



Sunterra Park

Internal Community Regulations

Welcome to Sunterra Park

Dear owners and tenants,

Greetings,

In 2021, the founders of Sunterra Plaza for Real Estate Development set out to offer an integrated residential community concept. We are pleased to welcome you to Sunterra Park, a community combining privacy, tranquillity, green spaces and quality services.

This handbook governs the use of units, common areas and facilities, defines owners' and tenants' rights and obligations, and preserves security, safety and the general appearance. Zyra provides management and operating services within its delegated authority and the addenda governing its role.

This edition brings together the Regulations, operating annexes and violation and fine schedules in one document, ending with an acknowledgment of receipt, review and compliance. Please read the provisions relevant to your unit and inform family members, tenants, visitors and contractors of the instructions applicable to them.

The Regulations shall be read with the unit contract, fit-out undertaking and approved addenda. Unit-specific contractual obligations remain authoritative on the matters they govern. Necessary contractual addenda for new provisions shall be completed before those provisions are applied under their governing documents.

For enquiries or detailed documents, please contact Management representatives on site. Communication channels, translated editions and QR codes will be announced after official publication and activation.

We wish you a pleasant stay and look forward to your cooperation in preserving quality of life at Sunterra Park.

Sunterra Park Management — Zyra



Edition and approval details

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All amounts in the fine schedules are in Egyptian pounds (EGP).

Chapter 1 General Provisions and Definitions

Article 1 Name of the Regulations

- This document is entitled “Internal Regulations of Sunterra Park managed by Zyra” and governs the use, management, operation and maintenance of the units, facilities and common areas.

Article 2 Objectives

- These Regulations govern relations between Management, owners, tenants and visitors; preserve the architectural identity; promote proper use of facilities and security and safety; define rights and obligations; and sustain services and quality of life within the development.

Article 3 Scope

- These Regulations apply to owners, tenants, visitors, employees, contractors, service providers, commercial operators and other persons or entities authorised to enter the development, each within the scope of their relationship with it.

Article 4 Compliance

- Owners, tenants and users of units must comply with these Regulations and the instructions issued under them. Relevant parties shall be notified of updates through approved notification channels, subject to the contracts and applicable laws.

Article 5 Order of precedence

- Applicable laws, the unit contract, the fit-out undertaking and approved addenda shall be observed when applying these Regulations. Financial obligations and periods specific to each unit remain governed by its contractual documents. A general operating rule does not replace a specific contractual provision.

Article 6 Management authority

- Zyra oversees the operation, management and maintenance of Sunterra Park within its delegated authority and the contractual addenda governing management. It may issue operating instructions and take the prescribed corrective action when violations occur.

Article 7 Amendments

- These Regulations may be reviewed and updated as necessary, with notice to relevant parties before amendments take effect. Any contractual amendment requires the necessary addenda; an update does not automatically amend a unit contract.

Article 8 Definitions

- **Competent administrative authority:** the entity designated to manage, operate and maintain the community.
- **Project:** the ZYRA community in all its components.
- **Project Management:** the entity responsible for management, operation and maintenance.
- **Owner:** a person holding title to a unit within the project.
- **Tenant:** a person occupying a unit under a lease agreement.
- **Occupant:** any person residing, working in or using a unit.
- **Unit:** any property or space within the project.
- **Common areas:** spaces and facilities intended for shared use.
- **Facilities and services:** systems, services and infrastructure.
- **Visitor:** a person temporarily entering the project.
- **Contractor:** a person carrying out construction or maintenance work within the project.
- **Service provider:** an entity providing operational or technical services.
- **Violation:** any conduct contrary to these Regulations.



Chapter 2 Governance and Community Management

Article 9 Community management

- Zyra manages, operates and maintains the development, its facilities and common areas to preserve quality and safety, within its assigned responsibilities and delegated authority.

Article 10 Powers of the administrative authority

- These include issuing operating instructions; managing and maintaining facilities; monitoring compliance; addressing violations; regulating entry and exit; assessing, approving or rejecting applications; and contracting with service providers.

Article 10.1 Community advisory council

- An advisory council of owners and tenants may be established to improve communication. Its recommendations are advisory unless the governing documents or applicable laws provide otherwise.

Article 11 Owners' obligations

- Owners must comply with these Regulations, maintain their units, allow inspections and maintenance under the applicable procedures, pay amounts due, inform tenants of the relevant rules and ensure their compliance within the scope of the owner's responsibility.

Article 12 Tenants' obligations

- Tenants must use their units for the designated purpose, maintain them, follow instructions, avoid harming or disturbing others, and cooperate with security and safety procedures.

Article 12.1 Commercial activities

- Commercial units, restaurants and cafés are subject to their specific operating hours and permits. Use of outdoor spaces without approval and unauthorised promotional activities are prohibited. Operators must follow the rules on music, entertainment, ventilation, waste management and commercial appearance under their contracts and the commercial operating guide.

Article 13 Contractors and service providers

- Contractors and service providers must obtain permits, follow security and safety procedures, maintain cleanliness, repair damage caused by their work and observe the prescribed working hours.

Article 14 Communication and notices

- Correspondence shall use the notification methods prescribed in the contracts and the contact details registered with Management. Owners and tenants currently communicate directly with Zyra representatives on site. Short numbers or WhatsApp numbers will be announced once activated; no hotline is available before its official announcement.

Article 15 Complaints and suggestions

- Complaints shall be submitted through approved channels, stating the unit, incident and contact details. Management shall record them for review, follow-up and response under the approved procedures and according to the nature of the request.

