



# BayBusinessCommunity

## Rules and Regulations

Bay Business Community is a community of like-minded small businesses and based in the heart of Lancaster. We aim to provide an environment in which businesses can support each other and get work done in a relaxed and friendly environment.

We aim to constantly improve your Bay Business Community experience. If you have any suggestions please make them by email to [hello@baybusinesscommunity.co.uk](mailto:hello@baybusinesscommunity.co.uk).

### Membership Features

Membership of Bay Business Community is £10 per month per member or may be incorporated into your licence fee. All Members are able to book meeting rooms and have access via the Salto access control system. You are only permitted to use the space for which you have contracted and the common areas specified in your licence agreement.

All users of desk space have the following benefits (subject to our fair usage policy):

#### Private Office Members

- A private office for use by your team
- High-speed wireless internet
- Use of breakout space
- Use of kitchen facilities
- Shower facilities
- Bike park
- Secure access control

## Fixed Desk Members

- High-speed wireless internet
- Use of breakout space
- Use of kitchen facilities
- Shower facilities
- Bike park
- Secure access control
- A guaranteed desk for your use
- Leave your belongings - lockers available on request

## Your obligations

You may not use your address in the building or 5 Thurham Street or 5a Thurham Street as a Registered Office address.

You may use your location for Google and other business directories while you are a member, tenant or licensee at Bay Business Community. You must remove all such directory entries within 7 days of ceasing to be a member, licensee or tenant.

Any damage to the Building or Bay Business Community equipment or furniture must be reported to Martine. Any damages to walls/floors etc must be made good or paid for upon departure.

Private office members are responsible for your own rates and should notify Lancaster City Council Business Rates Department of their occupation.

The building is a no smoking area and smoking and vaping is not permitted in any part of the Building.

## Office Hours

You may only access the building between 6am and 9pm Monday to Sunday.

## What is included

Monthly licence fees are inclusive of utilities (water, electricity, heating, internet), cleaning and maintenance.

You will be permitted a space on any sign board at the entrance to the property in a style and design approved by us which should include your location, business name and a contact number for deliveries.

Furniture can be rented as part of the licence agreement by separate negotiation.

## What is permitted in the building

You may bring your own electronic equipment but this must be PAT-tested.

Members can bring their own branded equipment e.g. roller banner and posters for their desk area, but this must not interfere with other users of the space or with fire evacuation routes. Advertising materials should not be visible from outside the building.

No pets without prior written approval which may be withdrawn at any time.

## Non-exclusive occupation

We may require you to move desk at any time - we will give you not less than 30 days' notice (unless stated otherwise in your licence agreement). You do not have exclusive occupation and may be required to leave at any time (on agreed notice or in accordance with our Termination provisions).

## Termination

Your license agreement deals with the termination period: this is usually one month's notice by either side. You may be required to leave and your membership will be terminated immediately if you breach your agreement or these rules and regulations. If we terminate your agreement due to misconduct there will be no refunds of any payments made in advance.

## Insurance

As a user, it is strongly suggested that you carry a renters' insurance policy to cover your own equipment, belongings and contents while using our space, as well as liability insurance to cover your visitors and any events or meetings on site.

## Payment Terms and Options

All Membership and Desk Space payments are charged on the first of each month. Invoiced payments are due within 7 days.

Bay Business Community reserves the right to charge late fees and/or withhold services if payments are not received on time.

Payments can be made by GoCardless (for Direct Debits) or Stripe (for card payments).

## The Team

**Anthony Smith:** is a Director of Bay Business Community. He is in the space 1 day a week and is the contact for discussing membership plans, contract and billing issues and any feedback on the space. Emergency contact 07802704654.

**Martine Rogerson:** Martine is the Practice Director of Progression Solicitors who occupy the ground floor. She can assist with enquiries and any problems with the building such as maintenance needs. Emergency contact 07827091648

## Be a Good Neighbour

Please clean up after yourself: wipe surfaces after using the kitchen area, having lunch or anything else. There are bins and recycling for food, plastic, glass and cans in the kitchen. Please put your mugs in the dishwasher on the top floor at the end of the day. If the dishwasher is already on please wash up.

The fridge will be emptied weekly. If you wish to store food into next week, please label it with your name and the date it went in the fridge. Anything without a label will go in the bin.

Tea, coffee and sugar are provided, we do not supply milk due to dizzying number of milk/oat/coconut based options, please bring your own preferred option but label it up.

There is a boiling tap in the breakout space for hot drinks – please return used crockery to the dishwasher in the kitchen after use. Please leave the worktop and table clear after eating your lunch or having a coffee.

## Noise

Please respect the working environment of your fellow residents. Please do not play music at your desk which can be heard by others and do not take video meetings without headphones.

You can always pop into the breakout space to take a call if your colleagues are working in silence.

## Meeting Room Booking Policies

Booking requests for the meeting rooms can be submitted to and will be approved by Martine. You must make a booking at least 24 hours in advance and it will be rejected if not approved 8 hours before the meeting. Please do not consider a meeting room booking confirmed until it has been approved.

Meeting rooms are charged at £25 per hour. There is a list of amenities available in the room (including TV screen, HDMI adaptor and conference phone). A projector is available to hire at £5 per booking and a microphone is also available to hire for the same price if you need tip-top sound quality.

If you no longer need your meeting room booking, please cancel it with at least 24 hours' notice - you will not incur a charge. Bookings cancelled with less than 24 hours' notice will be charged at 50% of the hourly rate.

## Reception

We no longer offer reception services and each member will need to make their own arrangements for deliveries and visitors. We will provide an area in the foyer to advertise your business and provide a contact number.

## Visitors

You can have visitors in the meeting rooms for booked meetings. They must follow our policies and observe house rules.

You can bring visitors into the breakout space on the top floor but visitors **SHOULD NOT** be in the shared desk areas for security reasons. It is your responsibility to ensure your visitors are signed in and are accompanied at all times.

Visitors may only be in the building during normal business hours: 09:00 - 17:00 Monday to Friday. Visitors must be over 18 and visiting for professional purposes.

## Security

Access to the desk areas is controlled via our Salto system and we will give you access via the mobile app or a fob or a card for access can be supplied at an additional charge. If you are a fixed office member, your fob gives you access to the office in which your desk is allocated. All members with desks have access to the Blue room (including Zoom Room), breakout space, kitchen, bathrooms and shower.

The Salto app allows access to your permitted areas only via your phone, watch or other device.

CCTV is in operation throughout the building.

## Evacuation Procedure

If the fire alarm sounds, leave the building by the nearest available safe exit. The assembly point is the square in front of the Lancaster County Court. Please see the [Fire Procedures](#) in the 'How to Guides' section of the members portal for full details of the fire procedures. There are fire notices on each level of the building

## Confidentiality

Confidentiality is paramount as we are sharing the building with a firm of solicitors. Please respect the privacy of Progression Solicitors, its staff and clients. You are not permitted to access the office areas of Progression Solicitors. You may not disclose anything you may inadvertently see or hear in the building, including in the communal areas of reception, stairways and meeting rooms.

Please also respect the confidentiality and business practices of your fellow members. Do not disclose anything you hear from other businesses with whom you are sharing the space.

## IT Policy

The internet provided is all wireless. You are not allowed to run ethernet to the wired access points. Do not access banned websites from the shared WiFi!

## Emergency Contacts

Anthony: 07802704654

Martine: 07827091648