placed, installed or affixed in the balcony which

would be inconsistent with the image of the Brand or the Hotel; and subject to prior written approval of the Management.

- e. No owner or occupier shall be permitted to throw out or discard from the balcony any rubbish, litter, refuse, cigarette ends, ashes or other article or thing whatsoever.
- f. No clothing, towels, bedding, linen, rugs, carpets or other articles shall be hung on any window, balcony, passageway or any other place visible from the exterior of the Building; and no clothes or similar items shall be hung for drying on poles protruding from the window of the premises or any fences or structures that may be erected in the grounds of the Building.

AUDIO/VIDEO INTERCOM TELEPHONY SYSTEM

1. The Audio/Video Telephony System has been installed to all apartment units for communication from main entrance, the lobby area and basement lobby entrances.
2. All residents are to refer to the Operational Manual for further instruction on the usage of the Audio/Video Intercom Telephony System.
3. The telephony system is strictly for identification and communication with the unit. Kindly keep the conversation short and brief.

TELEPHONE, CABLE TV AND INTERNET

1. Residents can choose the service providers of their choice. The Management has prepared information of some mobile network operators for residents to refer:
 - Hotline Viettel: 1800 8168
 - Hotline VNPT (for mobile): 1800 1091
 - Hotline VNPT (for internet): 1800 1166
 - Hotline FPT: 1900 6600
2. Residents can directly contact and sign the contract with the service providers and provide the information of the chosen provider to Management Office for assistance when necessary.
3. Residents take all responsibilities about charges of connection such as telephone, cable TV and internet as well as fee of such services every month.
4. All Residents are strongly advised not to shift their TV/internet points as poor workmanship and/or knowledge of the system by their selected electrical contractor may result in poor television reception or poor internet signal.

FIRE ALARM SYSTEM

The following is a description of the numerous components, comprising the Fire Protection System:

1. Within Your Unit

Smoke Detectors:

Each condominium unit is equipped with photoelectric smoke detectors. This type of detector does not require a battery. Please note that these detectors will activate an alarm condition in the building's Fire Command Center. As all alarms will be investigated, please contact your Concierge immediately to inform them of the nature of any alarm.

Sprinkler System:

All units are equipped with automatic sprinkler water flow devices. If activated, the building fire alarm system will initiate will automatically respond.

Alarm System:

Unit contains a speaker that transmits messages from the Fire Command Center of the building. Residents will hear an "Alarm Siren" during emergencies and alarm conditions are broadcast through this system.

2. In the Hallways

Sprinkler System:

All hallways and units are equipped with automatic sprinkler water flow devices. If activated, the building fire alarm system will initiate and will automatically respond.

Alarm System:

Throughout the hallways are additional speakers that transmit "Alarm Siren" originating from the Fire Command Station near the Lobby.

Fire Alarm Call Points:

All hallways and other areas are equipped with Fire Alarm Call Points. On each residential floor, the Fire Alarm Call Point is located at the fire lift lobby. To activate this call point, simply break the glass to activate the fire alarm. Once the alarm has been activated, a loud alarm siren over the speaker system will be activated on the floor of the alarm, as well as the floor above and floor below where the alarm was triggered. Once the call points are activated, only authorized personnel can reset them.

SECURITY

1. To ensure a certain level of security, we need the cooperation of Residents in compliance with the security process and safety procedures. As a result, it will be easier to monitor and evaluate security services and make adjustments as needed.
2. Staff and security systems are provided 24/7 to ensure the maximum safety of Residents.
3. Please note that security services and protection at the Apartment Building do not guarantee absolute safety for the property, Residents and their families as well as guests. It is the Residents' responsibility to ensure their own safety.
4. Developer/Management Office is not responsible for any damages, vandalism or incidents that occur within the Apartment Building
5. Residents should always be vigilance and immediately report to the Management Company any suspicious behavior.

REFUSE DISPOSAL

General

1. No rubbish, rags or any other refuse shall be left at or thrown or the Residential Common Area or thrown through the doors or windows of the Units except into the refuse bins provided in or outside the Building.
2. No rubbish or anything else shall be allowed to accumulate on any windows of the Units or at the perimeter of the Units which may fall there from.
3. Residents shall not throw or cause to be thrown or emptied anything out of windows, balconies or doors, into or onto the Residential Common Area and not to dust, shake or clean garments, rugs, mops or objects from windows, balconies, doors, stairways, corridors or fire escape areas in the Residential Common Area.

Refuse in Plastic Bags

Residents shall ensure that all refuse be sealed in non-porous plastic bags and place them properly in the refuse bins at the refuse chamber located at each level of the Residential Project. All wet refuse should be thoroughly drained of any liquid before leaving the Units and care should be taken to prevent any dripping on the floors and staircases.

Heavy / Bulky and Inflammable Objects

Heavy / bulky and/or inflammable objects must not be discarded at any of the refuse chambers in the Residential Project. Such items must be removed from the Building by the individual Resident concerned.

Disposal of Heavy / Bulky & Inflammable Rubbish in the Main Refuse Chamber

Residents who wish to dispose of old furniture, mattresses, appliances and other bulky objects shall arrange to be transported away from the Building. Alternatively, advance notice can be given to the Management to arrange with a contractor to carry out the task. The Resident concerned shall pay for such services.

Refuse Chamber

1. Residents using the refuse chamber must ensure that all refuse are properly thrown into the bins provided. The Residents must also ensure that the doors of the refuse chamber are properly closed after disposing their refuse.
2. Residents shall not permit any flammable items, wet cement, renovation debris and adhesive materials be thrown into the refuse chambers. In the event of such items being found to have originated from their Units, the Resident concerned shall be liable for the cost of replacement or repair to the damage caused to the Residential Common Area.

PEST CONTROL

To ensure a safe living environment, Management Office will appoint a professional contractor to provide pest control services periodically in Commonly Owned Sections. If Residents want to use pest control service inside your Apartment, please contact the Management Office for more details.

LANDSCAPING

Every effort will be implemented by the Management Office to ensure a clean environment with green landscape and fresh colors in the Commonly Owned Sections. Besides, we call on the cooperation of the Residents in preserving and protecting the greenery and flowers in the Apartment Building.

