

Welcome

We're here to make your working experience as productive and wonderful as possible. Whether you're with us for an hour meeting, a day of coworking, a private event or a long term member we want to ensure the best possible experience for you.

In order to ensure everyone is as productive, happy and safe as possible we require all members and visitors to our spaces to abide by these house rules.

If you have any questions about these rules, please do reach out to our community team.

General rules

This is a workspace. We are always trying to create a relaxed, fun, inspiring and communal environment for all of our members. Please remember to treat the space and people around you with respect and courtesy to ensure it is a productive space for all.

This is a space for all. Be comfortable being yourself and ensure others feel comfortable to be themselves too.

Take pride in your space. We work hard to keep our spaces looking beautiful, tidy and clean. We ask and encourage members to do the same - Please tidy up after yourself and be respectful of the space. Please remove cups and mugs after a meeting and place in the pantry, clear away your rubbish from shared areas and let the community team know if you see something broken or untidy.

Be respectful. Members and visitors must be respectful of each other and our staff including our housekeeping and security team. Any disrespectful behaviour will not be tolerated and may result in immediate termination of your agreement to use or visit the space.

Look after your stuff and equipment. Please don't leave stuff lying around. While we treat security with the utmost priority, you must take responsibility for your possessions.

Keep it legal and ethical. Any illegal or unethical behaviour or business practises will not be tolerated and may result in immediate termination of your agreement for use of the space.

Communal areas

Our communal areas are for use by all members and their visitors. Communal areas include Kitchens, lounges, phone booths and social areas. Personal items shouldn't be left in communal areas nor should any space within them be reserved. Any items left overnight in communal areas may be removed and disposed of by us.

Although we have cleaning staff onsite, we ask that all spaces are returned to how you found them, bringing all cups, glasses and crockery to the kitchen areas.

Please do not use communal areas to conduct formal meetings, we hold the right to move you into a meeting room (at your expense) should we discover you are using the space inappropriately.

Please keep phone calls in communal areas brief and at a reasonable volume. For longer calls, virtual meetings or confidential conversations, please use a phone booth or meeting room.

You are welcome to keep personal food and drinks in any fridges in the communal areas. In order to ensure food in the fridge is fresh, we may dispose of any food left in the fridge after 2pm on a Friday every week.

Bike Storage

If you are a regular cyclist, please speak with your Community Team to arrange bike access. If you are making use of our bike store, ensure the doors close securely behind you.

E-bikes and e-scooters may only be stored in designated bike storage areas and must never be brought into offices or communal areas. Charging e-bikes, e-scooters or lithium-ion batteries within the building is strictly prohibited.

Showers and bathrooms

Personal items (including towels) must not be left in the shower room. We will remove any unattended items and dispose of them.

Leaving bathrooms clean and tidy. Any items other than toilet roll should not be flushed down the toilets.

Meeting Room Usage

Meeting rooms can only be used if booked prior via the community portal or sending a request through to the Community Team. This is to ensure all members have equal and reasonable access to meeting rooms.

If you haven't booked a meeting room and do use one, we reserve the right to (and will) book you the room on your account for a minimum of 1 hour. In the instance of repeated offences we reserve the right to take further actions including but not limited to removing meeting room credits.

You accept that all your employees whose names are notified to us are able to book rooms on behalf of your business unless otherwise instructed.

For any changes to meeting rooms, you will be able to change your booking up to 24 hours before the scheduled start time. If you do not have access to the app or portal, you can contact the community team for assistance.

There may be occasions where, due to circumstances beyond our control, your booking may be affected. We reserve the right to make any changes necessary to your booking until such time as we are able to resume normal performance. If we need to change your booking, we shall notify you of such change as soon as we can, and will be entitled to cancel your booking accordingly. In such an instance, no cancellation fee shall be payable.

If you are needing to cancel your booking. You are able to cancel all bookings up to 24 hours before your scheduled meeting start time. You are able to cancel your meeting via the app or portal, otherwise please contact the community team for assistance. Bookings cancelled with less than 24 hours' notice may be charged in full.