Article 16 Prior approval applications

- Prior written approval must be obtained before any work or activity requiring it. Management may approve, refuse with reasons, or request further documents or compliance with conditions, within its authority.

Article 17 Inspection

- Visits to inspect units or enter them for maintenance shall be arranged by prior notice stating their purpose, respecting privacy and limited to the needs of the task. Emergencies are subject to their specific provisions.

Chapter 3 Use of Units and Properties

Article 18 Designated use

- Each unit shall be used for the purpose specified in its contract and approved licences. A change of use requires all necessary approvals.

Article 19 Prohibited uses

- Any activity that breaches the law, threatens safety, causes disturbance, harms the environment, violates public order or detracts from the development's appearance is prohibited.

Article 20 Care of units

- Owners and tenants, each within their responsibility, must keep the unit and its fittings in good and safe condition.

Article 21 Internal alterations

- Internal alterations require the prescribed approvals. They must not affect structural safety or technical systems, or damage common areas or neighbouring units.

Article 22 External alterations

- Alterations to façades, roofs, boundary walls, entrances, windows or balconies are prohibited without prior written approval.

Article 23 External equipment and installations

- Equipment, installations, services, tanks, antennas, air-conditioning units and other visible fittings may not be placed outside the unit boundaries except in approved locations and in accordance with approved standards.

Article 24 Safe use of units

- Units must be used safely and responsibly, taking their capacity and design into account. Uses that harm safety, comfort or quality of life within the development are prohibited.

Article 25 Leasing and granting rights of use

- A unit may be leased or made available under a right of use in accordance with the contract, applicable rules and approved addenda. The owner remains responsible for informing the tenant or user of these Regulations and ensuring compliance within the scope of the owner's responsibility. Tenants must follow the instructions governing use of the development.

Article 26 Registration of tenants and visitors

- Management shall organise the registration of owners, tenants and visitors for security and safety purposes. Owners shall provide visitors' details, the tenant's name, the lease term and residents' details, together with copies of identity documents or passports as applicable, under data protection procedures.

Article 27 Unused units

- The owner of an unused unit must maintain it and must not leave it in a condition that harms safety, cleanliness, the general appearance or others' comfort.

Article 28 Storage

- Unauthorised storage in units, common areas, parking spaces or passageways is prohibited, as is storing materials that may pose a risk, cause disturbance or affect public safety.

Article 29 Hazardous materials

- Bringing in, storing or using hazardous, flammable, explosive, toxic or other materials harmful to public health is prohibited unless specifically authorised and compliant with applicable requirements.

Article 30 Neighbourly rights

- Owners and tenants must respect their neighbours' rights and refrain from work or conduct that causes harm or disturbance to others.

Article 31 Supplementary use instructions

- Further guides, instructions or standards may be issued for particular types of unit, activity or use as necessary. They shall be read together with these Regulations and the documents governing the relationship.

Article 31.1 Short-term letting

- For accommodation management purposes, short-term letting means leasing a unit or any part of it for less than three months, whether directly, through online platforms, unit management companies or otherwise.

Article 31.2 Minimum lease term

- The minimum lease term is three months. Daily, nightly, weekly or any shorter letting is prohibited. This requirement shall apply under the leasing addendum that the Company will complete with owners.

Article 31.3 Guest and resident registration

- The owner, principal tenant or approved operator must register residents and guests under security procedures before or upon arrival and must not allow unregistered persons to reside in breach of the rules.

Article 31.4 Owner's responsibility

- The owner bears the prescribed responsibilities for use of the unit and conduct by tenants, guests and persons under the owner's responsibility, and must inform them of these Regulations and monitor compliance.

Article 31.5 Maximum occupancy

- Management determines the maximum number of residents per unit according to its area, design and safety requirements. The approved capacity must be observed.

Article 31.6 Parties and gatherings

- Rented units may not be used for parties, occasions or gatherings that disturb residents or affect security or safety, or require a permit that has not been issued.

Article 31.7 Stopping unauthorised use

- Prescribed measures may be taken to stop non-compliant letting or use where violations recur or security, safety or public order is affected, under the contract, leasing addendum and approved rules.

Article 31.8 Supplementary leasing rules

- Detailed policies and procedures may be issued for tenant and guest registration and leasing management. They shall be communicated to relevant parties, with any necessary contractual addenda completed.



Chapter 4 Common Areas and Public Facilities

Article 32 Common areas

- Common areas include roads, passageways, squares, gardens, parking areas, clubs, swimming pools, toilets, service buildings and other facilities designated for shared use.

Article 33 Right to use common areas

- Owners, tenants and authorised visitors may use common areas for their designated purposes, respecting others' rights and the instructions governing each facility.

Article 34 Care of common areas

- All users must preserve common areas. Damaging or misusing them is prohibited.

Article 35 Obstructions

- Obstructions, materials or belongings may not be placed in passageways or roads in a manner that impedes movement or affects safety.

Article 36 Reservation of common spaces

- No part of a common area may be exclusively occupied, reserved or assigned for individual use without prior approval.

Article 37 Events and gatherings

- Events and gatherings require the prescribed approvals and compliance with rules on location, time, capacity, sound, cleanliness and safety.

Article 38 Protection of public facilities

- Tampering with, damaging or misusing facilities, equipment, fixtures or fittings in common areas is prohibited.

Article 39 Children and minors

- Parents and guardians are responsible for supervising their children in common areas and public facilities and for observing each facility's safety rules.

Article 40 Temporary closure of facilities

- A facility or area may be temporarily closed for maintenance, safety, improvement or other essential operational reasons, with advance notice where possible.