ELECTRICITY

1. Electrical standards for Apartments is 220V/ 1 phase.
2. For your safety, do not cause electricity overload and should replace the wire or power socket that show any signs of damage. All electrical installation work must be done by technical staff.
3. Power Company will read the electricity meter on monthly basis and send the bill directly to Residents.
4. EVN Power Company is the only organization reserves the right to stop supplying electricity to the Apartment in the event that the Residents do not fulfill the obligation to pay electricity bills in accordance with the current laws and the Management Office does not have the right to intervene.
5. Residents decide and take responsibility for the electrical connections as well as the associated costs and monthly service fee.
6. Residents please contact Management Office for instruction on the procedures to transfer meter name on Electricity Contract from Developer's name to Unit Owner's.

WATER

1. Water meters are installed for each Apartment and technician of the Apartment Building will read the meter from 20th to 25th every month.
2. The Management Office records metered consumption and invoices to the Residents on a monthly basis.
3. Connection of water pipe for washing machine and any repair for water pipe need to be done by a professional contractor.

CONDOMINIUM UNITS AND OCCUPANCY

1. **Approved Use of Apartment Units**

- a. The Units shall be used only for private residential dwelling only. Any other purpose is strictly prohibited.
- b. The Units or any other parts within the Residential Project shall not be permitted to be used for political or religious activities.
- c. The Units shall not be used for any purposes (illegal or otherwise) which may be injurious to the reputation of the Residential Project.

2. **Owner' s Particulars**

Every Owner shall submit to the Management his current mailing address, e-mail address, contact number, correspondence address and all other relevant information that the Management shall require from time to time.

3. **Duty of Owner**

- a. The Owner is obligated to pay in a timely manner: The service charge determined by the Management in accordance with Sale and Purchase Agreement;
 - i. Collectively, all the above form the Charges that will be payable by all Owners into the Building Management Account. Any Charges that remain unpaid within fourteen (14) days of the receipt by the Owner of the Management's written notice, shall bear interest at the rate of ten per centum (10%) per annum calculated on a day to day basis.

Notwithstanding the interest chargeable, the Management shall also:

- ii. Be entitled to stop and suspend the services and the use of the facilities or the Residential Common Area for which the Charges are payable for the said Unit. Pursuant thereto, the Management shall have the absolute right to bar and restrict the access of the Owner or his Tenant and/or the Owner's / Tenant's Visitors to the facilities or any part of the Residential Common Area;
 - iii. recover any unpaid amount including the cost of recovery together with interest thereon and for reasonable legal fees incurred by the Management incidental to the collection of the Charges; and
- b. It shall be the responsibility of every Owner to inform the Management of the identity of all persons residing in the Unit and any change thereof.
- c. It shall be the responsibility of every Owner to inform the Management of the identity of his / her Tenant upon the successful letting out of the Unit and all persons residing in the Unit and any change thereof.
- d. It shall be the responsibility of every Owner to notify the Management of any intended change in the

proprietorship of the said Unit or of any other dealing with the Unit of which the Owner is aware of, for entry in the strata roll maintained by the Management for this purpose.

- e. All Residents moving in and out / delivery involving large heavy or bulky items of furniture equipment or appliances of any Unit shall inform the Management at least seven (7) days in advance so that proper management can be made to avoid causing any inconvenience, disturbance or annoyance to other Residents. The Residents shall be responsible for any damage caused to other Units and/or the Residential Common Area and/or the Building Common Property in the course of such moving / delivery. All moves/deliveries shall be subject to prior approval of the Management.

4. Residential Identification

- a. New Residents are required to register themselves with the Management prior to their moving in.
- b. The Management or anyone authorized by the Management, or the security guards may require any person in the Residential Common Area to identify himself or herself.

5. Visitors IN BUILDING LINK

- a. Visitors will only be permitted entry into the Residential Project after the following have taken place :
 - i. the Residents have pre-registered their Visitors;
 - ii. the security guards / front desk has confirmed the identity of such Visitors;
 - iii. all Visitors have provided their particulars or produced the identity cards, driving licenses or passports to the security guard / front desk for verification; and
 - iv. The security guards / front desk has issued the Visitors with a Visitors' pass in the form of an access card.
- b. Residents shall inform the Management of the expected Visitors by furnishing relevant details prior to their Visitors arrival.
- c. Residents shall be responsible to notify the Management of their Visitors' extension of stay in the Residential Project. The validity of the access card issued to the Visitors will expire after the prescribed period of stay in the Residential Project.
- d. All Visitors will be issued with a visitors' pass in the form of an access card, which shall be kept by them for the duration they remain in the Residential Project for identification purposes. The cost of replacement of the access card shall be levied on the Resident concerned if the Visitors fail to return the visitors' pass to the security guards / front desk upon leaving the Residential Project.
- e. Residents shall be responsible for ensuring that their Visitors comply with the Rules and Regulations at all times and that their behavior is not offensive to other Residents of the Residential Project. Residents shall be liable for any damage or liabilities whatsoever caused by their Visitors.
- f. The Resident concerned shall be liable for any damages or liabilities whatsoever caused by their Visitors during their stay in the Residential Project.
- g. The Management reserves the right to deny access to Visitors who are not registered as part of the security protocol.
- h. The Management reserves the right to request any Visitors of a Resident in breach of any of the

Rules and Regulations to leave the Residential Project immediately.

6. Maintenance / Upkeep of Units

- a. Residents are advised to clean, maintain, repair and upkeep their Units and to keep the same in a state of good repair and reasonable wear and tear. All cleaning, maintenance, repairs and replacements in or to the Units, whether structural or non-structural, ordinary or extraordinary, including without limitation cleaning, maintenance, repairs or replacements of screens, windows, the exterior side of the entrance door and air-conditioning fixtures and equipment's within the Units or belonging to the Residents and serving only their Units, shall be performed by the Residents at their own cost and expense, except as otherwise expressly provided to the contrary herein.
- b. No rags, dirt, rubbish, refuse or any other substance shall be inserted into, placed or left in the sinks, baths, lavatories or any pipe in the Units nor shall any obstruction, clogging or blockage be caused therein in any manner whatsoever.

7. Insurance

Every Unit Owner or Unit Lessee is recommended to obtain with regards to its Unit adequate insurance to protect: (i) its improvements and betterments, and personal property and contents; and (ii) personal liability associated with its activities in accordance with the Housing Laws and the Residential Documents. We request each Unit Owner or Unit Lessee to provide such a certificate of insurance to the Building Management.

