



WTC HOUSE RULES

01/04/2026



**WORLD TRADE CENTER®
AMSTERDAM**

**THE PLACE
TO CONNECT**



INHOUD

1.	INTRODUCTION	4
2.	GENERAL	5
2.1.	Smoking	5
2.2.	Signage	5
2.3.	Promotional material	5
2.4.	Liability and insurance	5
2.5.	Waste and storage	5
2.6.	Pets	5
2.7.	Entrances and access control	6
2.8.	Nuisance in a general sense	6
3.	SAFETY	6
3.1.	Escape routes and emergency exits	6
3.2.	WTC Emergency Organization	6
4.	RENOVATIONS	7
4.1.	Changes to leased property	7
4.2.	Applying for WTC Work and Construction Permit	8
4.3.	Nuisance	8
4.4.	Preventing nuisance	8
4.5.	Violations and escalation regarding nuisance	9
4.6.	Fire-hazardous activities	9
4.7.	Dust and moisture	9
4.8.	Telecom and data connections	10
4.9.	Floor load	10
4.10.	Insurance and damage	10
4.11.	Permits and authorizations	10
5.	TRANSPORT AND MOVING	11
5.1.	Transport routes	11
5.2.	Protection and prevention of nuisance	11
5.3.	Planning and coordination	11
5.4.	Liability	11
5.5.	Storage and transport	12
5.6.	Carts and hand trucks	12
5.7.	Elevator keys and elevator passes	12
6.	PHOTOGRAPHING AND FILMING	12
6.1.	Request for photo or film	12
6.2.	Approval for publication	12
6.3.	Lessor's liability	12
6.4.	Applicant's liability	12
6.5.	Lessor's indemnification	13
6.6.	Privacy and Lessee names	13

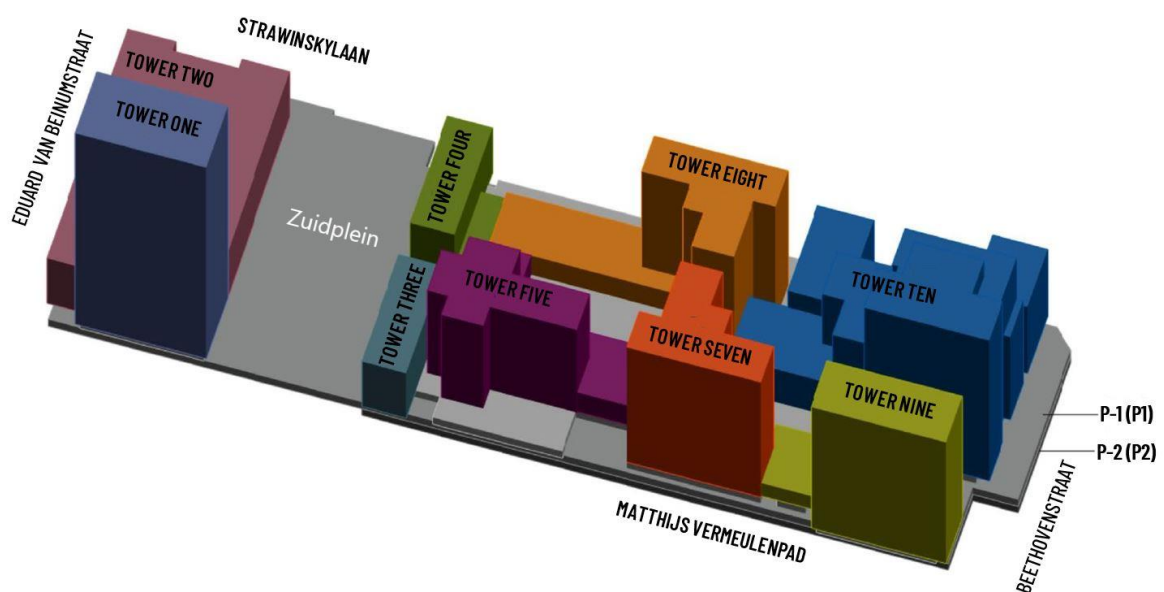
7.	Bicycles and bicycle parking	13
7.1.	General	13
7.2.	WTC Bicycle Parking	13
7.3.	Access pass	13
7.4.	Obligations of the user of the bicycle parking facilities	14

1. INTRODUCTION

These House Rules apply to the lease agreement for World Trade Center Amsterdam concluded with CBRE DOF Custodian BV, represented by CBRE BV, and form an integral part thereof.

