



TERMS & CONDITIONS OF HIRE

DESK FOR A DAY, DESK FOR A WEEK & DESK FOR A MONTH

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.
- The desk 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
 - Do not arrange any bulk mail or parcel deliveries.
- A fridge is available for use in Studio 3 Please remove all your items from the desk and fridge at the end of your booking period. Anything left in the fridge in Studio 3 will be disposed of on a weekly basis. Communal kitchen facilities are available on the ground floor off the Atrium. Please do not leave any items in the kitchen cupboards or fridge nor use any items from the kitchen or cupboards without permission.
- 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.
- All bookings apply to office hours only (with the exception of public holidays and the period between Christmas and New Year):

Monday – Thursday 8.30am - 5pm

Friday 8.30am – 4.30pm

- Fees are as follows:

Fee per day	Fee per week	Fee per month	Total no of desks available
£15	£50	£150	6

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.
- No refunds will be given for bookings that are made and not used.

WEEKLY BOOKINGS – ADDITIONAL INFORMATION

- Weekly bookings (5 days) are exclusively during office hours only.
- One complimentary drink, from the bean to cup coffee machine, is included with the booking and can only be claimed during the week of the booking. Complimentary drinks can be claimed through the BIS office.
- Print outs and copy credits are up to 20 pages black and white prints per week) and must be redeemed during the week of booking; any extra printing required will be charged at the standard rate (see Printing). Printing can be requested via the BIS office and will be recorded by the BIS office staff.
- Weekly bookings include a 50% discount for one meeting room hire. 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 claim your discount, please put your meeting room request in writing to bis@hartlepool.gov.uk stating with your meeting details. A booking form will be sent to you for completion and return; payment must be made at the time of booking.
- Any unattended meeting room bookings made using your discount will still count as being used.

MONTHLY BOOKINGS – ADDITIONAL INFORMATION

- Monthly bookings are exclusively during office hours only.
- Four complimentary drinks, from the bean to cup coffee machine, are included with the booking and can only be claimed during the month of the booking. Complimentary drinks can be claimed through the BIS office.
- Print outs and copy credits are up to 100 pages black and white prints (per month) and must be redeemed during the month of booking; any extra printing required will be charged at the standard rate (see Printing). Printing can be requested via the BIS office and will be recorded by the BIS office staff.
- Monthly bookings include 2 x 1-hour credits per month to be used for bookable meeting rooms. 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 claim your credits, please put your meeting room request in writing to bis@hartlepool.gov.uk stating with your meeting details. A booking form will be sent to you for completion and return. Any additional hours must be paid for at the time of booking.
- Any unattended meeting room bookings made using your credits will still count as being used.

SPECIAL OFFERS

All special offers are subject to the existing Studio 3 Terms and Conditions of Hire as well as specific individual terms of each individual offer.

LOCKERS

- Lockers are available for weekly and monthly users only and are subject to availability.
- Lockers keys can be collected from the BIS office.
- If you lose the locker key you will be charged a replacement fee of £10 per key.
- Property left in the lockers is the user's responsibility and the BIS will not accept any liability for damaged, lost or stolen items.

MEETING ROOMS & GUESTS

- You may book the meeting rooms at the BIS by contacting the BIS direct.
- Room hire fees are available on request and 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 (subject to availability).
- 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.

PRINTING/ COPY CREDITS

- Printouts and copies are charged at 10p per A4 black and white print, 20p per A4 colour print, 20p per A3 black and white and 40p A3 colour. Printing must be paid for within the period of booking.
- Print / copy credits cannot be carried over and the balance will be reset at the start of each new booking period.

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 of the Studio 3 logo and any other logos owned by Hartlepool Borough Council are our property and you must not use this without our permission.
- You may not use pictures or illustrations of the Premises in any advertising, publicity or for any other purposes.
- We may alter these Terms & Conditions at any time and modify booking fees and other charges. All changes will be posted to the BIS website - Studio 3 page one month before they take effect.

GENERAL DATA PROTECTION REGULATIONS (GDPR)

The Privacy Notice (Business Grants and Tenant Licence) provides details on how we may collect, use and where appropriate share personal information in relation to planning in accordance with the General Data Protection Regulations (GDPR). It should be read in conjunction with the Council's Privacy Notice document.

A copy of the Privacy Notice can be accessed via the following link:

[Privacy Notices | Hartlepool Borough Council](#)

A copy of the Council Councils Privacy Notice can be found at:

www.hartlepool.gov.uk/downloads/download/850/council_wide_privacy_notice