8. Potted Plants and Other Objects

- a. Residents shall ensure that all the potted plants or plants grown in the Units shall be maintained in a clean and healthy condition and do not pose any danger to any person or persons, or give rise to the breeding of mosquitoes.
- b. All potted plants shall be placed in containers to prevent the dripping of water or dropping of soil into other Units or the Residential Common Area or the Building Common Property.
- c. All potted plants or other objects shall be maintained in such manner that will not create a nuisance to other Residents nor be seen from the exterior of the Building.
- d. No potted plants or other objects whatsoever shall be placed at any part of the Residential Common Area, the Building Common Property or on any passage, corridors or stairs leading to and from the Units.
- e. All Residents are to ensure that no potted plants or any other objects are placed dangerously on or near the perimeter of their Units where such items may fall and cause bodily harm to person(s) or damage to the Unit below and external property.
- f. In the event that the Residents shall fail to maintain cultivate and keep the said areas clean weeded and free from undergrowth, the Management shall be entitled to enter the Units and take all or any action deemed necessary by the Management to maintain and keep the said areas in good state and condition and charge to the relevant Residents all cost and expenses incurred by the

Management in connection and incidental thereto and a service charge of twenty percent (20%) of such costs incurred.

9. Lifts and Lift Lobbies

All lifts and lift lobbies in the Building shall be used by the Residents in accordance with the by-laws, rules and regulations imposed herein or to be imposed at any time and from time to time by the Appropriate Authorities, the Management and by law.

10. Household Pets and Livestock

For the safety and well-being of our Residents and Guests, the Management Office request the following courtesies from our pet owners. Dogs or Cats – Weight limit: Maximum of 25 kgs (Dangerous dogs or cats are not allow) and only 1 (one) for each unit.

Pet Relief Station is located on the ground floor, right behind basement ram exit. This area is designated space for Residents to take their pets to stretch their legs and relieve themselves.

- a. No livestock or any other animals kept as pets that may create nuisance or disturbance to other Residents shall be allowed or kept in the Residential Project or any part of the Residential Common Area.
- b. No animal may be retained in any Unit unless registered with and approved by the Management. The registration shall identify the type and breed of the animal. The Management may require proof of rabies vaccination and any other vaccination required by law.
- c. Residents shall ensure that their Visitors do not bring pets that may cause nuisance or disturbance to other Residents of the Building.
- d. Pets are not allowed in the Residential Common Area.
- e. Balconies and terraces may not be used as holding areas for pets. Residents shall not place or build any shed, screen, fence or other structure on these areas. Animal food dishes, water dishes, bedding and litter containers must be kept inside the Units and not on balconies or terraces.
- f. The Management reserves the right to remove any pets found unattended to within the Residential Project or at any part of the Residential Common Area to a pound or animal shelter without notice.

11. Cleanliness and Refuse Disposal inside the Unit

- a. The Residents shall keep clean their Units and take all practicable measures to prevent infestation by any pest, vermin and/or insects for the benefit of the Residential Project generally.
- b. Normal refuse shall be secured in plastic bags and disposed of at the refuse chamber. Residents shall not throw or put into the refuse chamber any article or thing that is likely to cause damage to the equipment. Inflammable material, bulky or glass objects must be carried to the main refuse chamber and should not be left in the Residential Common Area or refuse chamber.
- c. No rags, dirt, rubbish, refuse or other substance shall be inserted into, placed or left in the sinks, baths, lavatories or any pipe in the Units nor shall any obstruction or blockage be caused therein in

any other manner whatsoever.

- d. Nothing shall be thrown or swept or emptied out of the windows, doors or abandoned in the Residential Common Area, car parking space or open yards.
- e. Residents shall not throw or allow to fall, any refuse or rubbish or object of any description from the Units or any part thereof.

12. **Immoral / Criminal Act**

- a. No immoral / criminal acts shall be tolerated in the Units, Accessory Parcels, Residential Common Area or the Building.
- b. Resident shall not permit or suffer any person of unsound mind or drunkard or drug addict to reside in or about the Residential Common Area or the Building.

13. **Management Notification**

Residents shall give the Management prompt notice of any accident to or defect in the water pipes, gas pipes, electrical installations or fixture, which comes to his knowledge.

14. **Nuisance**

- a. Residents shall not at all times allow any nuisance in the Units or commit any nuisance in the Residential Common Area or the Building nor shall they engage in anything which is a source of annoyance to other Residents or which interferes with the peaceful enjoyment of the other Units and the Residential Common Area by other Residents.
- b. Residents shall at all times conduct themselves and cause their Visitors to conduct themselves in a manner, which will not cause any nuisance to other Residents. Excessive noise, unruly or offensive behavior is not permitted in the Residential Project.
- c. Radios, hi-fi equipment, television sets, home theatre / karaoke sets, multimedia computers, musical instruments and other audio-visual equipment shall always be operated at a reasonable volume at all times so as not to interfere with the peaceful enjoyment of other Residents.
- d. Residents including their Visitors are requested not to sound their car horns unnecessarily so as to cause disturbance or annoyance to other Residents in the Residential Project.
- e. Residents shall not (except with the written consent of the Management and under the supervision of the Management's appointed surveyor and to his satisfaction) erect upon or affix to their Units any machinery or mechanical or scientific or electrical apparatus except for radio and television receiving apparatus (restricted only to indoor aerials) and small domestic electrical apparatus properly fitted with approved suppressor against electrical interference to the other apparatus.

15. Solicitation and Sales

- a. No soliciting of, including but not limited to, goods and services, religious or political activities shall be permitted in the Residential Project.
- b. No garage sale, open-air function or sale by auction shall be held in any of the Units or at the Residential Common Area.

16. Parties and Functions

- a. Residents intending to hold parties or social gatherings in their Units are required to inform the Management.
- b. Children's parties within the Units and in the Residential Common Area are strongly advised to be held under close adult supervision to avoid any untoward accidents.
- c. Private parties or functions are limited within the Units unless otherwise approved by the Management.
- d. The Management must be informed at least three (3) working days in advance of any private party and/or function to be held by the Residents.