Phone booths

Phone booths are perfect for short phone calls. You'll find these in the communal areas and are free to use for everyone. They can't be booked or reserved. Please limit your use of the phone booths to no more than 45 minutes at a time.

If we are concerned your use of the booths is impeding other users having fair use of these spaces, we may ask you to relocate to a different area.

Visitors / Guests

Private office members may bring up to two guests into the building at any one time for up to two hours at no additional charge. Where a meeting room has been booked, additional visitors may attend up to the capacity of the booked room. If a visitor requires access beyond the permitted period, or a meeting room has not been booked, a day pass or meeting room booking may be required. Coworking members may only host visitors where a meeting room or day pass has been booked and visitor numbers must not exceed the room capacity or booking entitlement.

Visitors must:

- Be signed in on arrival.
- Be collected from reception by the host member.
- Remain accompanied by the host member at all times unless otherwise authorised by the Community Team.
- Comply with these House Rules whilst on site.

Members must not share access credentials, permit tailgating into the building or allow unauthorised access to any person.

If you wish to host more than two guests at any one time, please contact the Community Team in advance.

We reserve the right to refuse entry, limit visitor access or apply additional charges where visitor usage is excessive or impacts the experience of other members.

Access

Access to our buildings and offices is via a phone app or keycard. You will have access 24/7 to your building and office and our community team are on site to support you during our standard operating hours (except bank holidays).

Loss of any keys or access passes will result in a charge to the member company of £50 plus VAT. All keys and keycards must be handed back in the event a member leaves. Any keys or key cards not handed back or lost will result in a charge of £50 plus VAT.

Packages and Post

All packages must have the name of the person and the company they work for. If this information is missing, we may not accept the package.

We may not accept packages over 4.5 kgs or 46 cms in any dimension, 0.03 cubic meters (1 cubic foot) in volume. We will receive any items larger if prior arrangements have been made and the package collected the same day.

The community team will notify you of any parcels delivered to reception

We take no responsibility for loss or damage of any mail or packages received by us.

If you are a private office member you can have mail and packages delivered between 08:00 - 18:00 (Mon - Fri). You can collect packages and postage from the community team between 9.30am and 5pm on weekdays (excluding bank holidays).

Items not collected within 14 days of delivery will be disposed of.

Community Events

We regularly host an array of events that are free to attend for our members – you can see what events are taking place on our app, in our newsletter and posters around the building. If required, please RSVP in advance and if you have RSVPd but subsequently can't attend, please do let the Community team know. If you have any ideas for events we could implement, please email the community team.

Private Offices

You shall not, without our prior written consent:

- store or operate within an office any large machine, heating equipment or refrigerator. Power shall be used for ordinary lighting and work.

attach anything to the walls, door, floor, ceiling or glass of your office including book shelves and privacy screen / vinyls.

Heating and cooling is provided throughout our buildings. You should never touch or interfere with the plant (mechanical, pipes, etc) in your office in any circumstances.

If you are leaving the office, even just for a bit, please ensure you always lock the door behind you.

Day Offices

Day offices (offices bookable by the day) are allocated by the Community team at our discretion (the office will provide at least the amount of capacity you have booked for). Please take all items with you from the office at the end of each day. Any items left behind may be disposed of by us and the cost of removal charged to you.

Part time Offices

If you are a part time office member, please take all your items with you at the end of each day (6pm). Monitors can be left (at your risk and provided they are left functional) but may be used by other members who use that office. Any items left behind may be disposed of by us and the cost of removal charged to you.

Internet

All our locations provide fast wifi for use by our members and their visitors. The internet may only be used for lawful purposes. If you use our internet, you are responsible for maintaining the basic security and virus protection of your systems and for taking corrective actions on vulnerable or exploited systems to prevent continued abuse. You cannot interfere or install equipment that interferes with or disrupts the functioning of our equipment or the equipment of our other customers.

