



Huddle House Rules

These are the providers' House Rules which may change from time to time, and which apply between the provider and the client in relation to the accommodation.

Accommodation

1. The provider may ask the client to sign an inventory of all furniture and equipment the client is permitted to use. Any items of furniture or equipment provided are owned by the provider, and their condition will be noted at move-in.
2. The client may not put up any signs on the doors of their accommodation or anywhere else visible from outside the rooms they are using without written approval from the local business centre team
3. The client must take good care of all parts of the Business Centre, its equipment, fittings, and furnishings that they use. The client must not alter any part of it.
4. Any keys or entry cards issued remain the provider's property. The client must not make copies or allow others to use them without consent. Lost keys/cards must be reported immediately, and a fee will be charged for replacements or lock changes. If the client is permitted to use the Business Centre outside normal working hours, they must ensure doors are locked when leaving.

Use

5. Corridor doors, exit doors, and connecting doors must remain closed for security reasons. Public areas may only be used with the provider's consent and must be kept neat and tidy.
6. The client must not use the provider's name in connection with their business or use the Business Centre as their registered address without written consent.
7. The client is responsible for their employees and guests, who must conduct themselves professionally and follow directives regarding security, attire, noise levels, and parking.
8. Business activities must be confined to designated office areas. Corridors, reception, stairwells, and other common areas cannot be used for business purposes.
9. No animals are allowed in the Business Centre except for certified assistance animals. However, in **Huddle Wimbledon and Huddle Fulham**, small office dogs may be permitted under the following conditions and must have a permit issued by the Huddle Team.
 - Only small, non-dangerous breeds that are well-trained and quiet are allowed.



- Dogs must remain within the office space unless going for a walk (where a non-extendable lead and a muzzle may be required).
- Dogs are not permitted to use the elevators.
- Dogs are not allowed in meeting rooms, breakout spaces, terraces, or the roof garden. This applies to all and any communal areas within the site.
- A potential increased deposit or cleaning fee may apply.
- This benefit is available only to office clients (not co-working members).
- Clients are responsible for cleaning any mess. Failure to do so will result in additional charges or policy changes.
- The provider reserves the right to individually withdraw this benefit at any time without notice.

Permits can be issued by the Huddle Management Team upon assessment.

10. No additional locks, bolts, CCTV, or alarms may be installed without written approval from the General Manager.
11. Soliciting or canvassing within the Business Centre is not permitted.
12. The provider is not responsible for lost or damaged property. Clients should obtain business contents insurance.
13. Smoking and vaping, including e-cigarettes, are strictly prohibited within the Business Centre and building.
14. Unless booked, any outdoor spaces such as terraces must be vacated by 6pm Mon-Fri and not used on evenings and weekends without written permission from the General Manager.
15. Harassment, discrimination, or abusive behaviour toward staff, clients, or guests is strictly prohibited and may result in immediate termination of the agreement.
16. Public intoxication due to alcohol or illegal substances will be reported to local authorities and may result in immediate termination of the agreement.

Services & Obligations

16. The client must not affix anything to windows, walls, or any part of the accommodation without written consent. Any approved alterations may incur dilapidation costs upon exit.
17. Pay-as-you-go services are subject to availability. The provider is not responsible for delays.
18. Excessive use of pay-as-you-go or included services may result in additional charges at published rates.
19. Services are available during normal business hours, with internet and telephony available 24/7.
20. Free meeting room allocations must be booked in advance and returned to their original state. The provider may withdraw this benefit at any time.
21. Meeting room cancellations must be submitted in writing:



- Over 48 hours' notice: No fee
 - 24-48 hours' notice: 50% of booking fee
 - Under 24 hours' notice: 100% of booking fee
22. Unlimited services included in a package are subject to a fair usage policy. The provider may limit or withdraw services if misuse occurs.
23. Standard office pricing includes 24/7 access, a desk and chair per person (as per contract limit), a storage unit, waste bins, tea and coffee, shared internet, a single telephone, reception services during business hours, photocopying and scanning, daily cleaning, and the Huddle Perks card. Additional services (e.g., postage, calls, printing, catering, bespoke IT, extra furniture) are chargeable.
24. Company name changes must be requested in writing. Approvals may take up to two months. Invoices prior to approval will not be amended.

Liability

25. The client releases the provider from liability for mail or deliveries received on their behalf.

Failure to comply with these house rules may result in warnings or termination of membership.

Thank you for your cooperation in maintaining a professional and welcoming environment.