17. Real Estate Agents

- a. Owners may appoint local real estate agents to represent their interests. Such Owners shall file the names, addresses and telephone numbers of their agents with the Management prior to allowing them access to the Units.
- b. Owners or their appointed agents shall be responsible for:
 - i. The periodical inspection of their Units and the payment of all related bills thereof; and
 - ii. The conduct of their prospective Tenants or purchasers and shall, upon notice given by the Management, immediately remove at their own expenses any unauthorized structures, equipment or property placed in the Residential Common Area.
- c. Absentee Owners should at their own expenses, appoint authorized agents to conduct periodic inspections of their Units and assume responsibility for the contents therein.
- d. Except for Developer or as specifically approved in writing by the Developer and the Hotel Brand Owner, no Owner or other occupant of a Unit shall represent to the public that such person is the "designated", "official" or "on-site" broker, sales or rental agent (or words of similar nature or import) for the Residential Project or any portion thereof or has the endorsement of the Hotel or of the Hotel Brand Owner to broker the purchase, sale or rental of the Units.

18. Tenants / Lessees

- a. Owners shall immediately notify the Management in writing of any proposed agreement with any Tenant / Lessee specifying the particulars of the Tenant / Lessee therein.
- b. Prior to the execution of any proposed agreement with the Tenant / Lessee, the Owners shall procure that the provisions of the Rules and Regulations are incorporated in the proposed agreement to be executed by the Tenant / Lessee and/or the Tenant / Lessee enters into a direct

covenants with the Owners to perform and observe all the Owners' covenants and all other provisions contained herein. Failing which, the Owners shall be liable to the Management for any breach of the Rules and Regulations by their Tenant / Lessee.

- c. The Management reserves the right to require the Tenants / Lessees to furnish proof of written authorization and verification from the Owners.
- d. The Tenants / Lessees must always ensure that a copy of the valid tenancy / lease agreement including all correspondences related to the renewal / extension of the tenancy / lease agreement is provided to the management for purposes of verification.
- e. Upon the licensing, letting and/or leasing out of the Units to any Tenant / Lessee, the right or entitlement to the use of the Residential Common Area and the facilities is automatically transferred to the Tenant / Lessee and the Owners are no longer entitled to use these facilities during the license, tenancy or lease period.
- f. The Owner shall not rent or lease the Unit for a period of less than six (6) months regardless of any lesser period of time that may be permissible under applicable laws.

19. Use of Management Employees

- a. Residents are not allowed to use any employee of the Management for any business or private errands. The Management and maintenance staff are not authorized or allowed to accept delivery of packages, parcels, etc. or perform any kind of private work for any Resident while on duty.
- b. No tips, gifts, or gratuities are to be offered to any employee of the Management for rendering services or courtesies in the regular performance of their duties.

20. Combustible and Flammable Materials

- a. No explosives of any nature (including but not limited to fireworks) are allowed to be kept, stored or used in the Units, the Residential Common Area, or the Building.
- b. Petroleum and gasoline products are not permissible within the Residential Common Area or the Building. Any substance or material that can be used as fuel and may give rise to smoke or fumes or obnoxious smells are not to be brought into the Residential Common Area or the Building.
- c. Any activity that emits, accumulates or disseminates any unpleasant smell or odor or which may give rise to smoke or fumes or which may endanger the health of the occupiers of the Building are not permitted.
- d. Substances, which may give rise to obnoxious smoke, fumes or smells, shall not be kept, stored or used in the Units, the Residential Common Area, or the Building.

21. Fire Insurance, Overloading and Impairment

- a. Nothing shall be allowed, done or kept in the Residential Project that may overload or impair the floors, walls, ceilings or roofs thereof.
- b. Residents shall not do anything or permit anything to be done that may affect or invalidate any fire insurance in respect of the Residential Project or the Building or any part of the Residential Common

Area or cause any increase in the insurance premium rates or the non-renewal of existing insurance policies.

22. Letter Boxes

- a. The letterboxes are located on the ground floor of the building. They are labelled according to the individual Unit numbers.
- b. The individual letterbox assigned to each Unit forms the private property of the Owner. All repair / replacement cost related to the letterboxes shall be fully borne by the Owner concerned.
- c. The Owner shall upkeep, maintain the letterbox in good condition, and shall effect any repair / replacement required thereof within seven (7) days upon receiving written notice from the Management.
- d. In the event, the Owner fails to carry out the required repair, the Management shall proceed with the repair / replacement works and the cost involved shall be charged to the Owner concerned.
- e. Please note that in the interest of the Residents and for purpose of security, the Management does not retain a master key or any extra set of keys to the letterboxes.

23. Individual Cold Water Supply Reticulation System, Electrical Conduits/Cables/Wiring System and Sewerage Reticulation System

- a. The following shall constitute as private property belonging to an individual Unit:
- b. Individual water sub-meter, individual water tank and the cold water supply reticulation piping system from the water sub-meter to the Unit;
- c. Individual electricity meter and the electrical conduits / cables / wires from the electricity meter to the Unit; and
- d. All the waste / soiled water reticulation piping system serving the individual Unit before their connections to the common dropper stack and including their connection joints to the common dropper stack.
- e. The Management shall act as agent to take proceedings or any remedy available to have the condition rectified where the condition of the pipes or conduits / cables / wires affects or is likely to affect the condition of the adjacent Units or the Residential Common Area, at the Owner's cost, after giving the Owners concerned a reasonable time to take such action as is necessary save for emergency situation where immediate actions would have to be taken by the Management in order to prevent further damage to the affected Unit(s) or to the Residential Common Area.
- f. The Management shall at its sole discretion inform and request from the water supply authority, for a change of the water sub-meter to the individual Unit if the water sub-meter is found / suspected to be faulty.

24. **Window Coverings**

- a. If the interior of the windows is covered, the windows shall be covered with normal and customary window coverings such as curtains, drapes, shutters or blinds. No window shall be covered with paper, bed sheets or towels of any kind.
- b. No window tinting is allowed as it may void the window warranty.

25. **Immoral / Criminal Act**

- a. It is the duty and responsibility of the Owner, Resident, Lessee and/or Tenant to comply with all Appropriate Authorities' requirements, laws, by-laws, terms and conditions, statutory requirements, Rules and Regulations, and any other requirements including but not limited to permits, licenses, registrations, certificates, approvals, taxes, customs and duties, and valid registrations, that may be applicable and as amended from time to time.
- b. The Management shall not be held responsible for nor be liable in any manner whatsoever for any such incidents, loss, damages, liabilities arising from the Owner's, Resident's, Lessee's and/or Tenant's breach of rule.
- c. The Owner/Resident/Tenant/Lessee shall fully indemnify the Management and its managing agent including its directors, shareholders, manager and staff, permitted assigns and successors against all claims, action, proceedings, suits, demands, penalties, fines, losses, damages, expenses and costs which may be taken against, sustained or incurred by the Management and its managing agent including its directors, shareholders, manager and staff, permitted assigns and successors by reason of or arising from the Owner's, Lessee's, Resident's and/or Tenant's breach of rule.

