

Complimentary Business Hub Use – Fair Usage Policy

Any member of Norfolk Chambers of Commerce can make use of the Norwich Business Hub (excluding the boardroom hire, which is chargeable) at no extra cost. This fair usage policy is intended to ensure equal access to the Hub for all members, and manage the occupancy of the space in a pragmatic and balanced manner. It does not replace the T&Cs of use and by booking a desk in the Hub you are confirming adherence to this policy.

Norfolk Chambers of Commerce reserves the right to change this policy when required and amend, postpone or cancel bookings if it deems the T&Cs of booking, or this fair usage policy have been breached.

1. Eligibility

1.1 To be eligible to use the Hub at no additional cost, your business must be a member of Norfolk Chambers of Commerce. Your membership cannot be in arrears nor frozen for any reason. Memberships that are in arrears or frozen will only be able to book as a paying guest.

1.2 Eligibility will at all times be at the discretion of the Norfolk Chambers of Commerce team and subject to adherence to the T&Cs of booking.

2. Restrictions on Use

2.1 No business or individual can use the Business Hub as a regular substitute for their own office/premises. This does not include the virtual address service which is a benefit included in Norfolk Chambers membership.

2.2 Complimentary Hub use is a membership benefit intended to provide businesses with an ad-hoc working and meeting space. We aim to be flexible with the frequency of booking, but persistent bookings of more than 3 days per week may be subject to review by the Chambers Team, especially at busy times. This is to ensure equitable access to the Hub for all businesses.

3. Etiquette

3.1 Upon arrival, all Business Hub users are required to sign in, collect and wear a Visitor lanyard. On departure, please sign out and return the Visitor lanyard.

3.2 Members must not 'reserve' breakout areas with bags, coats or equipment. A locker is available as part of the desk booking – please use this to store your personal items securely as Norfolk Chambers of Commerce cannot be held responsible for any personal items left unattended anywhere in the Business Hub. This includes coats, jackets etc., which can be stored on coat stands around the Hub, subject to availability.

3.3 As per the standard T&Cs, Members are welcome to bring food and drink to the Business Hub but are asked not to consume them in the breakout areas or soundproof pods.

3.4 All spaces must be left clean and tidy for the next user. Any breakages, spills or hazards must be reported to Chambers staff immediately.

4. Guests

4.1 Members are welcome to bring guests to the Business Hub on an ad-hoc basis. This is limited to 3 guests per member at any one time in communal areas. Guests must not be left unaccompanied in the Hub for more than 15 minutes at a time and cannot use desks without their own booking, whether they are members or non-members. Any desk occupied by a non-member who is visiting the Business Hub as a guest of a member will be required to pay for the use of that desk, at the non-member rate. This is to ensure fair access to the spaces for all users.

4.2 All guests must be signed in with a member of the Chambers team.

4.3 Members are responsible for the conduct of guests and are expected to ensure they adhere to the T&Cs and fair usage policy in the same manner.

5. Booking

5.1 We encourage all members wishing to use the Business Hub to book in advance. 'Walk ins' are welcome but we cannot guarantee a desk and will always prioritise those that have an advance booking.

5.2 Bookings for all desk spaces can be made up to 3 months' in advance via the booking system. Longer term is at the discretion of the Business Hub Manager.

5.3. Please ensure that you cancel your desk/pod booking if it is no longer required by 8.30 am on the day of the booking, via the client portal system or by emailing hub@norfolkchambers.co.uk. Repeated no-shows may lead to removal of this membership benefit.

5.4 Meeting pods must be booked in advance to ensure fair usage. If a pod is empty and you wish to use it, please ask the Business Hub Manager to check its availability. A schedule of daily bookings is displayed and updated regularly on each pod, so please check this first.

5.5 The Boardroom is bookable separately for an additional fee. It is not subject to the same 3-month booking limit.

5.6 Any non-member booking is subject to the standard booking rates advertised.