Article 41 Facility-specific instructions

- Specific instructions may be issued for swimming pools, clubs, gyms, playgrounds, children's areas and other facilities. They shall be displayed to users and supplement these Regulations.

Article 42 Liability for damage

- The person causing damage must pay the cost of repair or replacement in common areas and facilities, subject to the prescribed measures. The owner bears obligations towards Management for damage caused by the unit's tenants or visitors under the governing documents.

Chapter 5 Security, Safety and Emergencies

Article 43 General security

- Management shall take the necessary measures to protect security and safety. Everyone must cooperate with approved security procedures.

Article 44 Entry and exit systems

- Entry and exit may be managed through gates, access cards, temporary permits, electronic systems, vehicle or personal identification methods and other approved means when operational.

Article 45 Visitors

- Visitor entry is subject to approved security procedures. Visitor details may be registered, and visiting times and areas regulated according to security and safety needs.

Article 46 Cooperation with security personnel

- Persons within the development must cooperate with security staff and follow their instructions within their security, safety and public-order responsibilities.

Article 47 Surveillance cameras

- Surveillance cameras may be installed and operated at entrances, exits, common areas, facilities and operational locations under applicable rules. Tampering with, damaging or disabling monitoring or recording systems is prohibited.

Article 48 Safety equipment

- Owners, tenants and service providers must preserve safety equipment and systems. Disabling, removing or using them for an unintended purpose is prohibited.

Article 48.1 Data protection and privacy

- Personal data, information and records shall be used for administrative and security purposes and service delivery under applicable rules. Access and disclosure shall be limited to authorised specialists and entities and to what is necessary, protecting individuals' privacy.

Article 49 Fire prevention

- Fire prevention and protection requirements must be observed. Disabling alarms, closing emergency exits, obstructing firefighting equipment, storing hazardous materials improperly or any conduct increasing fire risks is prohibited.

Article 50 Emergency exits

- Emergency exits and evacuation routes must remain unobstructed. Parking in front of firefighting equipment or fire hydrants is prohibited.

Article 51 Reporting hazards

- Accidents, injuries, fires, leaks and other hazards must be reported immediately to the nearest security officer or operations representative, stating the location and nature of the incident.

Article 52 Emergency intervention

- Management may take urgent measures necessary to protect life, property and facilities and coordinate with the competent authorities according to the emergency.

Article 53 Evacuation

- Everyone must immediately follow evacuation and emergency instructions issued by the competent authorities or Management and keep away from hazardous locations.

Article 54 Emergency access to units

- Management or its authorised representative may enter a unit without prior notice where an emergency requires immediate action to protect life, property or infrastructure. The action must be documented and relevant persons notified where possible.

Article 55 Emergency plans and drills

- Emergency and evacuation plans may be prepared, and safety and crisis-management training and periodic drills conducted. Relevant persons must cooperate when these are carried out.

Article 56 Individual responsibility

- Security measures and safety systems do not relieve an owner, tenant or user of responsibility for their own safety or that of their family, employees, visitors and property.



Chapter 6: General Appearance, Alterations, and Visual Identity

Article 57 General appearance

- Owners and tenants must preserve the development's orderly and attractive appearance and refrain from work or conduct that adversely affects its visual identity.

Article 58 Architectural identity

- The approved architectural character and design must be preserved. Alterations or additions affecting them are prohibited without the necessary approvals.

Article 59 Alterations and additions

- Alteration, addition, removal, improvement or installation work inside or outside units requires prior approval whenever it affects the external appearance, architectural elements, technical systems or safety.

Article 60 External façades

- Changing, altering, adding to or installing elements on external façades is prohibited without prior written approval.

Article 61 Signs and advertising

- Signs or advertisements may not be installed without prior approval. Design, location, colours, materials and dimensions must comply with visual identity standards and the approved signage guide.

Article 62 Façade equipment

- Appliances, service runs, wires, tanks, air-conditioning units and equipment must not be exposed in a way that detracts from the appearance. They shall be installed in approved locations and by approved methods.

Article 63 Balconies and roofs

- Balconies and rooftops shall be used for their designated purposes, and it is prohibited to use them for storage, displaying anything that affects the general appearance, safety or comfort of others, or making unauthorized enclosures.

Article 64 Temporary works

- Temporary works, installations, structures and events require prior approval and compliance with its scope, duration and conditions.

Article 65 Fit-out and installations

- Guides and standards may be issued for fit-out, installations, decoration, façades and signage. Relevant parties must comply with them and the approved drawings.

Article 66 Removal of violations

- The responsible person shall be notified to remove or correct unauthorised works, additions or alterations within the specified period. If they fail to comply, Management may carry out the removal or correction at their expense, adding 15% to the actual cost in the prescribed cases, without applying that percentage twice to the same work.

Chapter 7: Hygiene, Waste Management, and Environmental Protection

Article 67 General cleanliness

- Owners, tenants, visitors and workers must maintain cleanliness. Conduct that detracts from the general appearance or harms public health or the environment is prohibited.

Article 68 Cleanliness of units

- Owners and tenants, each within their responsibility, must keep the unit and associated spaces clean without harming neighbouring units, common areas or facilities.

Article 69 Waste disposal

- Waste shall be collected and transported according to the procedures, times and locations announced by Management when operations begin. Leaving waste outside designated locations is prohibited.

Article 70 Bulky waste

- Disposal of furniture, appliances, equipment and bulky waste must be coordinated with Management. Such items may not be placed in ordinary bins or common areas without following the approved procedure. The owner of the items bears the prescribed costs.

Article 71 Works waste

- Owners, contractors and executing parties must remove construction, fit-out, maintenance and renovation waste daily or under approved rules. Waste must not be left in passageways, roads or vacant land.

