



TERMS & CONDITIONS OF HIRE – DESK FOR A DAY

GENERAL TERMS

These terms (Terms) set out the basis of your booking and how you may use Studio 3 @ The BIS (the Premises).

- These Terms apply to users and guests of users who use the Premises and meetings rooms available at the BIS.
- We may vary these Terms from time to time. We will let you know if we do.
- Bookings for the Premises cannot be shared or transferred to another party.
- Desk for the Day is for one individual only and should not be shared.

USE OF PREMISES

- The Premises is a mixture of desk space and relaxed seating.
- Desks are allocated on a first come first served basis.
- Access to the Premises is during the BIS office hours 08:30- 17:00 – Monday-Thursday and 08:30-16:30 Friday. The Premises is closed on Public Holidays and for the period between Christmas and New Year.
- The BIS Management retains the right to close the Premises at any time.
- We may require you to relocate to another area of the BIS if we need the space you are using.
- Whilst you are in the Premises, please:-
 - Do not reserve tables and chairs (e.g. by leaving papers, coats bags etc. on them);
 - Do not leave tables and chairs (and any items on the tables and chairs) unattended; or
 - Do not leave your items in places that might be inconvenient for others
 - Please remove all your items from the desk and fridge at the end of each day. Anything left in the fridge will be disposed of on a daily basis.
 - Do not arrange any bulk mail or parcel deliveries.
- You must not:
 - use the BIS as your business address or registered office;
 - direct mail to the BIS
- Your belongings and those of your visitors are your responsibility and the BIS will not accept any liability for damaged, lost or stolen items.
- Please be considerate of those around you when making phone calls in the BIS.
- We ask that users do not bring children onto the Premises.
- Pets are not allowed in the BIS (with the exception of Service animals)
- The BIS Management Team will ask you to leave the Premises if (in our opinion) you are disrupting, offending or endangering other people.
- You must not carry out any illegal or offensive activity in the Premises.

FEES AND PAYMENT

- Fees are payable online at the time of booking using Hartlepool Councils online booking system only.
- Fees are as follows:

| Day | Time | Fee per day <i>(per space per individual inc of Wifi)</i> | Space available |
|-------------------|---------------|---|-----------------|
| Monday – Thursday | 8.30am-5pm | £15 | 6 spaces |
| Friday | 8.30am-4.30pm | £15 | 6 spaces |

CHANGES AND CANCELLATIONS

- Bookings can be amended (subject to availability) or cancelled by emailing bis@hartlepool.gov.uk or calling the BIS on (01429) 363150 during office hours.
- No refunds will be given for any cancellations made within 1 working day of the booking.

WEEKLY BOOKINGS

- Bookings can be made via email at bis@hartlepool.co.uk
- Weekly bookings (5 days) are exclusively during office hours only.
- One free coffee from the coffee machine is included with the booking and can only be claimed during the week of the booking. Free drinks can be claimed from the BIS office.
- The printing allowance is up to 20 pages maximum at no cost and must be redeemed during the week of your booking – any extra printing required will be charged at the standard rate. The printing can be requested via the BIS office and will be recorded by the BIS office staff.
- Weekly bookings include a one-time 50% discount off any meeting room booking made. This offer is only available during the week of booking and the meeting must fall within that week in order to use it (subject to availability) To redeem your discount, please put your meeting room request in writing to bis@hartlepool.gov.uk stating that you wish to claim your discount.

MONTHLY BOOKINGS

- Bookings can be made via email at bis@hartlepool.gov.uk
- One free coffee a week from the coffee machine is included with the booking and can only be claimed during the month of the booking. Free drinks can be claimed from the BIS office.
- The printing allowance is up to 100 pages maximum at no cost and must be redeemed during the month of your booking – any extra printing required will be charged at the standard rate. The printing can be requested via the BIS office and will be recorded by the BIS office staff.

- Monthly bookings include one free meeting room booking (Meeting up to 2 hours in length max). This offer is only available during the month of booking and the meeting must fall within that month in order to use it (subject to availability) To redeem your free meeting room booking, please put your meeting room request in writing to bis@hartlepool.gov.uk stating that you wish to claim your offer.

MONTHLY SPECIAL OFFERS

The monthly special offers are subject to the existing general terms and conditions as well as specific individual terms and conditions to coincide with the launch of each offer.

MEETING ROOMS & GUESTS

- You may book the meeting rooms at the BIS by contacting the BIS direct.
- Room hire fees cover the period of initial hire only. If you want to extend your period of hire, you may do so with our permission and subject to payment of an extra fee.
- Payment for room hire must be made at the time of booking.
- Bookings can be amended (subject to availability).
- No refunds will be given for any cancellations made within 2 working days of the booking.
- You must not exceed the capacity limit for each meeting room.
- You must not (without our permission), use a meeting room in the BIS.
- If you are arranging to meet a guest then we recommend that you book one of the private meeting rooms. The Atrium communal space is available however the space is not guaranteed.
- You must escort your Guests off the premises and your guests must leave the Premises when you do.
- You are personally responsible for your guests, including any charges your guests incur while at the Premises. All guests must comply with these Terms and Conditions.

INTERNET USE

- The BIS Guest WiFi will be available to users of The Premises only. BIS Guest WiFi passwords should not be shared.
- All users must comply with Hartlepool Councils Data Security, Internet & Email Usage Policy which is displayed in Studio 3.
- Any issues with accessing The BIS Guest WiFi should be reported to the BIS office.

HEALTH & SAFETY

- Hartlepool Borough Council operates a No Smoking Policy in all buildings and grounds. You are not allowed to smoke or vape in any part of the BIS, including external car parks.

- All Fire Precautions and Procedures must be strictly complied with including routine fire evacuation drills. The Fire Evacuation Procedure and Bomb Threat Procedure are on display in the Premises.
- The Fire Alarm is tested on a weekly basis; normally on a Friday morning before 9.30am.

PARKING

- The nearest Pay & Display car park to the BIS is Dover Street car park. Details can be found at [Town Centre Car Parks - Dover Street | Hartlepool Borough Council](#).
- On street parking is also available nearby – charges apply.

LEGALS

- We may terminate or suspend your booking if:
 - you are in breach of these Terms;
 - you are removed from the Premises for the reasons set out in these Terms; or
 - you provide us with details you know to be false when booking
- You are responsible for any damage caused by you or any of your guests to anything inside the Premises or to the Premises themselves.
- Your booking does not create a business tenancy between you and us for the Premises.
- Unless caused by our negligence or our breach of our contractual obligations to you, we are not responsible for death or personal injury of members, guests or non-members or for loss of or damage to personal property which occurs in the Premises.
- We have no responsibility to you for:
 - loss of profits;
 - loss of business;
 - depletion of goodwill and/or similar losses;
 - loss of anticipated savings;
 - loss of contract;
 - loss of data; or
 - any special, indirect, consequential or pure economic loss or damage of any kind.
- You shall indemnify Hartlepool Borough Council against all losses, claims, demands, actions, proceedings, damages, costs, expenses or any other liability in any way arising from your use of the Premises and from any breach of your undertakings and/or exercise of any of the rights conferred by virtue of these Terms.
- All rights in the Hartlepool Borough Council logo, The BIS logo and Studio 3 logo are our property; you must not use this without our permission