

Introduction

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

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.

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.

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.

Shower, lockers and bike rooms

Personal items (including towels) must not be left in shower rooms other than in an allocated locker. We may remove any unattended items and dispose of them.

If you want access to a bike storage room, please speak to your community team. Bikes are left in the bike storage areas at your own risk. We are not responsible for any damage or lost items. Bikes must only be left in the designated bicycle racks, nowhere else in the building. We may dispose of any items left in the bike room not in a rack or allocated locker.

Lockers are available to buy on a monthly basis, please speak to our community team about cost and availability. If you lose the locker key, you will be charged for a replacement key. If the cost of the locker is not paid or items are left at the end of your agreement, we will dispose of any items within.

Terraces

Many of our terraces are shared with our neighbours, please be respectful of them.

Meeting Rooms

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.

Mailroom, Packages and Post

If you are a dedicated desk or private office member you can have work related mail and packages delivered to your building. You can collect packages and postage from the post room, located in the WestWorks building between 7am and 5pm on weekdays (excluding bank holidays). Items not collected within four (4) weeks of delivery may be disposed of.

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. If we do accept a larger package, they will need to be collected as soon as possible.

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

Access, keys and keycards

Access to our buildings and offices is via a key or keycard (whether physical or via an app). 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.

Keys remain our property and no copies may be made of them. Keys and access passed may not be shared with other people, even within your own company. If a guest or a colleague needs to enter the building, please ask the community team to open the gate, do not open it for them.

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.

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 Luma page, 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 team know. If you have any ideas for events we could implement, please email the community team.

Private Events

If you would like to book one of our event spaces, please speak to your community team as they can't be booked via the app. You cannot serve alcohol at your event without our express approval and you must not under any circumstances sell alcohol.

Please note that once a booking is confirmed, if you subsequently cancel the event in writing following refund will be due to you:

- 1 month or more prior to the event: 50% refund;
- 2 weeks to 1 month prior to the event: 25% refund; and
- Less than 2 weeks prior to the event: no refund.

Alcohol

Many of our buildings offer complimentary alcohol to our members. Alcohol can only be consumed on the premises and only by people aged 18 or over.

Your Team

Please ensure all of your team are listed on your 'Team' on our portal, and this is kept updated. Only your employees can be included within your Team.

Private Offices and Dedicated Desk Areas

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

Heating and cooling is provided throughout our buildings. Where a centrally controlled system is used, the heating and cooling will run during core business hours (as set by us).

You should never touch or interfere with the plant (mechanical, pipes, etc) in your office in any circumstances.

Fridges

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.

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 leash in common areas 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.

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.

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.

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.