Article 72 Hazardous and polluting materials

- Disposal of hazardous, chemical, oily or polluting materials within the development, drainage networks or common areas in breach of applicable rules is prohibited.

Article 73 Pest control

- Pest-control programmes may be implemented. Owners and tenants must cooperate, take preventive measures and address sources of insects inside their units.

Article 74 Environmental protection

- Everyone must protect the environment and avoid causing pollution or damage to landscaping or the ecosystem.

Article 75 Efficient consumption

- Management encourages efficient use of water and energy and may issue supporting instructions.

Article 76 Visual and noise pollution

- Any activity producing visual or noise pollution that harms quality of life or residents' comfort is prohibited.

Article 77 Corrective measures

- Waste may be removed and environmental, health or aesthetic effects of violations remedied at the responsible person's expense under approved procedures and violation schedules.



Chapter 8 Maintenance, Services and Facilities

Article 78 Maintenance objectives

- Maintenance aims to preserve the safety, efficiency and sustainability of buildings, facilities and infrastructure.

Article 79 Allocation of maintenance responsibilities

- Maintenance responsibilities are divided between Management and owners according to the component concerned and the contracts and technical documents governing it.

Article 80 Unit maintenance

- The owner or tenant must maintain and repair components within their responsibility to preserve unit safety and prevent harm to others.

Article 81 Common-area maintenance

- Management operates, maintains and manages common areas under approved plans and within its authority.

Article 82 Faults and emergencies

- Faults, damage, leaks and risks that may affect personal or property safety or continuity of services must be reported immediately.

Article 83 Access for maintenance

- Maintenance, repair, examination, testing and inspection visits shall be coordinated with prior notice and respect for privacy. Emergencies requiring immediate intervention are excepted.

Article 84 Facilities and services

- Management may operate, manage or contract for services, facilities and systems required by the development within its assigned powers.

Article 85 Temporary interruptions

- The administration may, within the limits of its powers and the documents regulating the relationship, stop or reduce the service or temporarily suspend the operation of a facility to the extent and for the duration necessary for maintenance, repair, or development work, or to address an emergency situation or reasons beyond its control, while notifying the concerned parties in advance whenever possible and taking reasonable measures to restore the service as soon as possible, without prejudice to the laws, contracts and rights established for the unit owners.

Article 86 Preventive maintenance

- Preventive and periodic maintenance programmes for facilities, systems, equipment and assets may be prepared and implemented under approved plans.

Article 87 Infrastructure protection

- Tampering with development networks, systems or facilities, or altering, connecting to, extending, disconnecting or using them without permission is prohibited.

Article 88 Damage due to negligence

- The responsible person bears costs, losses and damage resulting from misuse, negligence, violations or failure to carry out required maintenance, according to their responsibility.

Article 89 Private maintenance works

- Maintenance, repair or replacement affecting common areas or main systems requires prior approval. An application must describe the work, location and method; execution times and technical requirements shall be specified. Management may undertake or coordinate certain work to protect architectural identity, system safety and workmanship, and refuse work that breaches or exceeds the approved application, stating the corrections required.

Article 90 Suppliers and service providers

- Suppliers, contractors and service providers may be approved and their work regulated, with rules to ensure quality and safety.

Article 91 Service continuity

- Management shall exercise reasonable care to maintain services and facilities. Interruptions and faults beyond its control shall be handled under the contracts and rules governing the relationship.

Chapter 9: General Conduct and Permitted and Prohibited Activities

Article 92 General conduct

- Owners, tenants, visitors and workers must respect public order, public morals and others' rights and act responsibly to preserve quality of life within the development.

Article 93 Respect for others

- Any conduct or activity causing harm, disturbance, harassment, threats or abuse to anyone within the development is prohibited.

Article 94 Noise and disturbance

- Sounds, vibrations or disruptive activities exceeding prescribed limits are prohibited. Management may specify and announce particular times, levels and rules for activities and events.

Article 95 Improper conduct

- Abusive, aggressive, improper conduct or conduct contrary to the development's rules is prohibited, subject to individuals' established rights.

Article 96 Privacy

- Owners', tenants', visitors' and workers' privacy must be respected. Violations of privacy, photographing others or circulating recordings of them in an abusive manner are prohibited.

Article 97 Smoking

- Smoking is prohibited in restricted areas. Designated smoking areas may be provided, subject to displayed instructions.

Article 98 Prohibited materials and activities

- Possession, use or circulation of prohibited materials or products, and prohibited activities, are forbidden under applicable laws and rules.

Article 99 Pets

Pets are permitted under announced rules, subject to safety and cleanliness, preventing disturbance and harm, meeting health requirements, using suitable restraints and collecting their waste.

Article 100 Feeding animals

- Feeding unowned animals or birds in common areas is prohibited where it harms cleanliness, public health or the environment.

Article 101 Unauthorised commercial activities

- Commercial, professional, advertising, promotional or investment activities within the development are prohibited without the necessary approvals.

Article 102 Fundraising and direct marketing

- Promotional, marketing, advertising and fundraising campaigns, and distribution of leaflets or advertising materials, require the prescribed prior approvals.

Article 103 Drones

- Operating drones within the development is prohibited without the necessary approvals and compliance with security and safety instructions.

Article 104 Development reputation

- Everyone must refrain from acts harming the development's security, stability or reputation, without prejudice to the right to submit complaints and appeals under prescribed procedures.



Chapter 10: Vehicles, Traffic, and Parking

Article 105 Traffic rules

- Drivers must comply with traffic rules, speed limits, signs and directions within the development.

