

House rules

Barcelona



2023V1

Welcome

Dear member,

We're happy to have you as a member, welcome to
The Social Hub Barcelona!

You are officially part of the most kickass liveable workspace community. We aim to provide you a first-class service, so you can focus on your business or project. If you have any questions about life and or work, please do not hesitate to contact any of our staff – we are there to help you. If you have a problem or a question about any of the facilities, please inform us as soon as possible so we can resolve the issue as fast as we can.

We are all here to work hard and to have fun. Our policy is simple; respect the building and everyone in it. We have therefore established several house rules to ensure the building remains as beautiful and clean as possible, that it is always a productive place to work and that all members can make fair and equal use of the facilities. TSH reserves the right to amend the rules from time to time.

General

TSH is authorised to refuse your access to The Social Hub when violating the above-mentioned House Rules. For more information about TSH or any of our services, look at our website and/or ask our TSH crew. Once more, we are happy to welcome you as a new member at TSH Coworking and hope to provide (with support of these House Rules) the most enjoyable working experience.

Access

The reception of TSH is available 24/7 for any matters. Every member using TSH Coworking area have access 24/7 (except for Flexi members). In addition, every member has the responsibility to close the door when leaving to ensure the safety of all members.

Guests

Members are permitted to bring guests into the coworking area up to a maximum of 2 guests per visit and a maximum of 1 hour per guest per visit. Guests must register prior to or upon arrival at the reception desk. Guests must always be accompanied by a member. Members can always book a meeting room or use the hotel lobby or the coworking café to meet guests. Please note that different rules regarding external guests apply during crises, e.g., the COVID-19 pandemic. Please consult the TSH Team for more information.

> Note: Guests are not permitted to TSH Coworking area outside of business hours. In exceptional cases and upon approval by the Community Manager, guests can be welcomed in your own office outside of business hours (not applicable for Flex and Dedicated Desk members).

CCTV

For your safety and the safety of the other members of TSH Coworking, CCTV footage in the residential areas is recorded and filed. In case of serious incidents on our property TSH will provide the CCTV images to the authorities.

Pantry

All the pantries on the different floors are a common space. It is a joint responsibility and effort to keep those areas clean and neat. Those areas are not meant for members to store or leave behind their own belongings (This will be cleaned and removed every Friday). The kitchen will be cleaned daily (except weekends). To ensure that surfaces and floors are cleaned, please make sure that there is no food, plates, glass or rubbish on them. Use the dishwasher, don't be afraid to empty it also, it won't bite. Lastly, remember to take out your groceries from the fridges when the staff inform about the fridge cleaning (every 3rd Wednesday of the month) as everything will be thrown away so cleaning can be done.

All the members can consume their own food only in the pantry area, in the communal kitchen and in the terrace on the 3rd floor and not in the restaurant or in the workcafé, or Rooftop or in any of the common space around the hotel.

Bikes

Upon availability, members can rent more bikes at the hotel reception. Every member will be asked to sign for the rental of their bicycle and agree to the attached terms and conditions. A bicycle will not be given unless the form is signed by both the member and a staff member of TSH. After signing the bike rental agreement and receiving the keys, the member will be the user of the bicycle until the bicycle and the keys

have been returned to TSH reception desk. Members who rent a bicycle should report damage(s) at the reception on the same day the bicycle key has been issued. Any defects that are not reported to Collab will be the responsibility of the user.

Events

Events can be hosted in various areas within the TSH space. You will find the monthly events on the event calendar in the Coworking area and the regular newsletters. Feel free to approach the TSH crew if you need more information.

Fire, accident & emergency

Emergency routes, corridors and exits should always be free of obstacles and should only be used in case of fire and/or evacuation. In the event of an accident please contact the hotel reception immediately and ensure that any injured person is not left alone.

Flexible Workspace

In the Flexi area please do not spread out your personal belongings (e.g., coat, bags, paper, etc.) and keep it nice and tidy. We have a wardrobe available. If you leave your seat, please take your belongings with you. Each member is required to remove consumed food and drinks and leave the flexible area clean for other members.

Gym

TSH members have free access to the The Social Hub gym. The gym is accessible every day of the week, 24/7, however, external factors can lead to a temporary closure of it or activate The Social Hub Barcelona - Cw.barcelona@thesocialhub.co booking slot processes. Please handle the equipment in the gym with care and bear in mind that you are sharing the space with others.

Insurance

TSH is insured for the building, damage, fire, glass, and its own inventory. Members must ensure insurance for their own belongings. All members are responsible for the security of their own inventory. Make sure to lock your desktop on your desk. We advise to take valuable belongings home at the end of a workday and not leave them unsupervised (especially not in the public areas).