Dogs

Dogs are permitted into our buildings provided they are kept on a lead in common areas, you clean up after them and do not disturb other members or cause a nuisance. If you are notified that a dog is causing a nuisance, it will no longer be permitted entry. No other pets are permitted entry.

If the community team believes (at their discretion) that a dog is causing disturbance, damage or any other negative issue they may revoke access to that the animal, in which case you will remove it immediately.

Owners are fully responsible for their dog at all times. Dogs must be house trained, kept under control and must not be left unattended. Any damage, cleaning costs or disruption caused by a dog will be charged to the member.

The community team holds the right to refuse access or request for the removal of any dog without explanation.

Smoking

Smoking of any kind (including electronic / vaping) within the building or on the terraces is prohibited (including in phone booths). If you are caught vaping or smoking in a prohibited area, you may be fined £500 or your membership agreement

terminated. If a fire alarm is set off as a result of smoking or cooking within the building, you and / or the company will be liable to pay £2,000 to us.

Waste

We take care of members' everyday general waste and recycling. For larger or specialist items (like pallets, electrical equipment, or furniture) separate arrangements need to be made as these aren't included in our regular service.

If you need to dispose of these items, you have two options:

- Ask us to arrange it for you – We'll coordinate with one of our trusted suppliers, share a quote with you and once confirmed will get it collected.
- Organise it yourself – You're also welcome to use your own licensed waste removal provider if you prefer.

Please note that members should not enter any bin room without permission from the community team.

Security and safety

Our members are responsible for ensuring their own electrical equipment is PAT tested and will present evidence to us when requested of a valid test.

We want all our buildings to be safe and provide a healthy working environment. You must listen to and comply with all health and safety requirements communicated by the community team or required by law.

Cooking any food within your office is not permitted.

Please note that we have CCTV throughout to safeguard our staff, our members and property of us and our members.

You shall not interfere with, obstruct or obscure any of our equipment, including but not limited to access card readers, CCTV cameras and any other security measures.

Personal data may be collected by us from time to time in respect of member occupation. This is necessary for security purposes so that we are aware at all times of the number and identity of occupants. Access to such information will be restricted and may only be disclosed for necessary health and safety or security reasons.

We may for marketing purposes take photographs or video footage within our buildings. These images and footage may include you and your guest and by being a member you consent to us doing so.

You agree that any images or material from any document or webpage produced by us (including data, illustrations, designs, photographs, video clips, text, graphics and logos) are owned exclusively by us and/or our content providers. Any use or distribution is prohibited without our prior written permission.

No access doors shall be left or propped open by you.

Respect

We expect all members to interact with one another and with our staff in a respectful and professional manner. Any incidences of harassment or inappropriate behaviour and language will result in an offender being prohibited access to all buildings and (where applicable) having membership revoked.

Health and safety

Children must be supervised at all times.

We test our alarms once a week within hours and the community team will let you know when they test it. This information can also be found on signage close to reception.

Should the fire alarm sound outside of the weekly alarm testing it must be treated as a real time emergency and the correct evacuation procedure followed to vacate the building. Please also follow all instructions set out by the community team to ensure a smooth and safe evacuation.

First aid: if you or anyone in your team feels unwell or is injured, please request assistance from the community team. First aid boxes are kept within each kitchen across the building.

Following the HSE guidelines, all offices must have trained First Aiders and Fire Wardens and appointed peoples information sent to reception in the case of an emergency.

Please report any accidents or near misses to the community team as soon as possible.

If you see anything out of the ordinary, please let your community team know. While Members are responsible for their personal health and safety, we want to keep you and your possessions as safe as possible whilst onsite.

You shall not take or have delivered any noxious, harmful, dangerous objects. Standard office consumables will not be considered a breach of this rule.

You shall not burn any candles or incense or light any fires within the building.

Enforcement

Failure to comply with these House Rules may result in:

- Verbal or written warnings
- Charges for damage, misuse or unauthorised use of facilities
- Suspension of access rights
- Termination of membership agreements

We reserve the right to take any action necessary to protect the safety, security and experience of our members, visitors and staff.