

# Delivery guidelines for suppliers

## 1. Scope of validity and application

The following guidelines apply to all suppliers whose deliveries of goods are sent or delivered to the Estrel Group at the location Sonnenallee 225 in 12057 Berlin.

These delivery guidelines in the respective latest version are an integral part of the contract and represent the binding basis for all deliveries to Estrel Hotel-Betriebs-GmbH, K.M.C. Kommunikations- und Medien-Center GmbH and S.I.C. Stars in Concert GmbH (hereinafter in short: Estrel or Estrel Berlin) on the basis of orders as well as returns and recollections agreed in advance. They guarantee a proper acceptance of goods in compliance with the statutory provisions and enable a correct allocation of delivered goods as well as a quick supply to the warehouse stock. These delivery guidelines do not release either the carrier or the supplier from compliance with the statutory transportation regulations. Deviations from these delivery guidelines must be agreed in advance and in text form without exception.

The delivery address is an important part of every delivery and must be passed on correctly to the respective sender/supplier.

Unless otherwise stated in the order, the address for deliveries and collections is

**Estrel Hotel**, Sonnenallee 225, D-12057 Berlin

Deliveries are made **exclusively to the goods receiving department of the Estrel Hotel**.

## 2. Notification

Each delivery must generally be notified at least 48 hours before the planned delivery date. The notification must be sent to the following e-mail address: [einkaufhotel@estrel.com](mailto:einkaufhotel@estrel.com)

Upon delivery, registration must take place at the central goods receiving department.

The opening hours of the central goods receiving department are as follows:

**Monday to Friday from 07:00 -15:00**

Deliveries made without an agreed delivery time may result in refusal of acceptance or holding times. Any costs arising from this will not be carried by the Estrel.

Postponements of dates have to be communicated by a change of the delivery dates in the goods registration at least 24 hours before the original delivery date by e-mail to: [einkaufhotel@estrel.com](mailto:einkaufhotel@estrel.com)

If an on-time delivery is not possible in full or in part, the supplier has to inform Estrel of this immediately, stating the reasons and the presumed duration of the delay. Partial or advance deliveries, which are associated with additional freight costs, must be reported and are only permitted with Estrel's consent.

### **3. Rules of conduct on the company premises**

The rules of the Road Traffic Regulations (StVO) as well as the Road Traffic Licensing Regulations (StVZO) according to § 30 apply on the entire Estrel Berlin premises.

The maximum permitted speed on the entire premises is 10 km/h.

Access to the goods receiving area is via Ziegrastraße, in the direction of the access road to the parking decks.

The maximum clearance height is 4.00 meters.

The following regulations apply while on the Estrel Berlin premises:

- The instructions of the personnel must be followed at all times.
- The load must be secured in accordance with the generally applicable regulations of § 22 StVO.
- The carrier of the delivering or collecting company is responsible for securing the load.

### **4. Delivery/Delivery documents**

Delivery documents may not be attached to the goods or wrapped in the goods, but must be presented by the driver.

The delivery must always be made in accordance with the delivery bill, which is to be handed over to the employee responsible for receiving the goods. The delivery must be accompanied by a delivery bill with the following details:

- Delivery address
- Supplier
- Delivery date
- Recipient of goods
- Article number and description
- Article sizes/unit
- Total quantity of the shipment, quantity still open if applicable
- Number of items per delivery unit and sub-delivery unit
- Number of pallets

The consignment note or forwarding handover bill must contain the following information:

- Name of the carrier
- Name of the client
- Name of the consignee
- Number of collies delivered

If neither the consignment note nor the delivery bill are present on delivery, the delivery may be rejected.

Only duty paid goods are to be delivered. If deviating agreements exist in individual cases, this must already be indicated on the delivery notification.

## 5. Delivery of hazardous substances and hazardous goods

Hazardous substances and hazardous goods may only be delivered in packaging provided and approved for this purpose. The goods must be labeled accordingly. Electromagnetically sensitive products must be delivered in ESD-compliant individual or panel packaging.

The current version of the IATA-ICAO and ADR Chapter 1.4 "Safety obligations of the parties involved" applies to the delivery of hazardous goods. This applies to both the distributor and the deliverer and/or the party acting on their behalf. The supplier and/or the party acting on their behalf guarantees that they are subject to all the required obligations. Liability claims against third parties are therefore forfeited. As a precautionary measure, reference is made to the current legal regulations in the respective types of transport in the Dangerous Goods Transportation Act (Gefahrgutbeförderungsgesetz ) and the Dangerous Goods Ordinance (Gefahrgutverordnung).

Hazardous substances or hazardous goods within the meaning of the Hazardous Substances Ordinance must be properly and visibly labeled on both the delivery bill and the goods. The associated safety data sheet must correspond to the respectively valid regulations and be made available to Estrel either in paper form or electronically free of charge at the latest on the day of delivery of the hazardous substance in question.

## 6. Loading and unloading, goods inspection

The carrier is always responsible for loading and unloading the goods.

Upon acceptance of the goods, an external visual inspection for damage shall be carried out with documentation and, if necessary, a description of the damage, quantity control of the packages, control and inspection of the accompanying documents, inspection and documentation of compliance with the delivery guidelines.

Goods are always accepted subject to reservation. Only the number of delivered goods (pallets, cartons, etc.) is acknowledged. During the inspection of obviously recognizable damages to the transport packaging or the contents, the supplier or freight carrier must note this in writing on the corresponding delivery bill or consignment note and sign it. Estrel reserves the right to refuse acceptance of the goods in this case.

The following points can lead to refusal of acceptance and/or charging of costs for additional expenditures:

- Non-compliance with the agreed delivery date
- Delivery outside the opening hours of the goods receiving department
- Unsorted or inadequately packaged goods
- Missing/illegible delivery note/waybill
- Discrepancies between the delivery and the number of items stated on the delivery bill
- Damaged or soiled goods
- Incorrect delivery address

The unloading of goods is always at the risk of the sender or the carrier commissioned by him.

## **7. Load carriers and loading aids**

Deliveries can be made in or on all standard reusable load carriers with the exception of pallet boxes. Disposable pallets are not accepted.

In the case of deliveries on Euro pallets, these will be checked for quality and condition by the goods receiving staff. If they are in perfect condition, pallets can be exchanged directly.

In the case of delivery on disposable pallets, Estrel reserves the right to charge the supplier or freight carrier corresponding disposal costs for disposable pallets not removed from the premises.

An electric pallet truck with a load capacity of 1,200 kg and a maximum lifting height of 2.70 m is available for the delivery of goods. The delivery of goods whose safe acceptance and collection requires additional equipment is to be notified to the goods receiving department at least five working days before delivery and must be approved by the latter. Estrel reserves the right to invoice the supplier or freight carrier for the resulting additional expenses.

In case of cardboard goods, packages may not bulge on any side and should not exceed a weight of 15 kg. The maximum permissible pallet weight is 300 kg.

If the limit values named here are exceeded, Estrel reserves the right to refuse acceptance.

## **8. Special agreements**

Special agreements deviating from the present delivery guidelines are to be coordinated in advance with those responsible for the goods acceptance of the Estrel and recorded in writing.

## **9. Validity**

The present guidelines are binding for all suppliers and service providers of the Estrel as of November 1, 2024.

We ask you to inform your shipping department that these guidelines are being observed and implemented. We thank you in advance for your support and will be happy to answer any questions you may have at any time.