

June 2019

These are our House Rules which may change from time to time and apply to all our Management Group facilities operating under different names (Regus, HQ, Spaces, etc.).

Use of the business centre

1. Access to the designated centre is available during normal hours of operation (8:30 a.m. to 5:30 p.m.) unless otherwise arranged with the Centre Manager of the designated centre. We shall provide use of conference rooms and private offices subject to availability and upon reservation only. We shall also provide business and administrative support services on demand (to the extent available). Use of these services may be subject to additional fees.
2. Virtual Office Plus products are not cumulative, nor can they be transferred in any way, and cannot be carried over to future months or used for conference rooms. Private office assignment is at our sole discretion and all usage subject to our House Rules.
3. Taking care of our property: You must take good care of all parts of the business centre, its equipment, fittings and furnishings that they use. You must not alter any part of it.
4. You will not leave open any corridor doors, exit doors or door connecting corridors during or after business hours. All corridors, halls, elevators and stairways shall not be obstructed by you or used for any purpose other than egress and ingress. You can only use public areas with our consent and those areas must always be kept neat and attractive.
5. Your name and address: At your request and cost we will be happy to include that name in the house directory at the business centre, where this facility is available.
You must not use our name, or the specific brand name of the Centre you are using in any way in connection with your business.
6. Your employees and guests shall conduct themselves in a business-like manner; proper business attire shall always be worn; the noise level will be kept to a level so as not to interfere with or disturb other Customers. You will abide by our directives regarding security, keys, parking and other such matters common to all occupants.
7. You may not conduct business in the hallways, reception area or any other area except in your designated office without our prior written consent.
8. You shall not bring animals into the building other than assistance animals.
9. Customers may only solicit other customers for business or any other purpose through centre approved channels (e.g. through notice-boards and networking events held at the centre).
10. All property belonging to you or any of your employees, agents or invitees shall be at the risk of such person only and we shall not be liable for damages thereto or for theft or misappropriation thereof.
11. Smoking shall be prohibited in all public areas, including conference and training rooms. No smoking shall be permitted at any time in any area of our business centre (including open offices).
12. You and your officers, directors, employees, shareholders, partners, agents, representatives, contractors, customers, or invitees shall be prohibited from participating in any type of harassing, discriminatory or abusive behaviour to our team members, other customers or invitees, verbal or physical in the business centre for any reason. Any breach of this rule is a material breach of your agreement (not capable of remedy) and your agreement may be terminated immediately, and services will be suspended without further notice.
13. In order to ensure that all Centre users have a safe and secure working environment, you, your employees and visitors must comply with all health and safety requirements set out by us, by law and as are otherwise applicable to the Centre. Therefore, in the event that you expect to have multiple/numerous visitors, depending on the specific circumstances, we may require you take an additional office or meeting room space at current rates to accommodate those visitors or those visitors may be refused access to the centre. So please discuss any high-volume visitor requirements you may have with your centre team in advance.

Services and Obligations

14. All the pay-as-you-use services are subject to the availability of our Centre staff at the time of any service request. We will endeavour to deal with a service request at the earliest opportunity and provide the additional service you require but will not be held responsible for any delay.

15. If in our opinion, we decide that a request for any pay-as-you-use service is excessive, we reserve the right to charge an additional fee at our usual published rates based on the time taken to complete the service. This will be discussed and agreed between you and us at the time you make such request.
16. Mail acceptance policy: We will not accept any items exceeding 4.5 kg (10 lbs.) in weight, 46 cm (18") in any dimension, 0.03 cubic meters (1 cubic foot) in volume or if it contains any dangerous, live or perishable goods and shall be entitled in its absolute discretion to return any uncollected items or refuse to accept any quantity of items it considers unreasonable or unlawful. Items of larger size will only be accepted upon mutual prior agreement. We do not guarantee or assume responsibility for any of the services hereunder.
Note: We may charge an administrative fee if we feel that there is excessive volume of mail received and processed by our team on your behalf.
17. We hold no liability over loss or damage of delivered goods.
18. Office services: We will be happy to discuss special arrangements for the use of the facilities outside our normal opening hours. There may be an additional charge for such special arrangements. This can be discussed at the time of arrangement.
19. Membership: Your complimentary membership can be used in any of our locations outside of your home centre where your office/virtual office is located. Use of our Business Lounges will be governed by the membership terms and conditions which are conveniently located on our website. Should you use more than ten days in a single centre per month, we reserve the right to charge an additional usage fee.
20. A Virtual Office Plus Customer may be accompanied by visitors/guests during days of free office usage. The number of guests cannot exceed the number of workstations in the day office. There is no charge for day office guests, who may access and use Internet services free of charge. They also have free access to a telephone, but all calls will be charged. If we feel that the amount of guest(s) is being abused or exceeds the capacity of the office, you may be asked to book a meeting room at the Office Customer preferred rate.
21. Community meeting room [in Regus-branded centres only]: Customer use of the Community meeting room is subject to availability. It can only be booked online, through your account, on a first come, first served basis. The Community meeting room must be returned to the state in which it was originally found following the meeting. Cancellation of usage is at our discretion if any customer use is deemed to be excessive.
This clause applies to Standard Virtual Office and Virtual Office Plus customers.

