

Business Hub Terms & Conditions v7 (Jul 25)

Please read the Norfolk Chambers' Business Hub Terms and Conditions below. For all other Terms and Conditions for Norfolk Chambers of Commerce, please see our website.

Access & Timings

- All users of the Business Hub must be over the age of 18 years. Visitors under the age of 18 must be accompanied at all times by the person in whose name the booking made, and be booked into the Business Hub space at all times.
- All non-member meeting and desk space must be pre-booked and paid for before use. This can be done online: <https://www.norfolkchamber.co.uk/norfolk-chambers-business-hub/>.
- Use of the Hub is included in membership, however we strongly recommend that members pre-book space via the Client Portal. A fair usage policy exists and can be found here: <https://norfolkchamber.co.uk/norfolk-chambers-business-hub/business-hub-fair-usage-policy-jul-25/>
- Norfolk Chambers Business Hub is open between 8.30am and 5pm Monday to Friday. (With the exception of Bank holidays). There is no access outside of these times.
- During the opening hours of 8.30am - 5pm on the day of your booking, you have sole access to the desk or meeting space you have booked for the duration of that booking. You also have free use of the collaboration areas of the Business Hub, subject to their availability. This includes the 4-person meeting pods, the arched pods, the seated sofa area and the two person meeting room. If you wish to use a meeting pod as part of your booking, please ensure that you book the time you need to ensure availability. The Executive Boardroom **is not included** as part of your desk booking, and is chargeable. Please see the Norfolk Chambers website for these charges.
- The Hub does not allow access until 8:20am on the morning of your booking.
- Hardwick House has disabled access for anyone that requires it.
- Everyone entering the building must be signed in and out of the building via the Sign In facility on the Ipad. All Executive Boardroom room users are welcome to use the communal spaces, but please do not use the hot desks, these are bookable if required.
- You are entitled to one desk space only. If you have a visitor that requires a desk, please book another desk online in advance.
- The collaboration areas are for use of all the Hub users. We will be operating them on a fair use basis, so please be mindful of the amount of time you are using the collaborative spaces. We reserve the right to ask you to move, if you are using these spaces to the detriment of other Business Hub visitors. It is highly recommended that meeting pods are booked in advance.
- You cannot have post delivered to Norfolk Chambers Business Hub, unless you are a Norfolk Chambers member and have a contract in place for this service - please speak to a member of the Chambers team or the Hub Manager, if you would like more information on this service.

Payment & Cancellation of Bookings

- All meeting room and desk space must be pre-booked (and paid for where applicable) in full before use. This can be done online: <https://www.norfolkchamber.co.uk/norfolk-chambers-business-hub/>.
- Cancellation of any meeting room or desk booking must be done so in writing at least 48 Hours before the booking time in order to qualify for a full refund.
- Bookings cancelled with 24 hours' notice will be entitled to a credit note.
- Bookings cancelled with less than 24 hours' notice are not refundable.

Work Space & Wifi

- Each desk comes equipped with an ergonomic chair, a monitor, a laptop docking arm and on-desk power. Access to one combination locker per desk is available for the duration of your booking – see your Business Hub Manager for access details.
- Lockers must be emptied at the end of your stay.

- You cannot store any extra equipment (e.g. additional screens, keyboards, chairs etc).
- You have free use of the Hub Wi-Fi, details of which will be in your booking confirmation details. Please note login details will change frequently in the interests of cyber-security.
- With every desk booking, you have access to refreshments (tea, bean-to-cup coffee, sugar, milk and water will be provided). If you require alternatives (e.g. dietary alternative milks), you must supply your own and label these with your name and any best-before dates.
- Hire of the Boardroom **excludes** refreshments (tea and coffee) and catering. For pricing, please contact the Business Hub Manager directly.
- You may use the fridge for food storage, but please label all items that are yours and be aware that there are multiple occupiers of the Business Hub and fridge space is at a premium. We operate a fair usage policy for refreshments and the storage of your own food and drink.
- If you have booked an annual desk then as well as the refreshment area, you will also have use of the Kitchen which includes a microwave, oven and hob, fridge, chest freezer and dishwasher.
- Please help us to keep the Business Hub tidy, by returning your used mugs to the refreshment area to be washed.
- Please ensure you use the correct waste bins for your items. Government legislation requires us to provide separate food waste bins, please comply with this at all times. The food waste bin for the hub can be found under the counter in the refreshment area. Food waste **must not** be put in any of the other bins distributed around the Hub.
- You are welcome to eat at your desk, but please be mindful of other visitors, wipe up any spillages immediately and inform the Hub Manager.
- We would kindly ask you not to eat in the 4-person meeting pods or in the sofa areas/soft chairs etc.
- Whilst printing services are not offered as standard, as we aim to reduce our carbon footprint, we will be able to accommodate emergency printing. Charges for printing starts from 10p per sheet. Speak to the Hub Manager about your printing needs.
- Smoking/vaping is not permitted on the Hardwick House premises. This includes the covered porch at the front of the building and the steps leading up to the building. If you wish to smoke/vape, please do so away from the premises.