CONDOMINIUM LIVING GUIDELINES

MAILING ADDRESS

Marriott Residences, Grand Marina Saigon, Lake
2 Ton Duc Thang Street, Ben Thanh Ward, District 1, Ho Chi Minh City
Telephone: +84 (0) 28.399.399.39
Email: MarriottResidences-GMS-LAKE@marriott.com

LOBBY & PUBLIC AREA

1. Our staff is ready to open your car doors, and assist with your groceries or luggage. You will experience a warm welcome and a fond farewell from our Door Attendants.
2. With the aim of meeting all of the Residents daily needs, we have specially arranged concierge counter located at lobby where our concierge will always ready to answer or solve any questions of yours such as Moving / Forms / Request.
3. Concierge team will arrange employees to work from 07:00 AM to 10:00 PM seven days per week (including public holidays).
4. No items (shoes, trash, umbrellas, etc.) may be left in the hallways or public areas.

PARKING REGULATION

All motorbikes and cars of owner or lessee must be registered in order to gain access to the basement parking.

Once the registration has been completed, the Unit Owner or Unit Lessee will be provided with an access card to gain access to the basement parking.

Once your parking is approved, below are the required information; Vehicle's registration, vehicles insurance and driver licenses.

1. No parking allowed in front of a fire hydrant, or anywhere that blocks a sidewalk, an emergency vehicle's access, or another driver's view.
2. Residents must register their vehicle on the Resident's application with the relevant proof of ownership. For Tenants, the Apartment Owner will make a declaration on the Resident's application. Parking reservation approval will be at the discretion of the Management Office and is subject to parking availability on a first-come-first-service basis.
3. Residents who have changed their cars should submit details of the new vehicle to the Management for registration.
4. The car park main driveway has a height limit of 2 meters and that of the car park lots is 2.4 meters.
5. Park the vehicle in the designed area and follow the instructions of security guard; vehicle must always be locked safely (motorcycle / electric bicycle neck lock is not locked); cars must keep their heads out of

the aisle; the vehicle owner is solely responsible for the personal belongings (helmets, glasses ...), and valuables (money, belongings ...) in the vehicle.

6. No parking allowed in a handicap space without permit.
7. The Management Office shall have the right and may at its absolute discretion immobilize, by use of wheel-clamps or remove, by use of tow trucks, any vehicle found parked within non-designated areas or any vehicle found parked in an indiscriminate or inconsiderate manner within the car park whose cost shall be borne by offending vehicle's owner/driver. The Management Office shall not be responsible for any loss or damage howsoever caused to the vehicle which has been wheel-clamped/ removed or the contents therein.
8. All vehicles parked on the premises must be registered with the Association, display a valid license plate and parking decal, and be in an operable condition. Vehicles with expired tags and/or in an inoperable condition, including flat tires, may be towed from the property at the Owner's expense without notice.
9. The speed limited on the Property shall not exceed five (5) kilometer per hour.
10. No repair of vehicles shall be made on the Condominium Property, with the exception of emergency repairs.
11. No commercial vehicles, campers, mobile homes, boats, house trailers, boat trailers, recreational vehicles, or trailers of any other description shall be permitted to be parked or stored any place in the parking areas or any portion of the land enclosed in the Condominium.

MOTORBIKE PARKING

1. The Management Office will provide maximum 2 (two) motorbike parking spaces per Unit.
2. Motorbike spaces are not assigned by number, but on a first come first serve basic.
3. Unit Owner has to register your motorbike(s) with Concierge by filling out a registration form, attach with a copy of license, motorbike insurance and vehicle registration certificate.
4. After all documents are submitted to Concierge and any outstanding payment has been settled, the parking access card will be provided within 48 hrs.

CAR PARKING SPACE

1. Developer (Masterise Homes) will be responsible for the allocation of the available car parking space, the registration and car parking charges. Car parking slots are controlled by Developer.
2. Unit Owner will register with your Residence Concierge and can take your car parking request which will be handover with all required information to the Developer.
3. The developer will issue the invoice directly to the Unit Owner or Unit Lessee and will notify the Residence Concierge once the payment has been settled.
4. Once the parking space is approved, Developer will provide car parking approval letter and notify the Residence Concierge.
5. One car parking access card will be provided to Unit Owner or Unit Lessee within 48hrs after receiving the approval letter from the developer.

PARKING FEES

- Unit Owner or Unit Lessee can pay the car or motorbike parking fee according to his/her choice per 3, 6 or 12 months.
- The parking fees will be listed in the charge list overview.
- The Management reserves the right to change the above rules and regulations as well as fees without prior notice.

SMOKING

1. Smoking is not permitted on the Condominium Property, and while discouraged, is permitted only within the boundaries of a Unit or such Unit Owner's Limited Common Elements.
2. Smoking on the balconies is highly discouraged as it may cause a nuisance to other Residents.
3. Disposing of cigarette or other buds on the balcony or throwing them off the balcony is strictly prohibited.

USE OF BRAND

Occupiers/Residents may only use the words "Marriott Residences, Grand Marina Saigon, Lake" (the "Brand Name") for non-commercial purposes to describe the location of the apartment unit. No other use of the Brand Name is permitted.

Occupiers/Residents do not have any ownership rights in the Brand Name or associated trademarks, trade names or other intellectual property. Usage of the Brand Name is permitted only for so long as the Residential Trademark License Agreement made between the Licensor and the Vendor is in effect. The use is subject to compliance with the brand standards and brand image of the Licensor, and to the terms and conditions of the License Agreement. All other terms and conditions set out in the Sale and Purchase Agreement apply.

RENOVATION WORKS

Please review the Fit-out guidelines for more details and important information. Residents must register and receive approval from the Management Office prior to commencing any improvements, modifications, alterations or changes to the Unit. Residents are not allowed to make any changes to the building structure.

