

## **Aquacool End-User Agreement**

### **Annex 1- Registration Form**

<b>Property Details</b>					
Project Name:		Phase/Sector:			
Building Name:		Unit Type:			
Unit No:					
<b>Customer Information</b>					
First Name:		Last Name:			
ID Number:					
ID Type:		ID Expiry Date:			
Tenancy Contract Start Date:		Tenancy Contract End Date: (if applicable)			
Trade License No: (if applicable)		Trade License Expiry Date: (if applicable)			
Company Name: : (if applicable)				P.O. Box:	
Address (Street /Area):					
Emirate:		Landline:			
Mobile (1):		Mobile (2):			
Email Address (1):					
Email Address (2):					
<b>Customer Statement</b>					
<p>I/We state that, the information provided is verified and accepted by me. I/We hereby agree to the terms and conditions set forth in this Agreement and all its annexes. I/We hereby agree that if an e-signature is used to sign this Agreement, it shall be a valid and true signature of the Signatory.</p>					
<b>Customer Name</b>		<b>Customer Name (co-Signatory)</b>			
<b>Customer Signature</b>		<b>Customer Signature (co-Signatory)</b>			

For documents that should be submitted along with registration and applicable registration fees, service charges, and rates, please refer to relevant annexes below

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### **Annex 2 – Required Documents and Registration Methods**

In order to register with Aquacool and receive chilled water (AC) services, the following documents are required:

- Signed End-User Agreement (hard copy or through our web portal)
- Signed Aquacool registration form (hard copy or through our web portal)

For customers registering with Aquacool as individuals, the customer should sign the above mentioned documents. For corporate customers (companies), the documents should be signed by the authorized representative assigned by the company through a Power of Attorney (POA)

In addition to the above, the following documents are required, depending on the type of customer:

<p><b><u>For a Tenant (Individual)</u></b></p> <ol style="list-style-type: none"> <li>1. Tenancy contract OR Ejari certificate</li> <li>2. Passport copy</li> <li>3. Visa copy</li> <li>4. Emirates ID copy</li> </ol>	<p><b><u>For an Owner (Individual)</u></b></p> <ol style="list-style-type: none"> <li>1. Title deed</li> <li>2. Passport copy</li> <li>3. Visa copy</li> <li>4. Emirates ID copy</li> </ol>
<p><b><u>For a Tenant (Company)</u></b></p> <ol style="list-style-type: none"> <li>1. Tenancy contract OR Ejari certificate</li> <li>2. Trade license copy</li> <li>3. Power of attorney</li> <li>4. Passport copy of authorized signatory</li> <li>5. Visa copy of authorized signatory</li> <li>6. Emirates ID copy of authorized signatory</li> </ol>	<p><b><u>For an Owner (Company)</u></b></p> <ol style="list-style-type: none"> <li>1. Title deed</li> <li>2. Trade license copy</li> <li>3. Power of attorney</li> <li>4. Passport copy of authorized signatory</li> <li>5. Visa copy of authorized signatory</li> <li>6. Emirates ID copy of authorized signatory</li> </ol>

There are two ways to register:

1. Online registration: Kindly visit <https://aquacool.me/>; you will be asked to fill in your details, upload the required documents, and pay the registration fees and deposit
2. Manual registration: please fill the provided Registration Form along with the required documents and fees. You may fill the registration forms, sign them, scan them, and email them to our customer Care team at the below email. Alternatively, you may submit the completed documents to the concierge desk in your building.

#### **Aquacool Contact Details:**

Call center: 600-560-136

E-mail: [customercare@aquacool.me](mailto:customercare@aquacool.me)

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### **Annex 3 – Payment Methods**

#### **IMPORTANT NOTE:**

For cash deposits and bank transfers, please ensure to provide a proof of payment to us via email to allow us to allocate the payment to your account. The proof of payment should clearly show the Customer's full name, building name, and unit number. Failure to send a copy of the payment will cause delays in processing of payment into your account and may result in late fees and/or disconnection of your cooling services.

