

## **RULES FOR PROVISION OF SERVICES AND VISITING THE AUTO SPA CAR WASH NETWORK**

Dear clients, please read the “Rules for provision of services and visiting the Auto Spa car wash network”. Please follow the “Rules for provision of services and visiting the Auto Spa car wash network” in order to make your time here safe and as comfortable as possible. The car wash network is equipped with the video surveillance system recording visitors and their actions to ensure the order and the visitor’s safety.

Before commencing the services, agree with the Manager an exact list of services and works according to the price list at the car wash.

The services you order must be rendered with high quality and to the full extent.

We reserve the right to choose the required materials, means and process to achieve the best final result. All means and materials we use in the work have the required documents confirming their quality and suitability for the professional use.

Before entry to the car wash and start of the services, the client must:

1. Warn of any damage to paint coating, optics, mirrors, glass (chips, cracks), moldings, attachable equipment, vehicle surfaces recently painted or sensitive to washing agents, as well as any other specific peculiarities both on the outside and in the passenger compartment of the vehicle that may result in any defects and undesirable consequences after washing and other services. Please be informed that any subsequent claims regarding the vehicle damage will be settled based on the videos recorded at the Car Wash.

2. Inform the Manager of any material valuables in the passenger compartment and in the trunk compartment of the vehicle (money, telephones, jewelries, etc.). For the avoidance of misunderstandings, please take them with you. We are not responsible for any valuables in the vehicle not reported to the Manager before the start of works.

Any service quality claims are accepted only in the presence of the vehicle’s owner and the Manager, provided that the client has not left the car wash area after the services in their car.

We are not responsible for any potential problems with the electric and technical part of the vehicle after its washing, works in the vehicle’s passenger compartment, dry cleaning (wet cleaning) of the passenger compartment, as well as for any problems associated with the engine start after its washing. To avoid any unpleasant situations, we recommend you to consult with a specialized service center in advance regarding any potential specific peculiarities of your vehicle in relation to our services.

We conclude service contracts with legal entities and entrepreneurs.

We may provide discounts and prior appointment for the car wash services.

Vehicles of clients with prior appointment are serviced with top priority.

To ensure safe and comfortable stay, these “Rules for provision of services and visiting the Auto Spa car wash network” regulate the general behavior for all clients in the premises and/or in the car wash area.

1. Clients can enter the car wash premises only through the specially designated and equipped entrances/exits and may stay only during the working hours (taking into account the working schedule) of the car washes.

2. When visiting the car washes, we recommend to observe the requirements of warning signs, indicators, markings, instructions and any other designations.

3. Take care of your own health/life and security of your property. We urge you not to leave your personal belongings in the premises and/or in the car wash area, the car wash management is not responsible for any things left behind.

4. Behave in a manner not endangering yourself and those around you, do not inflict damage or violate the rights and lawful interests.

5. We urge you to look after the minor children to prevent them from any reckless acts resulting in personal injury of the children, damage to the car wash property, its employees, visitors and other persons.

6. Take into account and follow any instructions from the car wash management, security officers of the Shopping Center, authorized persons ensuring public safety; leave the car wash area in case of such request from the management and/or security officer of the Shopping Center or in case the fire alarm or any other warning alarms go off.
7. Comply with the established requirements of fire, anti-terrorism, public, sanitary safety and other requirements provided by the legislation of the Republic of Kazakhstan in the field of safety.
8. Immediately notify the car wash employees and/or security officers of the Shopping Center of actions and/or incidents, and/or circumstances that are/were the cause for harm to health, life or property of the visitor(s) or other persons.
9. Smoking is allowed only in specially designated and indicated places of the Shopping Center.
10. We urge you to place your vehicle at the parking lot of the Shopping Center in accordance with the requirements and restrictions indicated on the signs. Please leave your bicycle or scooter only in specially designated places.
11. Visitors of the car wash and/or the Shopping Center must observe traffic regulations. We kindly ask you not to leave your vehicles at the parking lot of the Shopping Center for a longer period than specified in the work schedule of the Shopping Center. Management of the car wash and/or the Shopping Center are entitled to notify police officers of any traffic offenders.