MOVE IN – MOVE OUT

The owner or resident shall ensure that moving in/out are kept within the following periods:

- Mondays to Fridays 9:00 a.m. to 5:00 p.m.
- Saturdays 9:00 a.m. to 1:00 p.m.
- Sundays & Public Holidays No Moving In / Out Allowed

The maximum height of entrance to B1 and B2 is 2 meters.

- Loading area door size: 1.3 m (W) x 2.2 m(H)
- Corridor lift lobby width: 2.6 m

- Corridor lift lobby, door size: 1.2 m (W) x 2.1 m(H)

1. Before the move / delivery

- Residents must fill in the "Moves & Bulky Items (more than 1 cubic meter) Deliveries Form" to schedule the date, time and duration of the move or delivery. The Residents must also provide the Management with a deposit.
- The form and deposit must be submitted to the Management at least seven (7) days in advance of the move / delivery. The Management shall then reply to confirm or propose an alternative time slot.
- The Management reserves the right to deny access and to stop a move / delivery should:
 - The Resident fail to comply with the procedure; and/or
 - The Resident and/or the Resident's movers / deliveries service providers fail to comply with the Rules and Regulations.
- The Management reserves the right to reschedule or postpone the move / delivery depending on the nature of the move / delivery, including but not limited to its effect on other Residents, scheduled events and availability of lifts.
- Time slots are allocated on a first-come-first-serve basis, and at the discretion of the Management. Residents are not permitted to proceed without the Management's confirmation.
- The above arrangement is to ensure that:
 - there is proper coordination of time slots and to avoid double-bookings;
 - the necessary arrangements have been made in order for access to the service lift;
 - proper protection is installed to prevent damage to the Residential Common Area;
 - to coordinate the attendance of the required Management staff;
 - there is minimal inconvenience to other Residents; and
 - to facilitate the move or delivery.
- All moves / deliveries shall be confined to working hours between 9.00 a.m. to 5.00 p.m. from Mondays to Fridays; and from 9.00 a.m. to 1.00 p.m. on Saturdays. No such shifting shall be carried out on Sundays and Public Holidays. The Management reserves the right to charge the Resident any staff's overtime claims and any other administrative fees because of any moves / deliveries that occur outside the above stipulated and permitted times.

2. Deposits

- The Resident is required to provide the Management with a fully refundable deposit ("**Deposit**") the amount of VND 10.000.000 to cover any possible damage repair of such deposit to be determined by the Management, which will be applicable to all damage, repair, cleaning, losses or other liabilities incurred at the Residential Common Area because of the move / delivery. No moves or large items deliveries will be permitted before the Deposit is received. Additionally, the Resident will have full responsibility for the cost of any damage, repair, cleaning, losses or other liabilities that may exceed the Deposit. If no damage has occurred, the Deposit will be returned within fourteen
- (14) Days following the move or delivery. If the Management determines that there is damage to the

Building or the Residential Common Area, the Deposit will be returned only after a settlement has been made for any such damages caused during the move or delivery.

- c. The Deposit will be refunded free of interest.
- d. For the use of a lift, the Resident shall pay to the Management a non-refundable charge, to be determined by the Management from time to time, for the setting up and dismantling of lift protection. Please be advised that, should there be any lift repair cost arising from the use of the lift for the move or delivery, the said cost shall be borne by the Resident concerned.

3. During / After the move / Delivery

- a. The Owner and/or his Tenant shall be held responsible for any damage caused to the Residential Common Area and whatsoever liabilities arising thereof in the course of the move or delivery.
- b. Joint inspection walkthroughs of the prescribed route(s) assigned by the Management, from the point of entry to the Building, to the designated lift, and to the Unit will be carried out by a Management representative and the appointed mover before and after a move / delivery. During the initial walkthrough, existing damages will be recorded on a checklist and signed by the appropriate mover's representative and the Management's representative. When the move / delivery is completed, the walkthrough inspection will be repeated and any new damage will be noted at that time and acknowledged by the signature of the mover's representative and Management's representative. Refusal of any mover to sign walkthrough inspections will not relieve such mover of responsibility for any damage incurred.
- c. Strict care shall be exercised in the move / delivery.
- d. Movers / delivery service providers are to bring their own moving equipment. The Management will not be responsible for providing any moving equipment whatsoever.
- e. No person shall be allowed to move / deliver without the prior written permission from the Management.
- f. Movers and delivery service providers must measure all large items to be sure that they fit through the standard door openings, in the designated lift and around tight corners in the hallways / corridors.
- g. Movers / delivery service providers are to fully protect the floor, walls and all such parts of the Residential Common Area, which form the route of the move / delivery at their own cost. No moves / deliveries will be permitted if the protective coverings are not fully in place.
- h. Movers, delivery service providers and workers are to use the service lift and/or lift(s) specifically designated by the Management only.
- i. Movers are to abide by the lift specifications applicable to the lifts.
- j. It is the responsibility of the mover, delivery service provider and the Resident to ensure that the protective coverings for the internal surfaces of the lift are in place prior to beginning the move / delivery. No moves / deliveries will be permitted if the protective coverings are not fully in place. Ceilings may not be removed from the lift.
- k. Parking at the front entrance of the Building is prohibited at all times. Moving / Delivery trucks may

only be parked in the loading bay. Other Residents also utilize the loading bay area; therefore, it is essential that the arrival and departure time of moving / delivery trucks are confirmed with the Management.

- l. When a mover / delivery service provider arrives at the Building, the security personnel at the guardhouse will verify that the mover / delivery service provider have been pre-registered by the Resident with the Management. All workers will then have to be registered. Parties will be issued a service provider's pass in exchange for a driver's license or a valid photo identification document that must be worn at all times when in the Building. Upon completion of the services, the identification document will be returned. The security personnel will then direct them to the loading bay in the Upper Ground Floor.
- m. The Resident will be responsible for ensuring that all movers and workers keep hallways, corridors, the lifts and other areas they work in clean and undamaged. If the Management personnel or others they hire for such purpose are required to clean the property as a result of the move / delivery, the Resident will be held responsible and shall fully bear for the cleaning costs incurred thereof.
- n. Under no circumstances may furniture or other belongings be dragged across the corridors or hallways or other entry area floors. Movers must hand carry items or use dollies or hand trucks at all times.
- o. Movers / delivery service providers and their workers are not permitted use of any other areas not designated by the Management.
- p. The mover / delivery service provider from the Building and all portions of the building shall remove litter, lunch refuse, and all waste. At the end of the move, the hallways, corridors and service lift must be cleared of all debris.
- q. No packing materials or furniture may be disposed at the loading bay or in the dumpster. All packing and crating materials shall be removed and disposed of by the Resident and/or his movers / delivery service providers at the end of each day of move / delivery.
- r. No loud playing of radios or loud or vulgar talk shall occur at any time inside or outside of the Units.
- s. Movers and workers shall observe the no smoking rule at all times.
- t. Movers and workers are not to ask any neighboring Owners or Tenants for favors (for example, telephone, bathroom facilities, etc.). Lobby level bathrooms are not available for mover's use.
- u. Movers and workers shall dress in appropriate clothing for entering and leaving the property; for example, no tank tops or sleeveless undershirts when in the lobby area.
- v. The Residents shall be responsible for the safe custody of their own belongings. The Management shall not be liable in any manner whatsoever for any loss of or damage to any personal effects including jewelries, fixtures and fittings belonging to the Residents concerned in the course of the move.