Your agreement

22. Data protection: We request that you provide, as and when requested by us, documentation and personnel information as we may reasonably require to enable the provision of the services. Such personal data will be used by us in accordance with the law. To the extent that we (i) process your personal data, and (ii) the General Data Protection Regulations ("GDPR") apply to such processing, then Article 28 of the GDPR shall be deemed to be incorporated into the agreement, and we shall charge a reasonable fee if you make a request in relation to the same.
23. Cross default: You agree that, if you are in default under a service agreement with us at a different business centre ("different location agreement") to the one specified in this agreement, that we may recover any unpaid sums due under a different location agreement from you under this agreement and that we may, in particular (but not limited to), withhold services under this agreement or deduct sums from the retainer held under this agreement in respect of such unpaid sums.
24. Company name change: If there is a need to change the name of your company, requests must be made through your online account. Please note that you can request to receive up to one previous invoice regenerated with your new company name. This invoice can only be generated for the last invoice period before the date the change was made. Depending on your country there might be additional documentation required before the name change can take effect.
25. Subordination: This agreement is subordinate to our lease with our landlord and to any other agreements to which our lease with the landlord is subordinate.
26. Our building address may be used as a registered company address whilst there is an active service agreement in place. It is your responsibility to update their company registration details when the agreement ends. Failure to do so within ten working days of the agreement end date will result in a penalty of USD 2,000 or local equivalent which we will charge to you.
27. Online account/app: All day-office and meeting-room bookings, copies of your agreement, correspondence and a downloadable statement of account are available via your online account or on the app. These are accessible at your convenience to actively manage your account. All administration of your agreement can be managed online through our website or mobile app. You can log into your online account simply by going to the website and clicking 'Log in' at the top of the screen. The app is available in both the Apple and Android stores.

Fees

28. Standard services: The standard fee and any fixed, recurring services requested by you are billed in advance. Where a daily rate applies, the charge for any such month will be 30 times the standard fee. For a period of less than a month the standard fee will be applied daily. All services will renew automatically at the prevailing market rate. If a recurring service needs to be cancelled, you simply need to request this to the centre team. However please note that any service already invoiced will remain payable (no credit will be raised).
29. Pay-as-you-use and additional variable services: Fees for pay-as-you-use services, plus applicable taxes, in accordance with our published rates which may change from time to time, are billed in arrears.
30. Annual indexation: For all agreements with a term greater than 12 months, the indexation applied of the All Items Retail Prices Index will be substituted by CPI or 4% whichever is the greater.
31. Late payment and penalty: Late fee dates will vary based on the type of service/invoice that is provided. If you do not pay fees when due, a service fee of USD 25 or local equivalent plus a penalty equal to 3 times the legal interest rate will be charged on all overdue balances under USD 500 or local equivalent. For balances equal to or greater than USD500 or local equivalent, a fee of USD50 or local equivalent plus a penalty equal to 3 times the legal interest rate will apply. If you dispute any part of an invoice, you must pay the amount not in dispute by the due date or be subject to such late fee and penalty.
32. Insufficient funds: You will pay a fee of USD 45 or the maximum amount permitted by law for checks returned due to declined credit cards, insufficient funds from direct debit payments or returned checks.
33. Main line answering: The 'main line answering service' for any of the Office and Virtual Office products is not intended for main sales lines, large marketing campaigns, call centres and/or main customer support lines. We reserve the right to charge an additional fee of USD 1 per call, should your business exceed 80 calls a month.
34. Call charges: Charges will not be applied for call transfers to your voicemail but will be applied when transferring a call to a nominated number. Call charges are based on local telecom rates and vary dependent on destination to local, national and international numbers.
35. Retainer: For security we will only return retainers via bank transfer.

Liability

36. Mail: You release us from any liability arising out of or incurred in connection with any mail or packages received or sent on your behalf.

Force Majeure

37. We shall have no liability to you under this agreement if it is prevented from, or delayed in, performing its obligations under this agreement or from carrying on its business by acts, events, omissions or accidents beyond its reasonable control, including (without limitation) strikes, failure of a utility service or transport network, act of God, war, riot, civil commotion, malicious damage, disease or quarantine restrictions compliance with any law or governmental order, rule, regulation or direction, accident, fire, flood, storm or default of suppliers or subcontractors. Our obligation to perform its obligations shall be suspended during the period required to remove such force majeure event. We shall notify you as soon as reasonably possible of the force majeure event and propose a suitable alternative accommodation (if any) in the same business centre or in another available business centre.