Internet

TSH offers its members free Wi-Fi. All members are entitled to unlimited free use of wireless internet up to a maximum rate of 2 Mbit/s. Please respect that all TSH members are using this for work, so consider whether it is appropriate to upload very large files or stream video over prolonged periods of time. Members are prohibited to use the Wi-Fi network for illegal activities and the use and installation of private networks or private routers. TSH gives members the possibility to obtain additional security measures or extend their internet speed via the internet provider of TSH. Please ask your Community Manager for more information. This can have an additional cost.

Keys

Every member receives a key card giving access to TSH Coworking area based on their membership. In case of loss or damage, i.e., if there is a need to request a new card, TSH will charge €20,00 per new key card. If your access key is lost, please notify the reception crew immediately, so they can block the card to avoid misuse and further usage.

Lobby

The lobby of The Social Hub is open 24/7. The lobby is available for all members of TSH and their guests. When you invite guests, please also

take responsibility for the actions and behaviour of your guests. The lobby should be a space for all our members to enjoy. Please keep it clean and treat furniture and equipment with respect.

Lost property

All objects found in TSH should be handed to the reception so that they can be returned to the rightful owner. We store Lost and Found items for maximum of 3 months if not collected.

Mail & packages

For the Dedicated and Office members, mail and packages that are delivered to the hotel reception desk will be sorted and forwarded the same day and will be held. You will be notified via Slack/ email to pick your mail or package up. TSH will not be responsible for mail or packages that are damaged or that got lost.

Please always indicate "TSH Coworking" and your company name as used on your membership. The hotel reception will not accept mail/packages that have no TSH The Social Hub Barcelona - Cw.barcelona@thesocialhub.co Coworking and/or registered name on it. Please ask your Community Manager for more information.

Note that The Social Hub will NOT accept packages that need to be paid.

Noise levels

We would like all members to respect that some members need silence and privacy to work. If you are holding a long meeting or have a conversation that is going to be noisy, please use one of our phone booths or book a meeting room to avoid disturbing other members.

Office

It is forbidden for members to apply nails, screws, boards, etc. on walls and ceilings of your office. Prior consent from the Community Manager is needed to stick company's logo or posters onto any of the glass walls of the private offices. It is also not allowed to install an antenna or telecommunications lines or devices into the office without prior written consent by TSH. In case a company damages a wall, The Social Hub has the right to charge the reparation cost that are considered necessary.

The last day of the contract the office needs to be emptied by 15:00 hours and on the same status as when you started your contract. Kindly note that in case of a deep cleaning is needed, € 300,00+ VAT as deep cleaning will be charge.

Dog-friendly

We love dogs, but we need to make sure the Coworking area is the workplace for everyone. Therefore, we can only allow dogs within the private offices, which means they must be on a leash until they have reached the private office. Kindly note that in this case, a deep cleaning at the end of the contract applies (€300,00 + VAT). TSH reserves the right to request that a dog be kept outside if it is a nuisance to other members of the community.

Meeting space usage

Meeting rooms can be booked by the person working at the TSH reception desk. The member carries the responsibility to return the key box on time. Kindly note that if the meeting is longer than the reservation and there is a second reservation, the person with the next reservation will have priority to enter to the meeting room. For this reason, please make sure you book a longer reservation for a meeting room



Meeting rooms are supposed to be left behind in the same condition as they were found.

Printing

Members can make use of TSH printing services. Members get a certain number of free prints per month. Extra prints could be charged via the monthly invoice. Please contact reception for more information.

Responsibility

TSH is not responsible for damage or theft of private property. This includes missing mail and/or packages. Please make sure to take your personal belongings with you.

Smoking

TSH is completely non-smoking. Smoking in TSH is prohibited, this includes "e-cigarettes". Smoking is only allowed, but a minimum of 5 metres away from the main entrance door(s) of The Social Hub or in designated smoking areas.

Emergency evacuation

All members must read the building fire evacuation procedures and know how to exit the building in case of a building evacuation.

TSH Games area

The game area in The Social Hub is available for all members of TSH and open and accessible 24/7. When using game equipment, please ensure that all equipment is returned to the correct place and nothing

is taken out of the area. We expect you to respect our games areas and common spaces. Keep these spaces clean and inform us of any damages. These areas are monitored by CCTV.

Technical issues

Please always report technical issues at the hotel reception desk or to the community manager/front of house staff. We will process technical malfunctions as soon as possible during office hours on weekdays. Urgent issues will be dealt with as a priority and will be handled urgently. Our technical staff can enter your office. You do not have to be present for repairs to be carried out.

Thank you and enjoy!
TSH Barcelona Team