#### **Payment Options:**

Listed below are the available payment methods for the project:

1. Cash deposit in branch – cash shall be deposited into the below mentioned bank account
2. Check deposit in branch – the check shall be in the beneficiary's name mentioned below
3. Bank transfer – the transfer shall be made to the below mentioned bank account

#### **Bank account Details for Chilled Water Consumption:**

Bank name:	Dubai Islamic Bank
Beneficiary Name:	Citywalk Community LLC – BMG Chilled Water Consumption
Account number:	097580204510104
IBAN:	AE510240097580204510104
Swift Code:	DUIBAEAD
Branch Name:	SZR BRANCH

#### **Bank account Details for Chilled Water Security Deposit:**

Bank name:	Dubai Islamic Bank
Beneficiary Name:	Citywalk Community LLC – BMG Chilled Water Security Deposit
Account number:	097580204510105
IBAN:	AE240240097580204510105
Swift Code:	DUIBAEAD
Branch Name:	SZR BRANCH

#### **VAT Details:**

Name	City Walk Community LLC
Tax Registration Number (TRN)	100037482500003

## **Meraas- City Walk Residences – Aquacool End-User Agreement**

### **Annex 4 – Schedule of Fees and Service charges**

<b>Charge Description</b>	<b>Fee excluding VAT(AED)</b>	<b>Description</b>
Service Fee	25	Billing and collection fee paid monthly by each Customer (Owner/Tenant) and retained by Aquacool for services rendered.
Administration Fee	200	A 'one off' account administration fee paid by each Customer upon signing the End-User Agreement for setting up the account.
Late payment Fee	25	A fee applied to the account for payment received after due date.
Final Bill (3 working days)	25	Bill issued for Customers who require their accounts to be closed.
Fast track service (1 working day)	500	Express end user Move-in & Move out
Non objection certificate	25	NOC for any customer upon closing their account
Statement of account	25	First SoA is free of charge, additional SoA chargeable
Disconnection/ Reconnection Fee	500	Fee to disconnect / reconnect air conditioning service due to payment default.
Return Check Fee	50	A fee payable to Aquacool by the Customer in the case of a returned or 'bad cheque' being issued.

<b>Applicable Rates</b>	
Energy Consumption:	Tariff <b>AED 0.796</b> per Ton-Hour Consumed – Payable monthly
Capacity Charge:	Total charges of <b>AED 0</b> per ton annually; Payable over 12 months regardless of meter consumption
<b>NOTES:</b>	The above rates are subject to 5% VAT The above rates are subject to change based on the landlord's decision or the change of rates charges to the building by the utility providers. The service provider shall notify end-users ahead of any changes.

## **Meraas- City Walk Residences– Aquacool End-User Agreement**

### **Annex 5 – Security Deposit Policy and Details**

The Customer (whether Tenant or Owner) acknowledges and agrees to pay an initial refundable deposit to the Service Provider upon signing the chilled water Service End User Agreement.

Security deposits are required for the following reasons:

- In the case of non-payment of the bill.
- Final Bill. If there are no amounts owing or outstanding from the Customer at the completion of the contract, and the Customer requests for a Final Bill as per general procedures, the deposit will be refunded to the Customer within 14 days.

The security deposit for each unit will depend on its size, as detailed in the below table:

Unit Type	Amount In AED
Studio	1,500
1 Bedroom	1,500
2 Bedroom	2,000
3 Bedroom	3,000
4 Bedroom	3,500
Retails/Shops/Office	Varies*
<b>* Depending on the type and size of each unit</b>	

In case the Customer has failed to perform any of his obligations mentioned in this Agreement or failed to pay any overdue amount and/or invoice within (30) thirty days from the due date, then Service Provider would be entitled to fulfil such breach or settle the due amount from the above said deposit, while the Unit will remain disconnected.