Article 106 Pedestrian safety

- Pedestrians have priority at crossing points. Particular care must be taken near entrances, children and public facilities.

Article 107 Speed limits

- Speed must not exceed 40 km/h, and any lower limit announced by Management for a particular area or for safety reasons must be observed.

Article 108 Vehicle registration

- Systems may be introduced to register vehicles of owners, tenants and regular users and issue the necessary identification and permits.

Article 109 Use of parking areas

- Parking areas shall be used for their designated purpose, following the signs and instructions governing their use.

Article 110 Designated parking

- Using, occupying or reserving another person's parking space without approval, or using parking designated for persons with disabilities without entitlement or a permit, is prohibited.

Article 111 Abandoned vehicles

- Prescribed procedures shall apply to vehicles that are abandoned, left unattended, unroadworthy or unidentified. Under the unit contract, a vehicle must not remain unmoved for more than two consecutive months. After that period, the competent authority shall be notified, with notices and action documented.

Article 112 Vehicle servicing

- Washing, servicing, repairing or lubricating vehicles in parking areas or other undesigned locations is prohibited.

Article 113 Heavy vehicles

- Entry, exit and movement of heavy, commercial and service vehicles are subject to the rules and permits announced by Management.

Article 114 Loading and unloading

- Loading and unloading shall take place at designated locations and times without obstructing movement, threatening safety or disturbing residents.

Article 115 Responsibility for vehicles

- Vehicle owners or users bear the prescribed responsibilities for damage, losses, violations and accidents arising from vehicle use within the development.

Article 116 Other transport

- Use of bicycles, electric scooters and similar means of transport may be regulated to protect pedestrians and public safety.

Article 116.1 Electric vehicles

- Electric vehicle charging points require the prescribed technical and operating approvals. Rules governing their installation, operation, use and charges shall protect the safety of networks and facilities.

Chapter 11 Fees and Financial Obligations

Article 117 Financial obligations

- Owners and parties responsible for units must pay amounts due under the contracts, regulations and governing documents.

Article 118 Service charges

- Management, operating, maintenance, service and common-facility charges shall be determined under the contractual basis and approved rules. Amounts not specified in an approved document shall not be imposed.

Article 119 Payment arrangements

- Payment methods, dates and procedures shall be announced, subject to the dates and obligations in each unit contract.

Article 120 Late payment

- Late-payment procedures shall follow the contract, approved documents and applicable rules.

Article 121 Exceptional expenditure

- Exceptional contributions may be determined where necessary under the contractual basis and approved procedures.

Article 122 Costs of violations

- The responsible person bears costs, expenses and damage arising from a violation according to the incident, their responsibility and supporting documents.

Article 123 Refunds and settlements

- Refunds and settlements shall follow approved procedures, stating amounts due, the basis of deductions and deposit balances.

Article 123.1 Budget and service charges

- Annual or periodic charges covering management, operation, maintenance, security, cleaning, landscaping, facilities and shared services shall be determined under the contracts and approved accounting principles.

Article 123.2 Exceptional charges

- Urgent works, development projects and substantial improvements shall be funded through the procedures and contributions provided in their documents, without charging the same expenditure twice.

Article 123.3 Late-payment charges

- Late-payment penalties or administrative fees shall be determined under the contract, approved financial policies and applicable rules. This guide does not establish a single percentage replacing contractual percentages.

Article 123.4 Recovery of amounts due

- Management shall take the prescribed legal and administrative measures to recover amounts due, documenting demands and notices.

Article 123.5 Suspension of privileges

- Certain non-essential privileges or services may be suspended for units in arrears under the contract and Regulations. The specific provisions for temporary meters and fit-out services must be observed and distinguished from non-essential privileges.

Article 123.6 Review of charges

- Periodic charges shall be reviewed when operating costs, inflation, expansion or improvements change, under the prescribed powers, contractual basis and notification procedures.

Chapter 12 Violations, Penalties, and Enforcement Procedures

Article 124 Definition and evidence of a violation

- Any act or omission that breaches these Regulations or instructions issued under them constitutes a violation. The operations team shall identify the incident, notify the responsible person immediately on site, and document the location, time, description and available evidence in accordance with privacy procedures.

Article 125 Classification

- Violations are classified according to their nature, seriousness, impact and recurrence, including minor, moderate and serious violations and those involving security, safety, the environment, finances or operations.

Article 126 Progressive penalties

- For violations subject to progressive penalties, a warning is issued on the first occasion, the basic fine imposed on the second and doubled on the third. Further repeated violations shall be referred to Development Management for the more severe action provided by the Regulations and contract, by documented decision.

Article 127 Verbal caution

- A verbal caution may be given for minor violations capable of immediate correction, with the documentation necessary to evidence notification and monitor non-recurrence.

Article 128 Written warning

- A written warning shall identify the incident, relevant clause, required action, correction deadline and party responsible. It shall be delivered through approved notification methods.

Article 129 Financial penalties

- The appended fines apply according to the scope of each clause and the status of the responsible party. All amounts are in Egyptian pounds. The same incident shall not attract duplicate fines merely because it appears in more than one schedule.

Article 130 Correction of a violation

- The responsible person must remove or correct the violation or remedy its effects within the period specified in writing according to its extent, seriousness and the work required.

Article 131 Work at the offender's expense

- If correction is not completed on time, Management may arrange remedial work or removal at the responsible person's expense under the contract and Regulations. In specified cases, 15% shall be added to the actual cost, stating the basis of the claim and without applying the percentage twice to the same work.