These regulations apply in addition to the provisions included in the lease agreement regarding the use of the leased premises and the common areas and facilities, as well as the maintenance and other obligations and prohibitions included in this agreement. By signing the lease agreement, the Lessee has declared that they have taken notice of the contents of these regulations. The Lessee undertakes to refrain from anything that could damage the condition and appearance of World Trade Center Amsterdam and shall not cause any nuisance or disturbance to other users and visitors of World Trade Center Amsterdam.

The leased property is part of a building complex. To promote the proper functioning of this complex, a number of common facilities have been provided and a number of services are rendered, intended for the leased property itself and/or for the infrastructure. The Lessee is obliged to make joint use of, and to pay the costs of, these facilities and services. The Lessee undertakes to act in accordance with the house rules and to make these rules known to his staff and any third parties engaged by him. In the event of a conflict between the house rules and the lease agreement of which they form part, the provisions of the lease agreement shall apply.



2. GENERAL

2.1. Smoking

World Trade Center Amsterdam is a smoke-free zone. The smoking ban, which also includes e-cigarettes, applies to the entire complex and encompasses common areas, offices, shops, commercial spaces, storage areas, bars and restaurants, conference rooms, parking garages, and the balconies. The smoking ban also applies to an area of at least 7 meters around all entrances to the building. Lessees who violate the smoking ban will initially receive a fine of 600 euros, and for repeated violations, fines can increase to 4,500 euros.

2.2. Signage

The building is equipped with wayfinding. At a number of entrances and in the towers, the Lessee's location is indicated on each floor. Installing, hanging, or placing your own wayfinding and/or signage is only permitted with the Lessor's approval.

2.3. Promotional material

The installation of name signage, advertising materials and/or brand expressions that are visible from the common areas or from the exterior of the building must be approved in advance by the Lessor. This also applies to promotional materials placed within the own office space that are visible from the outside.

2.4. Liability and insurance

CBRE DOF Custodian BV and CBRE BV accept no liability for property belonging to Lessees, visitors, and employees that is lost, stolen, missing, and/or damaged in the building. Parking a vehicle in the parking garage or on the grounds belonging to World Trade Center Amsterdam is at your own risk. All Lessee's fixtures located in or on the leased property shall be deemed to be the property of the Lessee and must be insured as such by the Lessee. The Lessee is obliged to take out CAR (construction all risks) insurance and liability insurance prior to the commencement of renovation work in or on the leased property, to the satisfaction of the Lessor. See also chapter 4.10

2.5. Waste and storage

The costs for the collection and processing of waste from a rented space are not included in the service charges. The Lessor has contracted a supplier (the so-called 'preferred supplier') for the collection and processing of waste from Lessees. If a Lessee makes use of this service, the costs will be charged directly to the relevant Lessee by the preferred supplier. See WTC Tenant Handbook for an explanation of this method and the manner in which the service is charged. The Lessee has the option to contract another supplier for the collection and processing of waste, but the Lessee (or their own supplier) may not make use of waste containers at the Lessor's recycling centre. Lessees must separate waste and store it in the own office space until it is collected. It is not permitted to store waste in common areas. It is also not permitted to store goods, packaging, furniture, bicycles, or other items outside the own office space. If such items are found outside the own office space, they must be removed immediately at the request of the Lessor. If no request is complied with, the Lessor will remove this at the Lessee's expense.

2.6. Pets

With the exception of guide animals and assistance animals, bringing pets is not allowed.

2.7. Entrances and access control

Access to World Trade Center Amsterdam is via the entrances on Strawinskylaan, Zuidplein, Mathijs Vermeulenpad, Eduard van Beinumstraat, and Beethovenstraat. Except in an emergency, it is not permitted to enter and/or leave the building via the emergency exits.