MAINTENANCE NOTES AND SUGGESTIONS

MARBLE

Marble is a natural stone containing veins, pores, voids and tonality difference. These natural variations make marble unique, valuable and desirable. There will be colors and markings caused by their complex mineral composition and inherent impurities.

1. Marble is a porous stone and absorbs liquid quickly. Dry up spills immediately if you spill strong detergents or beauty products on the marble surface.
2. Legs of furniture should be cushioned with felt pads to avoid scratching the marble surface.
3. To keep marble in good condition, polishing of marble is recommended every three to five years to restore its shine.
4. Do not flood the floor, as water will seep into the marble and manifest as water marks.
5. Do not use scouring powders or creams containing abrasives, as they will damage the marble surface.
6. Avoid wetting any timber skirting or fixtures as that may stain the marble.

PORCELAIN TILES/CERAMIC TILES

Legs of furniture should be cushioned with felt pads to avoid scratching the tile surface

1. A tiled floor should be wiped with clean potable water every 1 to 2 days, depending on the condition of the floor. A dry non-treated dust soft mop is recommended.
2. Normal maintenance involves periodic washing with cleaning solution or domestic detergent, which is non-alkaline.
3. Avoid cleaning tiles with shiny surfaces using steel/green wool or abrasive sponge, as it will cause scratches and loss of gloss.
4. Rinse thoroughly with clean water to remove all traces of soap and cleaning solution. Change the water in the rinse pail frequently.
5. Any flooring surface, regardless of how it is finished, can be slippery when wet. Promptly remove liquids or foreign materials that might result in safety hazards before permitting pedestrian traffic.
6. Prevent heavy objects from dropping on tiled flooring, as this will cause cracks / chippings on the tiles.

TIMBER FLOORING

Timber being natural material is subjected to environmental conditions such as humidity level attributed by factors from ventilation of the rooms, air conditioner and weather conditions.

1. Vacuum-clean or dry clean with a dust mop or cloth.
2. Do not use wet mop or excessive water to clean, use a lightly dampened cloth or paper towel.
3. Wipe up spills as soon as possible as water from spills can cause damage to any wood floor.
4. Use wide-bearing, non-staining floor protectors such as hard plastic or felt pad protectors under chair and table legs.
5. Do not use steel wool or scouring powder as this could scratch the floor.
6. Venetian blinds or curtains should be installed as soon as possible to protect the wood flooring from

being damaged by sunlight.

7. Dragging of chairs, furniture or heavy objects over the timber flooring will cause scratches and wear off the varnish.

KITCHEN SOLID WORKTOP

1. The surfaces may be cleaned with damp cloth, ordinary household soap or detergent to remove stains or water marks.
2. The worktop can withstand reasonable high temperature; however hot objects placed direct on it might mar the surface. a heat insulated pad or trivet stand with rubber supported legs is advised to protect the surfaces from hot kettle, pan or electrical appliances.
3. Use of cutting board is recommended for all cuttings and chopping.

DOORS

1. Use a clean dry cloth to remove all dirt or dust.
2. Use non- aggressive
3. Any knocks from heavy, hard or sharp objects in the door panel will leave indentations and scratches.
4. Main entrance fire door is meant to be self-closing. do not remove the door closer from the main entrance fire rated door.
5. Slamming of the door will damage the door.

MAIN DOOR PULL HANDLE

1. Wipe with dry clean cloth only.
2. Detergent/solvent containing any corrosive agent used for cleaning will damage the handle.

ALUMINUM WINDOWS & SLIDING DOORS

1. Clean frames with a soft cloth using a mild detergent or soap to maintain their appearance.
2. Clean window glass regularly with chamois leather using mild detergent to prevent discoloration or air borne dirt deposits.
3. Ensure that the sliding door locking device is in a "unlock" position (i.e. latch is pushed down) before you close the door to prevent the latch from damage.
4. Using newspaper to clean the window glass will cause abrasion to the tinted glass.
5. Any knocks from heavy, hand or sharp objects on the window frame or glass panel will leave indentations, scratches, cracks and other form of damage.

STAINLESS STEEL SINK

1. Use sponge or damp cloth with household cleaning liquids or powder to clean the sink and rinse thoroughly to ensure all affected surface is clean from all marks and liquids or powder.
2. Clean the sink regularly to remove traces of dirt and stubborn grease stain.
3. Wipe the sink dry after use to prevent watermarks formation.

4. Using of steel wool, green wool or abrasive sponge will cause scratches. Using cleaning solution which contains chlorine – based/ acid or acid-based solvent will remove the protective layer of the sink and cause rusty spots on stainless steel.

WARDROBE/KITCHEN CABINETS

1. It is important to allow fresh air into your apartment to replace the stale air. This includes opening your window as frequent as possible and running your ceiling or stand-alone fans to circulate the air.
2. As with all wood products, avoid excessive moisture. it is therefore important to have good air circulation within the apartment to keep these products in good condition.
3. Wipe all exteriors regularly with a slight damp soft cloth to remove dust.
4. To clean laminate door and panel, use alcohol detergents diluted in lots of water and then dry immediately with a soft cloth. For acrylic door and panel, using a damp cloth and a soft mild cleaner following with a dry clean cloth. To clean hinge and drawer runner, lubricants have to be used periodically after cleaning off any dust.
5. Never use abrasive cleaners, scouring pads or powder cleansers.
6. Do not use strong detergents, ammonia, chemicals, scouring powders, stain removers thinner, nail varnish remover or other harsh cleaning substances to encounter finished exterior surfaces as they can cause damage.
7. Never use solvent-based cleaner or cleaners/waxes that contain silicon wax or oil-based detergent as these may dull or damage the finish, leaving a greasy film.
8. Beware of sharp/hard objects that can permanently damage any part of the door.