Article 132 Suspension of services

- Certain non-essential services or privileges may be suspended until a violation is corrected under the Regulations and contract. Fit-out services, temporary meters and disconnection remain governed by their specific documents; this general rule does not replace them.

Article 133 Stopping activities

- Non-compliant activities, work, events or uses may be stopped until the cause is remedied, under the prescribed powers and procedures.

Article 134 Serious violations

- Immediate protective measures shall be taken where life, security, safety, property or facilities are at risk, or a serious violation requires harm to be stopped. Measures and reasons shall be documented and the prescribed procedures completed.

Article 135 Repeated violations

- Recurrence arises when the same violation is committed after a previous notice. Incidents, warnings and corrections shall be kept in the unit file and linked to the customer management system when operational. Multiple reports of one incident do not constitute separate violations.

Article 136 Compensation for damage

- A penalty does not prevent a claim for compensation or repair costs according to responsibility and the governing documents, without recovering the same repair cost twice.

Article 137 Referral to competent authorities

- Violations may be referred to the competent governmental or judicial authorities according to their nature, without prejudice to complaint and appeal procedures.

Article 138 Fine schedules and appeals

- The schedules in this handbook form part of these Regulations. A written appeal may be submitted stating the incident, grounds of objection and supporting documents. It shall be recorded and referred to the responsible officer for a response under approved procedures. An appeal does not delay urgent hazard-removal measures.

Chapter 13 Final Provisions

Article 139 Supplementary guides and rules

- Supplementary guides, policies and procedures may be issued within the contract and delegated authority. They shall be communicated to relevant persons and read with these Regulations. Annex summaries and fine schedules are included in this handbook.

Article 140 Interpretation

- The competent administrative authority shall clarify these Regulations and their application within its authority and consistently with the contracts and applicable rules.

Article 141 Non-waiver

- Failure to apply a provision or measure on a particular occasion does not waive the right to apply it later under the governing documents.

Article 142 Force majeure

- Inability or delay in performing obligations due to circumstances beyond control, including disasters, crises, governmental decisions and exceptional circumstances, shall be handled under the contracts and governing provisions.

Article 143 Applicable law

- These Regulations shall be read and applied under applicable Egyptian laws, with regard to unit contracts, the undertaking and approved addenda.

Article 144 Severability

- If a separate provision is held invalid or unenforceable, the remaining enforceable provisions shall remain effective under the governing documents.

Article 145 Effective date

- This edition takes effect upon approval and notification to relevant persons, with completion of contractual addenda required for new provisions, including leasing rules and the management company's status. It remains effective until amended, replaced or revoked under approved procedures.

Article 146 Annexes and authoritative edition

- Annexes, guides, forms, decisions and instructions issued under these Regulations supplement them within their scope. The approved Arabic edition is authoritative where translations differ. Links and access codes for translated editions shall be announced after publication and activation.

Annexes

Annex A Architectural identity and general appearance

- **Façades and materials:** Changing façade colours, materials, openings or visible elements requires prior written approval. Boundary walls, entrances and gates must follow approved designs and dimensions.
- **Balconies and roofs:** Enclosing balconies, altering their railings or using them for storage that detracts from appearance is prohibited. Visible storage and unapproved structures on roofs are also prohibited.
- **External installations:** Air-conditioning units, antennas, tanks and service runs shall be installed in approved locations in a manner preserving safety and visual identity. Awnings and temporary structures require prior approval.
- **Landscaping and lighting:** Approved landscaping and exterior lighting standards must be observed. Green spaces, their lighting and features may not be altered without Management approval.

Annex B Fit-out and alterations

- **Approval before work:** Submit the fit-out application, drawings and required documents. Work must not begin until approval is issued and permits obtained. Approved designs and structural, electrical, mechanical and plumbing requirements must be followed.
- **Fit-out period:** Fit-out must be completed within ten months from handover for apartments and villas under the contractual documents. The contractual delay charge of EGP 1,000 per day applies according to the unit contract.
- **Working hours:** Fit-out work shall take place from 9:00 a.m. to 5:00 p.m., as stated in the contract. Site instructions concerning holidays, safety and emergency work must be observed.
- **Fit-out security deposit:** The fit-out security deposit is EGP 100,000 under the approved undertaking. It is separate from the maintenance deposit and water and electricity consumption charges. Deposits and deductions shall be settled under their governing documents, stating the reasons for deductions and the supporting costs.
- **Water and electricity consumption:** The villa or unit owner bears water and electricity costs according to actual consumption recorded by temporary meters.
- **Amounts exceeding the deposit:** Where amounts due exceed the deposit balance, the excess must be paid within one week for apartments and two weeks for villas from notification, under the relevant unit contract.
- **Contractors and site protection:** Contractor and worker details shall be registered and entry permits obtained. They must use protective equipment, protect passageways, lifts and facilities, keep materials within authorised locations and remove waste regularly.
- **Damage and unauthorised work:** The responsible party bears the cost of repairing damage and removing waste and violations. An additional 15% of actual costs applies in the cases specified in the schedules, without changing other financial percentages in the unit contract. Unapproved or dangerous work may be stopped pending correction.

Annex C Signage and advertising

- **Design and location:** Sign design, colours, materials, dimensions, location, fixing and lighting must be approved before installation, taking account of visual identity and safety requirements.
- **Installation and use:** Installation shall be undertaken by specialists. Signs must not obscure façades, windows or instructions, or obstruct movement. Digital screens and temporary advertisements require separate approval appropriate to their scope.
- **Maintenance and removal:** The responsible party must maintain the sign safely, remove installations whose permits have expired and restore the location to its approved condition under issued instructions and approvals.