World Trade Center Amsterdam is freely accessible Monday through Friday between 06:30 and 20:00. Specifically for the catering facilities, the entrance at Zuidplein (Three/Four side) is open until 01:00 AM. All entrances are closed on weekends and public holidays. Persons wishing to enter the building after opening hours must register at an intercom or use a WTC access pass. For security reasons, the access pass expires after more than one month of inactivity.

2.8. Nuisance in a general sense

Lessees must at all times prevent their activities from causing nuisance, disturbance, or inconvenience to other users or visitors of World Trade Center Amsterdam. Nuisance is defined as: any situation in which noise, odor, vibrations, pollution, or unsafe conditions have a noticeably negative impact on the work -or visitor environment. If a nuisance is observed, the Lessor may request the Lessee to take corrective measures immediately. Additional rules apply to nuisance arising during renovation or construction work, as described in Chapter 4 – Renovations.

3. SAFETY

3.1. Escape routes and emergency exits

The Lessee is obliged to keep escape routes and fire extinguishing equipment free of obstructions at all times and not to lock or block emergency exits.

3.2. WTC Emergency Organization

Shared use of a building also leads to shared responsibility for safety. For this reason, Lessor has drawn up a WTC Emergency Plan based on cooperation between Lessees and the Lessor. Every Lessee is expected to actively participate in the WTC Emergency Organization, and the following principles apply:

Lessees

Every Lessee is responsible for the safe (fire) use of the building and for creating safe working conditions within their own office space. For this reason, every Lessee is responsible for their own emergency response in accordance with legal frameworks and coordinates this with the WTC Emergency organization. However, because an emergency can also affect neighboring businesses, cooperation between Lessees is necessary. To achieve this, joint emergency response meetings and evacuation drills are held under the direction of the Lessor. The objective of this is to promote mutual cooperation, communication, and coordination between the various parties.

Lessor

The Lessor is responsible for creating and maintaining the general operational safety of the building. This includes the management, maintenance, and functioning of safety installations and facilities that are inextricably linked to the building and form part of the real estate (such as the fire alarm system, sprinkler system, evacuation alarm system, emergency lighting, escape route signage, fire hose reels, and manual fire alarms), as well as ensuring safety in common areas. The complete WTC Emergency Plan can be requested from the Lessor.

4. RENOVATIONS

4.1. Changes to leased property

For altering or renovating existing infrastructure (building-related installations) such as water pipes, electricity, climate control, fire detection, etc., ceilings, exterior facades, walls, thermostats, energy columns, smoke detectors, as well as all other work that may cause nuisance as referred to in Article 4.3, the Lessee must submit a 'WTC Work and Construction Permit' to the Lessor (see Article 4.2).

The aforementioned works on the leased property may only be carried out after the Lessor has approved the Lessee's WTC Work and Construction Permit. The Lessor is entitled to halt the works if this condition is not met. The costs arising therefrom shall be borne by the Lessee.

Upon submitting the WTC Work and Construction Permit, the Lessee must declare, among other things, that all its maintenance companies, contractors, and/or suppliers have taken note of the most recent version of these House Rules.

For any alteration or renovation of, in, or to the leased property, including, but not limited to, the alterations for which the WTC Work and Construction Permit must be submitted to and approved by the Lessor, the following principles apply:

- In accordance with the Lessor's asbestos management plan, Lessees in Towers Five, Seven, and Eight must take into account the possibility of asbestos in the connecting profiles of the so-called 'Clestra' walls, above the ceiling in the corridor zones, and in the emergency stairwell. For this reason, work on these items may only be carried out in consultation with the Lessor. The complete asbestos management plan can be requested from the Lessor.
- all costs for the alteration or renovation of the leased space, including charges and/or taxes pursuant to laws, ordinances, local custom or otherwise relating to the works to be carried out or carried out by the Lessee, shall be borne entirely by the Lessee.
- Work on the existing infrastructure (building-related installations) such as water pipes, electricity, climate control, fire detection, etc., may only be carried out by a maintenance company designated by the Lessor. For work on non-building-related installations, the Lessee is free to choose a maintenance company;
- In accordance with the Lessor's legionella management plan, the Lessee must install check valves – and have them tested annually by an authorized company – on equipment such as dishwashers and coffee machines if these are connected to the Lessor's water supply. Furthermore, the Lessee must install legionella filters on aerosol-generating water points such as showers and hand showers and replace them in a timely manner in accordance with the supplier's guidelines. The complete legionella management plan can be requested from the Lessor.
- Window coverings or sun protection visible from the common area or from the exterior of the building may only be installed with the Lessor's permission. In those parts of the building where window coverings or sun protection have already been installed by the Lessor, the Lessee is not permitted to modify them.
- Personnel of maintenance companies, contractors, and/or suppliers must be dressed in recognizable and clean company clothing.