In the event of an Emergency

- Fire alarm TESTING is on a Monday and will take place at some point between 8.30am - 9.30am. You do not need to leave the Business Hub unless instructed by the Hub Manager or a Fire Marshall.
- In the event of a real fire, the fire alarm will sound. Please follow the emergency exit procedures. You will have been advised of where the meeting points are away from the building during your Hub Induction and will displayed throughout the Business Hub.
- Fire exits are all shown by emergency exit signage. They are located to the front of the building; to the side of the building, next to the sofa area; and on the lower ground floor to the left of the bottom of the staircase. In the event of an evacuation, there are two muster points:
 - Muster Point 1 (via the front doors) is on the corner of ITV on Agricultural Hall Plain
 - Muster Point 2 (via the side door and from the lower ground floor) is on Crown Road, beyond the Roller Shutter Doors (on your left), before the ITV security barrier.

DO NOT RE-ENTER the building until the Fire Marshal advises you that it is safe to do so.

Respecting the Business Hub & Other Users

- Please be respectful of those around you regarding noise levels, office humour, telephone conversations and general behaviour. In the interests of everyone's comfort and to keep noise to an appropriate level, we require the use of headphones for any hands-free phone calls, music, webinars etc when in any communal space.
- Covid-19 measures. If required, the Business Hub will follow government guidance as appropriate and more information will be given should such an event occur.
- The ladies and gentlemen's toilets and showers are on the lower ground floor – please follow the signage. A disabled access toilet and shower is provided on the same floor as the Business Hub.

You will need to provide your own shower toiletries and towels. Please leave the toilets and showers in the condition that you would wish to find them. Please report any issues to the Hub Manager or a member of the Chambers team.

- With regret, dogs or any other animals, with the exception of guide dogs and personal support dogs, are not allowed into the Business Hub.

Supply and consumption of alcohol

- *Permissible Areas and Events*
Alcohol consumption is only permitted in designated areas of the Business Hub agreed in advance with the Hub Manager and during events approved or hosted by Norfolk Chambers of Commerce. Unauthorized consumption in non-designated areas is strictly prohibited.
- *Licensing and Compliance*
All alcohol provided or consumed within the Business Hub premises must comply with local laws and regulations. The sale of alcohol is not permitted on the premises. Anyone consuming alcohol must be over the age of 18 and we reserve the right to ask for proof of age.
- *Personal Alcohol Supply*
Bringing personal alcohol into the business hub is not permitted unless prior written approval is obtained from Norfolk Chambers of Commerce. Anyone consuming alcohol other than in the manner agreed above may face penalties or restrictions.
- *Responsible Consumption*
Guests and members must consume alcohol responsibly. Norfolk Chambers of Commerce reserves the right to deny service or remove individuals from the premises if their behaviour is deemed disruptive, abusive, unsafe, or harmful to others.
- *Liability and Indemnity*
Norfolk Chambers of Commerce will not be held liable for any incidents, injuries, or damages caused by the consumption of alcohol by guests, members, or attendees. Individuals consuming alcohol do so at their own risk and are responsible for their actions and the consequences thereof.
- *Policy Violations*
Failure to comply with the alcohol supply and consumption policy may result in immediate removal from the premises, termination of membership, or banning from future events. Management reserves the right to enforce these measures without prior notice.

Confidential Information, Data & Privacy

- The Norfolk Chambers Business Hub is fully GDPR compliant. [Please click here to view our Privacy Policy.](#)
- Norfolk Chambers of Commerce Business Hub is a non-smoking/vaping site.
- Due to the nature of the shared space within the Business Hub it is necessary to have a policy in place to keep certain types of information confidential for important business reasons, including to comply with legal requirements (such as data protection and competition law), and to maintain a competitive edge over competitors.
- Because of the importance of maintaining the confidentiality of certain information, and because effective procedures for maintaining confidentiality require everyone's involvement and cooperation, we have implemented this confidential information policy.
- This policy covers all users of the Business Hub.
 - "Confidential Information" as referred to in this policy, means any information that is not in the public domain and is intended to be protected from disclosure (whether it is proprietary in nature or whether by contract, legal protections such as trade secret laws, or other means). Information may be confidential irrespective of whether it is specifically labelled "confidential", "proprietary" or otherwise, or whether it is oral, written, drawn or stored electronically. Alternatively, labelling information "confidential" or "proprietary" or other classification does not automatically make the information Confidential Information.

- Each user of the Business Hub has the responsibility to ensure they protect their own information and adhere to the individual confidential information policies of their respective companies/employers, whilst also adhering to this policy.
- All due care and attention should be made to protect your work and to avoid overlooking the work of others.
- All devices should be locked and all loose paperwork should be secured when left unattended.
- All users must comply with the regulations set out in the Data Protection Act in accordance with General Data Protection Regulation (Regulation (EU) 2016/679).
- Any information or material in the Business Hub should be treated as confidential and should not be disclosed, published, communicated, or made available in any manner.
- Breach of this policy may result in corrective action being taken, up to and including permanent barring from the use of this facility.
- All employees, officers, consultants, contractors, volunteers, interns, casual workers and agency workers adhere to Norfolk Chambers of Commerce's own policies and are subject to the Data Protection Act and General Data Protection Regulation.
- If you believe that a breach of this policy has occurred, please inform the Hub Manager or email BusinessHub@Norfolkchambers.co.uk

Thank you

Norfolk Chambers' Team