Annex D Recreational and service facilities

- **Access and hours:** Pools, clubs, gyms, sports grounds, children's areas and gardens shall be used within the operating hours, entitlements and permits announced for each facility.
- **Booking and capacity:** Booking procedures and permitted capacity must be followed. Events, private services or exclusive use require prior approval.
- **Safety and hygiene:** Users must follow health and cleanliness instructions, wear clothing appropriate to each facility, supervise children and comply with age restrictions and safety rules. Each user is responsible for their personal belongings.
- **Specific instructions:** Detailed instructions shall be displayed at each facility. Temporary closure for maintenance or safety is permitted, with notice to users where possible.

Annex E Security, safety and emergencies

- **Access and identification:** Entry is organised through permits, cards or electronic systems approved by Management when operational, verifying identities of people and vehicles and protecting their data.
- **Monitoring and privacy:** Cameras and security systems are operated by authorised specialists for prescribed purposes. Obscuring, tampering with or disabling them, or making recordings available to unauthorised persons, is prohibited.
- **Prevention and response:** Emergency exits, evacuation routes and firefighting equipment must remain unobstructed. Incidents and hazards must be reported immediately, and everyone must cooperate with evacuation plans, drills and Operations and Security instructions.
- **Emergency communication:** For the time being, report directly to Management and Security staff on site. Dedicated emergency channels and numbers will be announced after official activation. A number that has not been announced must not be assumed available.
- **Emergency entry:** Emergency entry into a unit shall be limited to what is necessary to address the risk under the governing documents, documenting the incident and notifying the relevant person. False alarms and bringing in hazardous materials without permission are prohibited.

Annex F Traffic and parking

- **Parking categories:** Parking spaces are organised for owners, visitors, persons with disabilities and services. Occupying another person's space or using a designated space without entitlement or a permit is prohibited.
- **Movement and speed:** Follow signs and announced limits. Speed must not exceed 40 km/h, subject to any lower limit for the area. Pedestrians have priority. Heavy and service vehicles require specific permits.
- **Non-compliant and abandoned vehicles:** Notification and action shall follow the Regulations and contract, involving the competent authorities where towing is required. Roads, entrances and emergency exits must remain clear.
- **Site protection:** Washing or repairing vehicles outside designated locations is prohibited. The responsible person bears damage caused by a vehicle or its use under the prescribed rules.

Annex G Prior approval applications

- **Cases requiring approval:** These include fit-out, alterations, signage, major maintenance, events, changes of activity or use and other cases requiring approval under the Regulations and contract.
- **Submission and review:** Applications shall use the approved form with necessary drawings and documents. Management shall review and approve, refuse with reasons, or request further information. Applicants shall be informed of conditions and approved administrative fees, if any.
- **Approval term and scope:** Approval is valid only for its specified period and purpose; its scope must not be exceeded. Submitting an application or receiving no response is not approval. Approval may be suspended or cancelled for breach of its conditions under the prescribed procedures.

Annex H Contractors and service providers

- **Registration and approval:** An approved contractor and service-provider register may be established, requiring commercial registration, licences, insurance, safety certificates and documents appropriate to the work.
- **Permits and safe working:** Entry permits and identification cards shall be obtained. Working hours, protective equipment and occupational safety procedures must be observed. Excavation, welding and other hazardous works require the relevant specific permits.
- **Property protection and liability:** The site, facilities and property must be protected; waste removed regularly; and incidents reported immediately. Contractors bear the prescribed responsibilities for their work and resulting damage. Non-compliant or unsafe work may be stopped.

Annex I Violations and fines

- **Scope:** Read the following schedules with the violation and penalty articles and the contract. All fines are in EGP. Liability depends on the incident and the responsible person's status. A specific violation provision takes precedence over a general one, without imposing two fines for the same incident.
- **Progression and costs:** A warning, followed by a fine and then a doubled fine for recurrence, applies where progressive penalties are appropriate, while hazards must be stopped immediately where necessary. Penalties do not prevent recovery of evidenced repair or removal costs. The 15% addition applies only to specified actual costs, not automatically to other contractual percentages.
- **Unspecified amounts and updates:** Where no amount is specified, the stated action applies without assuming an additional sum. Any fine or periodic review of amounts requires an announced decision under the governing documents and powers. Schedules shall be updated when amendments are approved.
- **Notice and appeal:** The incident shall be documented, the responsible person notified and a correction period set according to its nature and seriousness. Written appeals may be submitted under approved procedures without delaying urgent hazard-removal measures.

1 Residential unit violations

Third occurrence	Second occurrence	First occurrence	Violation
6,000	3,000	Warning	Disposing of waste outside designated locations
6,000	3,000	Warning	Causing noise or disturbance
10,000	5,000	Warning	Leaving pets unsupervised
6,000	3,000	Warning	Using common areas for an unintended purpose
Remove the violation and charge costs	3,000	Warning	Obstructing passageways or entrances
6,000	3,000	Warning	Smoking in prohibited areas

2 Alteration and fit-out violations

Fine or cost	Action	Violation
5,000	Stop works immediately	Starting work without approval
Actual cost + 15%	Removal at the responsible party's expense	Departing from approved drawings
3,000	Warning, then fine	Working outside permitted hours
5,000 + repair cost	Repair and fine	Damaging common areas
Actual cost + 15%	Cleaning at the offender's expense	Failing to remove fit-out waste
Actual removal cost + 15%	Immediate stop and removal of violation	Structural works without approval

This schedule concerns fit-out violations relating to the unit. The contractors' schedule defines penalties specific to contractor work, without imposing duplicate fines for the same incident.