4.2. Applying for WTC Work and Construction Permit

An application for a WTC Work and Construction Permit must be submitted via the Lessor's online [portal](#). The Lessee is obliged to submit this application in a timely and complete manner, including all required technical and substantive information, so that the Lessor has sufficient opportunity to assess the application. Depending on the scope and nature of the proposed works, the WTC Work and Construction Permit must be submitted to the Lessor for approval at least 6 working days and no more than 20 working days in advance.

4.3. Nuisance

Nuisance relates to activities, or the consequences thereof, that may cause a disruption to other Lessees or to the Lessor's business operations. Nuisance is understood to mean, in any event, but not exclusively:

- Activities that may cause noise nuisance, such as chopping, drilling, grinding, sawing or demolition work, vibrations from machines or tools, or the dropping or moving of heavy material.
- Activities that may cause nuisance due to the delivery and/or removal of materials resulting in congestion of lifts, stairwells, and other transport routes, the presence of waste or materials, packaging material, construction waste, pallets, containers, or other construction-related items in corridors, transport zones, loading docks, or common areas.
- Activities that may result in contamination of common areas, such as dust, mud, moisture, and construction debris.
- Activities that are fire hazardous and for which the temporary deactivation of the fire alarm system or sprinkler system is necessary.
- Activities where moisture and/or dust may be generated.

If such forms of nuisance are observed, the escalation procedure as described in this chapter applies. The Lessee is at all times responsible for taking preventive measures to prevent nuisance and must immediately follow instructions from the Lessor and WTC Security.

4.4. Preventing nuisance

Nuisance resulting from the overloading of transport routes or the unsafe use thereof, such as the blocking of escape routes, transport corridors, or goods lifts by materials, tools, or waste, must be prevented at all times. The Lessee must ensure the adequate covering of floors and walls to prevent contamination and damage caused by transport and/or materials and/or waste. Work that may cause noise nuisance to other Lessees or that may cause a nuisance due to the transport involved in the building, may only be carried out within the time periods listed below.

Nuisance for Lessees in Tower One, Two, Three, Four, Five, Eight (from floor 5 and higher) and Ten

- Work on working days is permitted between 18:00 and 08:30 the following morning.
- There is no time limit on weekends and public holidays.

Nuisance for Lessees in Tower Eight (floors 1 to 4) and Tower Seven

- Work on working days is permitted between 18:00 and 22:00.
- On weekends and public holidays, performance is permitted between 10:00 and 22:00.

4.5. Violations and escalation regarding nuisance

Notwithstanding the conditions described in this chapter, a situation may arise in which activities of the Lessee or its contractors nevertheless cause nuisance to other Lessees or to the Lessor's business operations. In that case, the following escalation procedure applies:

First offense – warning

Upon the first finding, the Lessee shall receive a warning from the Lessor, in which the observed violation is specified and the Lessee is requested to carry out the relevant work immediately in accordance with the rules set out in these House Rules.

Second violation – Work interruption (24 hours)

If, after the first warning, nuisance is again observed with regard to the same work, the Lessee will receive a second (written) warning. The work in question will be immediately suspended by the Lessor for a period of 24 hours. All costs arising therefrom, including project delays, the deployment of contractors, and any repair work, shall be borne entirely by the Lessee.