#### **VISITORS OF THE AUTO SPA CAR WASH NETWORK ARE NOT ALLOWED TO**

1. Put at risk their health, life and safety as well as health, life and safety of those around them.
2. Leave minor children unattended.
3. Create conflict situations, initiate quarrels, fights, other illegal actions, take part in them, show aggression towards others, commit hooligan actions, show disrespect and insult other visitors and employees of the car wash.
4. Run, jump, climb the structures not intended for it (partitions, walls, barriers, etc.).
5. Ride roller skates, scooters, bicycles, skateboards, motor scooters (hoverboards), segways and other rolled and wheeled equipment in the car wash premises, as it is unsafe.
6. Spoil and/or break or otherwise damage the property of the car wash and other visitors.
7. Enter the service facilities or car wash premises closed to visitors.
8. Litter and leave garbage in the premises and in the territory of the car wash and/or the Shopping Center.
9. Bring to the car wash territory or drink alcohol and low-alcohol beverages, use any narcotic drugs, psychotropic substances, their analogues and precursors which circulation is limited by the current legislation of the Republic of Kazakhstan.
10. Engage in vagrancy and/or begging in the territory of the car wash and/or the Shopping Center.
11. Enter the car wash premises with animals except for guide dogs as well as animals in special carriers.
12. Bring items that may result in fire or explosion (flammable and explosive substances, explosives, ammunition, etc.), unless the said items have been purchased at the car wash.
13. In the premises or territory of the car wash and/or the Shopping Center, offer to purchase cosmetics, souvenirs, drinks, food, clothing, advertising merchandise and other commercial goods and/or provide any services except for those provided/rendered with consent of the car wash and/or the Shopping Center management.
14. Distribute promo leaflets, brochures, booklets and/or other informational/advertising material in the premises or territory of the car wash and/or the Shopping Center without a separate written permission from the car wash and/or the Shopping Center management.
15. Arrange any protests, meetings and/or other similar events in the car wash territory.
16. Organize promotional events, surveys, signature collection and/or other campaigns, as well as carry out other activities unless they have been agreed in writing with the car wash management in advance.
17. Lock yourself (including by blocking the door locks) in the passenger compartments of vehicles located in the car wash territory, start engines of vehicles located in the car wash premises.

18. Take photos or record video or audio of employees and other visitors of the car wash without a prior written consent from the car wash management and without the consent of such employees and visitors, except when such photo and/or video recording is performed according to the manufacturer's service provision standards (including the procedure of handing over the vehicle).

Our clients are allowed to take photos and/or record videos of the goods (vehicles, spare parts, accessories, etc.), price lists, booklets, catalogs, brochures and similar materials in the premises and territory of the car wash only for personal purposes, provided they comply with the restrictions established by the current legislation of the Republic of Kazakhstan.

19. Visit or stay in the car wash territory without being accompanied by the car wash employees and without undergoing the safety briefing.

20. Pay for the services (washing, accessories, technical fluids, etc.) and rendered services (performed works) outside the car wash cash desk.

21. Park vehicles in places intended for passenger drop-off/boarding or for other purposes.

### **ACTIONS IN CASE OF EMERGENCIES AND EXTREME SITUATIONS**

1. The premises of the car wash and the Shopping Center have fire alarm systems, automatic firefighting systems and audio systems (hereinafter, the Systems) used to broadcast audio messages, i.e. the messages to notify how the visitors and/or other third parties must behave if there is an accident or an emergency in the premises.

2. It is strictly forbidden to shutdown, obstruct or otherwise limit the action of these Systems. If you notice that these Systems are damaged, immediately notify the employees of the car wash as well as the Shopping Center, or the security personnel of the Shopping Center.

3. In the event of an emergency situation at the car wash, for example in case of fire or explosion within the car wash premises, natural disasters or catastrophic events (strong wind), sabotage or a terrorist act, visitors of the car wash must follow the instructions provided by the security personnel of the Shopping Center, police, fire and rescue and other services or employees of the car wash management.

4. If you notice the fire source or smoke, immediately notify the employees of the car wash or the security personnel of the Shopping Center and fire and rescue service.

5. If you discover suspicious items left unattended, explosive, chemical or radioactive substances, immediately notify employees of the car wash or security personnel of the Shopping Center. Prior to the arrival of security personnel of the Shopping Center and/or other service, close off the dangerous area and take no actions for containment and decontamination.

6. The car wash management is entitled to close the car wash (or any part of it) immediately without prior notice if there is a threat to safety, health or life, property of employees, visitors of the car wash, including fire, explosion, gas leak and other hazards in order to avoid any potential damage and harm.

### **RULES FOR VISITING THE CAR WASH DURING THE QUARANTINE**

1. If possible, we recommend to visit the car wash without any accompanying persons when special assistance is not required.

2. If you have any symptoms of cold and/or fever, please refrain from visiting the car wash.

3. For your own safety and COVID-19 prevention, we recommend to observe social distancing and the mandatory face-mask requirements when visiting the car wash.

4. We also ask you to refrain from shaking hands. When entering the car wash premises, you may disinfect your hands with antiseptic and measure your body temperature.

### **FINAL PROVISIONS**

1. These "Rules for provision of services and visiting the Auto Spa car wash network" are the mandatory conditions of public agreements concluded by the car wash (for purchase and sale, rendering services, accessory supply, etc.) and apply to all visitors of the Auto Spa car wash network.

2. By coming to the Auto Spa car wash network, the visitor agrees to these “Rules for provision of services and visiting the Auto Spa car wash network”, accepts them and undertakes to fully comply with them.
3. Security personnel of the Shopping Center and/or the car wash Management are entitled to notify/warn of violating the “Rules for provision of services and visiting the Auto Spa car wash network”, ask the visitors to leave the car wash, as well as take any other necessary and legal measures to ensure safety of employees and visitors of the car wash and/or any other persons, as well as safety of their health, life and property. Violations of the civil order and the “Rules for provision of services and visiting the Auto Spa car wash network” entails liability in accordance with the procedure established by legislation.
4. Any visitor can read these “Rules for provision of services and visiting the Auto Spa car wash network” on the official website of the company, in the client area and at the reception desk.