EMERGENCIES

BE PREPARED

All Residents must be conscious about how to deal with emergency cases. To assist you with this, a set of information about principles for emergency cases and preventive methods are provided herein. Please take the time to examine these.

EMERGENCY NUMBERS

Management Office Hotline: +84 (0) 28.399.399.39

Local Police of Ben Nghe Ward District 1: +84 (0) 28.3740.0058

Hospital of District 1: +84 (0) 938.800.078

Police: 113

Fire: 114

Ambulance: 115

FIRE

1. Each Apartment is equipped with smoke and heat detector(s), which are connected to the main building fire alarm system. These will alert security and the Management's staff who can then check the situation. If you discover a fire, please:
 2. Try to stay calm and set off the nearest fire alarm by breaking the nearest "FIRE ALARM" panel.
 3. Inform the Management Office and/or security.
 4. Dial 114 to call the firefighters, notify details to the police.
 5. Notify your neighbors.
 6. Under the safe situation, you may use the hose reel or the fire extinguisher, which is placed, in firefighting boxes to put out the fire, escape immediately if the fire is out of control.
 7. Turn off the main electricity supply by switch off the MCB at the electrical distribution board of Apartment. Lock the gas (if any).
 8. Close all doors and ensure that the main entrance door is closed tightly to prevent fire or smoke spreading to other areas.
 9. In case of excessive smoke, keep close to the ground, cover your face with a wet towel, and leave the scene.
 10. Do not use the lift; staircases are the proper route for EXIT.
 11. In case of electrical fire, turn off the electricity supply and do not use water but CO2/ABC fire extinguisher to put out the fire.
 12. There are (2) two Refuge areas located on the 19th and 39th floor, are used as the situation may not be safe to step out or it may be impossible to evacuate the building premises. The residents who are not able to access the escape route to safely exit the building, can wait in this refuge area till the firefighters or other help arrives
13. If you are not able to leave your Apartment, please call the Management Office or other personnel to

inform your exact location. Turn off your air conditioning and place wet towels or sheets under doors to prevent smoke from entering your Apartment. Remain calm until help arrives.

FIRE PRECAUTION

By taking the following steps, you will be better protected against or prepared in the event of a fire:

1. Ensure that you and your family members are familiar with the locations of the fire exits staircase, fire alarms, fire extinguishers and fire hoses.
2. Familiarize yourself with the location of fire alarm switches.
3. Familiarize yourself with the location of gas switches (if any) and to close the gas cylinder lock quickly when there is a fire.
4. Ensure that electrical equipment such as lights, air-conditioners, radiators, televisions and stoves/ovens, etc. in your Apartment are switched off when left unattended and especially before going for trips.
5. Ensure that there is adequate access for fire personnel. Do not place any articles that would obstruct the exits and staircases. Any item found in the lift lobbies, fire exits or staircases would be removed without notice.
6. Avoid overloading any electric circuit and pay special care when using electrical appliances. Specifically, restrict the use of adapter, or use a good type of adapter if required.
7. Storage of flammable liquids and goods are not permitted within any Apartment.
8. Equip your Apartment with a CO2/ABC fire extinguisher.
9. Residents are advised to equip themselves with fire - fighting blankets and place them in the right place to get out easily when needed.

FLOODING

If there is a flood, please take the following procedures:

1. Should you discover any water leakage within your Apartment or suspect a water leakage from the above Apartments or neighbors, report to the Management immediately for carrying out necessary investigations to quickly stop the leaks.
2. Close the main water valve if you can locate it.
3. Take precautions to safeguard your belongings.
4. Close nearby doors to prevent further damage.
5. If evacuation is necessary, make sure the main door is closed and the electricity supply to your Apartment is switched off.
6. Secure or take away all valuables and important documents from your Apartment.

STORM

When a tropical storm warning is announced or expected, pay attention to the following preventive measures and take whatever measures deemed applicable, to secure life and personal property.

1. Secure all loose objects.
2. Make sure that all windows and doors are securely locked before and during the storm.

3. Make sure that all outdoor plants are securely fastened and move all your potted plants and outdoor furniture indoors.
4. During a storm, stay away from glass windows and doors to avoid potential injury.
5. Check that all the drainage outlets in the balconies and make sure they are free from obstruction (to avoid potential flooding).
6. Replace any broken or cracked glass panes as soon as possible, once the typhoon or storm is over.

POWER FAILURE

In the event of a power failure, please:

1. Immediately notify the Management Office.
2. Be careful and watch out for fire if using candles for lighting
3. If you leave your home during a power outage, carefully lock the door and make sure to turn off all electrical appliances in the Apartment.
4. Management Office will make a detailed notification of the outage as soon as possible.
5. When the power is back to normal, please check the power supply, equipment and notify the Management Office if you notice any abnormality.

ELEVATOR FAILURE

In case of being trapped inside the elevator, please:

1. Stay calm, do not panic. If you are in the elevator with other people, try to calm them down, too. The elevators are incredibly safe.
2. Press the "call" button on the lift panel to contact a technician or security to come and help you. Report the situation to the security officer through the intercom.
3. Press the alarm button to alert people that someone is stuck inside and need assistance. If you are unable to contact maintenance, ring the bell periodically.
4. Please inform the security officer if any elderly, pregnant woman and/or children are trapped. If an ambulance is necessary, please report such immediately.
5. Do not force open the door under any circumstances.

BURGLARY, THEFT AND OTHER EVILS

If you see any suspicious person within or loitering around:

1. Inform the Management Office and/or security personnel immediately.
2. Should you witness any suspicious incidents, please notify the Management and if need be the police immediately of the location and nature of the incident.
3. Public areas are for common usage, which exposes all people in such areas to the risk and possible theft. The Management shall not be responsible for any accident or for any injury to any person or property or any other loss or damage caused by any third party in any of the public areas which include, but are not limited to lifts, shops, parking areas, recreational facilities, stairs, building surrounds, etc.