Third violation – Suspension of work (until further notice)

If a further violation is observed regarding the same work, the work will be suspended by the Lessor immediately and for an indefinite period. The Lessee will receive a written warning and will be required to draw up an improvement plan and discuss it with the Lessor. The work may only be resumed when the Lessor has assessed that the proposed measures are sufficient to prevent further nuisance. The Lessor may impose additional measures; all costs arising therefrom shall be fully passed on to the Lessee.

The Lessor reserves the right to immediately stop work without prior warning if the nature of the violation so requires, in the event of serious or safety-threatening situations.

4.6. Fire-hazardous activities

Decommissioning the fire alarm system or sprinkler system must be considered an emergency situation and should last as short a time as possible. The following measures/principles apply when decommissioning the fire alarm and/or sprinkler system:

- Work involving a fire hazard may only be carried out after approval from the Lessor and must be reported at least two working days in advance.
- It is not permitted to disable more than one sprinkler section simultaneously.
- It is not permitted to switch off fire detection and/or sprinkler systems for longer than one working day.
- A fire watch from the contractor must supervise within the unsecured area.
- The contractor must have sufficient fire extinguishing equipment available within the unsecured area.
- Smoking is prohibited at all times.

4.7. Dust and moisture

The following conditions apply to work activities where moisture and/or dust may be generated:

- In rooms with automatic fire detectors, dust can cause a false alarm, and the Lessee must request permission from the Lessor to switch off fire detectors prior to the work.
- Air ducts are sealed or cleaned before installing ventilation grilles.
- Carpet, ceiling panels, insulation material, furniture upholstery, and all other absorbent materials are stored in a separate dust- and moisture-free room.
- The workspace is separated from the other rooms by means of doors, windows or a temporary device.
- To prevent contamination of the other areas, all entrances to the work area are equipped with a doormat.

- Dust protectors are mandatory for sawing work and/or other work that may generate dust.

4.8. Telecom and data connections

The installation, maintenance, and removal of all telecom and data connections from the public road to the front door of the leased property may be carried out exclusively by a maintenance company designated by the Lessor. The Lessee must enter into a contract with a telecom provider themselves.

4.9. Floor load

When placing safes or other heavy objects, the Lessee must take into account the maximum floor load as indicated in the technical description of the leased property. Damage to the building caused by the incorrect placement of heavy objects shall be at the Lessee's expense. The transport of safes or other heavy equipment may only be carried out after written approval from the Lessor.

4.10. Insurance and damage

The following principles apply to insurance and claims:

- The lessee is obliged to take out CAR (construction all risks) insurance and liability insurance prior to the commencement of the works, to the satisfaction of the lessor.
- All damage and consequential damage, in the broadest sense of the word, which may arise now or in the future or be caused as a result of the work performed by the Lessee and/or the presence of the modification(s) made by the Lessee, shall be repaired and/or compensated at the expense and risk of the Lessee upon the first notice of the Lessor.
- The Lessee is obliged to maintain all work carried out, both technically and aesthetically, at the Lessor's discretion. In the event of negligence in this regard, this may be carried out by the Lessor at the Lessee's expense.

4.11. Permits and authorizations

The following principles apply:

- The Lessor holds an environmental permit, notification of use, and/or occupancy permit for the entire building. The Lessee must submit changes to the notification of use or occupancy permit to the relevant government authority(ies) for approval in consultation with the Lessor and provide a copy to the Lessor upon receipt of the approval;
- If more than 50 persons will be present simultaneously in the own office space, the Lessee must submit a notification of use to the competent authority and provide a copy to the Lessor upon receipt of the approval;
- The Lessee is responsible for obtaining any necessary permits in a timely manner and may not commence the works until these permits are in the Lessor's possession.
- If upon inspection it appears that work has been carried out for which the required permit application was omitted and/or the necessary permit was not obtained, the Lessee shall be given the opportunity to apply for the necessary permit. If the Lessee fails to comply with this within 14 days, the Lessee is obliged to reverse the modifications and/or additions made. If necessary, the Lessor shall commission this at the Lessee's expense.
- If the Lessor is required by competent authorities to undo the works installed by the Lessee or must make provisions as a result of the works carried out by the Lessee, this shall be carried out by the Lessee at the Lessee's expense upon the Lessor's first notice.