3 Parking and traffic violations

Fine or cost	Action	Violation
3,000	Warning or fine, as appropriate	Parking in undesignated places
3,000	Fine	Occupying another person's parking space
5,000	Increased fine	Using disabled parking without a permit
5,000	Fine	Exceeding the speed limit
5,000	Fine and towing through the competent authority	Obstructing roads or emergency exits
3,000	Warning, then towing through the competent authority	Leaving an abandoned vehicle

4 Common-area violations

Fine or cost	Action	Violation
5,000 + repair cost	Full repair and fine	Damaging shared property
5,000 + removal cost	Remove damage and fine	Graffiti or defacement
3,000	Warning or suspension of use	Unsafe use of facilities
3,000	Stop the activity	Exceeding capacity at commercial events
10,000	Stop the activity and fine	Holding an event without a permit

5 Commercial activity violations

Fine or cost	Action	Violation
5,000	Stop the activity	Operating an unapproved activity
5,000	Immediate removal and fine	Installing a sign without approval
3,000	Immediate removal and fine	Commercial obstruction of public passageways
3,000	Fine under the approved commercial document	Failure to observe operating hours
5,000	Warning, then fine	Playing disturbing music or sound effects
5,000	Stop promotional activity and fine	Advertising campaign without a permit

The amount indicated above for commercial occupation of public passages is 500 EGP, according to the attached schedule.

6 Security and safety violations

Fine or cost	Action	Violation
5,000	Remove hazard and fine	Blocking emergency exits, disabling fire systems or parking in front of hydrants
3,000; 6,000 for recurrence	Fine, increased for recurrence; specific traffic-schedule amounts take precedence	General traffic and driving violations within the development
3,000 + removal cost	Immediate removal, stop works and fine	Changing façades, unlicensed demolition or construction, or obstructing pavements with materials or rubble
5,000	Warning, then fine, with necessary protective measures	Unsafe waste disposal, dangerous or uncontrolled animals, or fires and barbecues in unsafe locations
5,000	Warning, then fine and prevention of unauthorised entry	Facilitating unauthorised entry or sharing access permits or codes without identity checks
5,000 + repair cost	Repair at the owner's or responsible person's expense, according to liability, and fine	Obscuring, damaging or disabling surveillance cameras

Where the parking and traffic schedule specifies a particular fine, that amount applies instead of the general fine; both fines shall not be imposed for the same incident.

Note:

Financial penalties are determined by decision of the competent administrative authority and reviewed and updated annually according to operational needs and management requirements.

7 Contractor and service-provider violations

Fine or cost	Action	Violation
5,000	Stop work	Entering without a permit
5,000	Warning, then fine	Working outside authorised times
5,000	Stop work immediately	Breaching safety requirements
3,000 + repair cost	Full repair and fine	Damaging facilities
5,000	Warning or suspension	Not wearing protective equipment
Actual cost + 15%	Cleaning at the offender's expense	Leaving waste

Annex J Forms and operating procedures

- **Approved forms:** Use approved forms for owner or tenant registration and data updates; fit-out, signage, event and maintenance requests; emergency reports; visitor registration; contractor permits; complaints and appeals; violation notices and warnings; facility bookings; photography permits; and pet registration.
- **Submission and records:** Forms are available on paper or electronically according to operational systems. Applications and records shall be kept to allow follow-up and document decisions. Electronic signatures may be accepted under prescribed procedures.
- **Data protection and updates:** Data are confidential, with access restricted to authorised specialists for prescribed purposes under applicable law. Forms may be updated as necessary and approved versions communicated to relevant persons.

Closing message

As partners in preserving quality of life, these rules have been prepared for your comfort, your family's safety and the lasting quality of facilities and the general appearance. Your cooperation with Sunterra Park Management and Zyra remains essential to the community's success, the value of your units and everyone's rights. We wish you a pleasant and safe stay.

Acknowledgment of receipt, review and compliance

Internal Regulations of Sunterra Park managed by Zyra

Recipient details

Name:

Capacity: ☐ Owner ☐ Tenant ☐ Representative under power of attorney

Unit no.: Building / area:

Telephone:

Email:

Acknowledgment

I, the undersigned, acknowledge receipt of a copy of the “Internal Regulations of Sunterra Park managed by Zyra”. I have reviewed its rules, requirements, instructions and annexes governing use of units, facilities and common areas and preserving security, safety, the general appearance and neighbourly rights within the development.

I undertake to:

1. Comply with the Regulations and operating instructions in the handbook and cooperate with Development Management to protect residents’ comfort and safety and maintain the quality of services and facilities.
2. Inform my family members and tenants under my responsibility, according to my capacity, of the rules applicable to them; inform my visitors, contractors and service providers of entry and working instructions; and work to ensure their compliance within my responsibility.
3. Obtain the prior approvals and permits required before undertaking work or activities that require them under the Regulations.
4. Observe the violation-handling and penalty procedures in the handbook while retaining my right to submit complaints and appeals under approved procedures.
5. Follow notices and updates communicated by Development Management through approved channels and comply from their announced effective date, consistently with applicable laws.

I also acknowledge that this handbook brings together operating rules, annexes and violation and fine schedules. Related detailed documents and policies are available from Development Management and will be accessible through QR codes after official publication and activation.

This acknowledgment records my receipt, review and commitment to comply with the handbook without prejudice to my rights and obligations under the contract and applicable laws.

Recipient signature:

Date received: / /

Handover by Development Management

Management representative:

Signature:

Edition delivered / issue date:

Through cooperation and compliance, we preserve Sunterra Park’s standards and quality of life together.