5. TRANSPORT AND MOVING

5.1. Transport routes

For large deliveries on trolleys, such as building materials, office supplies, or other bulky materials, the loading docks, transport lifts, and transport corridors must be used. It is not permitted to transport these items via the main entrances and general lobbies. Lessees or their suppliers using a loading dock must report to WTC security upon arrival. Vehicles may use a loading dock for a maximum of 15 minutes. After that, the vehicle must be removed, or the WTC parking garage may be used (maximum clearance height 1.85 meters). WTC Security is not authorized to sign for Lessee deliveries.

Towers Five, Seven, Eight and Ten

For transport to/from Towers Five, Seven, Eight, and Ten, the loading dock at Mathijs Vermeulenpad must be used.

Towers Three and Four

For transport to/from Towers Three and Four, the moving windows at Mathijs Vermeulenpad or Strawinskylaan must be used. If a crane is used on the public road, the Lessee is responsible for obtaining a municipal exemption.

Towers One and Two

For transport to/from Towers One and Two, the loading dock on Eduard van Beinumstraat must be used, followed by the underground transport corridors and goods lifts.

To prevent other Lessees from experiencing nuisance, the use of goods lifts (with the exception of the loading platform of Towers One and Two) is only permitted on working days between:

- 09:00 and 12:00
- 13:00 and 17:00
- 18:00 and 08:00

There are no restrictions on the use of the goods lifts on weekends and public holidays. The Lessor must grant prior written approval for the use of alternative transport or moving routes.

5.2. Protection and prevention of nuisance

The Lessee or the Lessee's supplier must ensure that other Lessees experience as little inconvenience as possible from the transport or relocation. The Lessee must take all necessary measures in consultation with the Lessor to prevent damage during the transport or relocation. Immediately after the completion of the transport or relocation, the Lessee shall immediately remove all protective equipment applied.

5.3. Planning and coordination

Transport and removals may only be carried out with the written permission of the Lessor.

5.4. Liability

If damage is caused to the property of the Lessor or another Lessee due to the fault or negligence of the Lessee or the Lessee's supplier, the costs for repairs and/or consequential damage shall be recovered by the Lessor from the Lessee. This also applies to failure to leave the transport route clean. The Lessor is not liable for loss of, or damage to, Lessee's equipment used during a transport. Furthermore, the Lessor is not liable for additional transport costs incurred by the Lessee as a result of a defective lift.

5.5. Storage and transport

After unloading goods, the Lessee is responsible for receiving and transporting them to the rented space. Leaving goods unattended in the common areas is subject to a fine of €250 per incident.

5.6. Carts and hand trucks

Carts and hand trucks must be fitted with rubber wheels. Pallet trucks may only be used on concrete floors in transport aisles.

5.7. Elevator keys and elevator passes

A deposit applies to the issuance of elevator keys and elevator passes to external parties such as suppliers, maintenance companies, contractors, etc. Elevator keys are issued at the WTC Servicepoint and/or WTC Security.

6. PHOTOGRAPHING AND FILMING

6.1. Request for photo or film

If one of the situations below applies, permission must be requested from the Lessor to take photos and video:

- Images are intended for professional use, sale, commercial purposes, publication in the media or on social media.
- Photographing or filming causes nuisance or dangerous situations for persons and/or Lessor's property.
- Images are taken of building entrances and/or security installations.
- A drone is used.
- WTC logo, the name WTC Amsterdam, or the name World Trade Center Amsterdam is clearly displayed.

A request, including a description of the work (both substantive and technical), must be submitted at least 3 working days in advance via info@wtcservicepoint.com.

6.2. Approval for publication

Approval for recording the footage does not automatically imply approval for the publication of the footage. For this, the final result of the photoshoot or film recording must be submitted to the lessor at least 3 working days prior to publication.

6.3. Lessor's liability

The permission to film or photograph in or around the World Trade Center Amsterdam takes place under the express condition that the lessor of World Trade Center Amsterdam is not liable for any damage (in the broadest sense of the word, including death or injury) that applicant or anyone else accompanying that applicant was allowed to suffer.

6.4. Applicant's liability

Further attached to that permission is the condition that the applicant is liable for all possible damage to be suffered by the Lessor of World Trade Center Amsterdam (in the broadest sense of the word, including death or injury) related to the performance of the applicant permitted actions (all related actions included understood).

6.5. Lessor's indemnification

Finally, attached to that permission is the condition that the applicant or someone else who applicant accompanied, the Lessor of World Trade Center Amsterdam indemnifies against all any claims by third parties insofar as those claims relate to the execution of the actions permitted to the applicant, the related actions included.

6.6. Privacy and Lessee names

To ensure the privacy of Lessees and visitors, it is not permitted to clearly capture individuals who are present in the building. It is also not permitted to display or mention Lessee's company names and/or logos in images or on film.

7. BICYCLES AND BICYCLE PARKING

7.1. General

Bicycles must be parked in the designated above-ground bicycle racks or in the underground bicycle parking facilities. Bicycles are not permitted inside the building .

7.2. WTC Bicycle Parking

WTC Amsterdam has two of its own bicycle parking facilities. One is located on level P-1 at Zuidplein beneath Tower One, and the other on levels 1 and 2 at Beethovenstraat in Tower Ten. The following principles apply to the use of these WTC bicycle parking facilities:

- While present in the bicycle parking facilities, users must conduct themselves in accordance with the House Rules. In the event of non-compliance with these provisions, the holder of the bicycle parking facilities access card is liable for any resulting damage.
- The access pass holder (hereinafter 'user') is the natural person who has the personal and non-transferable right to park a bicycle in the bicycle parking facilities on the basis of the provided and activated access pass.
- Users of bicycle storage facilities are obliged to immediately follow all instructions, as indicated in the bicycle storage facilities, as well as those otherwise given by or on behalf of the Lessor. Furthermore, users of the bicycle storage facilities must conduct themselves in such a manner that the flow of traffic in and near the bicycle storage facilities can proceed unimpeded and safety is not compromised.
- The Lessor is entitled, if deemed necessary, to move bicycles within the bicycle storage facilities and, in extreme cases, to remove them from the bicycle storage facilities, without this giving rise to any liability for the Lessor.
- The Lessor is entitled at all times to chain a user's bicycle in the event of violations of the provisions as described in this document. For the removal of the chain, the owner of the bicycle owes a fee of EUR 50 (including VAT), which must be paid on site.
- The lessor accepts no liability whatsoever for destruction, damage, and/or theft of a bicycle.
- Having an access pass for the bicycle parking facilities does not guarantee a space for the user in the bicycle parking facilities.

7.3. Access pass

The following principles apply to the use of an access pass for the bicycle parking facilities:

- The access pass(es) provided by the Lessor remain the property of the Lessor.
- If, for whatever reason, the user of the bicycle storage facilities no longer possesses an access card made available to him, the Lessor shall provide the user with a new access card upon request and block the lost access card.
- The user of the bicycle parking facilities is obliged, if he is no longer employed at WTC Amsterdam, to return the access pass(es) made available to him to the Lessor.

7.4. Obligations of the user of the bicycle parking facilities

The user of the bicycle parking facilities has the following obligations:

- The user must handle the access card provided by the Lessor with care.
- The user must report the loss or theft of the access card to the Lessor as soon as reasonably possible in order to block the relevant access card.
- The user is fully liable for the consequences of unauthorized use and/or misuse of an access card.
- In the event of loss of the access pass, a bicycle will only be returned by the Lessor if the following cumulative conditions are met:
 1. the presentation of a valid identification document by the user;
 2. the prior description by the user of the parked bicycle;
 3. the user showing a working bicycle key for the parked bicycle;
 4. in the case of a non-standard bicycle registered by license plate: the user presenting a valid insurance and registration certificate.
- The user indemnifies the lessor against all claims from the user if, notwithstanding the protocol set out above, a bicycle turns out to have been given to someone other than the user concerned.

World Trade Center Amsterdam

Strawinskylaan 1
1077 XW Amsterdam
The Netherlands

+31 20 575 9111
management@wtcamsterdam.com

