



House Rules for Meeting Room Users

Introduction

These House Rules set out the etiquette for using Huckletree's meeting rooms and shared facilities. They ensure a respectful, productive environment for all teams and guests. They supplement our Meeting Room Terms & Conditions; definitions used there apply here unless the context denotes otherwise.

Respect Policy

At Huckletree, everyone deserves to feel welcome, respected, and able to do their best work. We're committed to creating an inclusive environment where all members can thrive without fear of discrimination, harassment, or exclusion.

We have zero tolerance for racism, sexism, homophobia, biphobia, transphobia, ableism, or any form of prejudice based on age, ethnicity, nationality, class, gender, gender presentation, language ability, or religious affiliation. Sexual harassment and any abuse of power are completely unacceptable.

By working from our spaces, you agree to treat everyone with dignity and respect. Any conduct that creates an intimidating, hostile, or offensive environment will result in immediate action, up to and including removal from our community.

If you experience or witness behaviour that violates this policy, please reach out to any member of our community team immediately. Our team is trained to handle these situations with care and confidentiality, ensuring swift and appropriate action is taken. Creating a space where businesses thrive starts with ensuring every person feels valued and safe.

Access & Arrival

- **Hours:** The building is open 08:30–18:00, Monday–Friday (excluding Bank Holidays and the Christmas period). Meeting rooms are available for booking from 09:00–18:00. Bookings outside these hours may be available by prior arrangement and may incur additional fees.
 - **Check-in:** All attendees must sign in at reception. Please arrive no earlier than 15 minutes before your booking. Guest information collected during sign-in will be processed in accordance with Huckletree's Privacy Policy and applicable data protection laws.
 - **Overruns:** Your booking begins and ends at the scheduled time. Overruns are subject to availability and may incur additional charges.
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Where You Can (and Can't) Work

- **Meeting room use only:** Your booking grants access to your reserved room (plus restrooms and kitchen for refreshments).
 - **Open plan & phone booths:** Not included with meeting room hire.
 - If you or your guests wish to work from open plan areas (including phone booths) before, during, or after your booking, you must purchase a Day Pass for each person for that day.
 - **Breakout & kitchen areas:** For short breaks and refreshments only - not for calls, meetings, or working.
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Room Etiquette

1. Be mindful of noise; keep doors closed during calls and presentations.
2. Leave the room clean and tidy: return furniture to original layout, remove flip-chart paper, and bin/collect rubbish.
3. Do not affix items to walls or glass without permission.
4. **Capacity & attendees:** Do not exceed the stated room capacity or bring more attendees than booked. Additional attendees may be refused entry or charged, and you may be moved to a larger room subject to availability.

5. **Furniture & layout:** Do not move furniture or bring in additional chairs/furniture without prior approval. If you need a different setup, please speak to the Community Team in advance. Unauthorised changes may breach fire safety and incur reset/damage fees.
 6. Please report any faults or damage immediately; damage or excessive cleaning may be chargeable. Huckletree's assessment of repair or replacement costs shall be final. Huckletree accepts no responsibility for loss or theft of personal items brought into the premises.
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Catering

1. Huckletree Catering

- Catering can be arranged through Huckletree's in-house partner via your Community Team at most locations, ensuring seamless delivery, set-up, and clear-down.

2. External Catering

- You're welcome to use an external caterer - just let your Community Team know in advance so we can coordinate access, delivery, and clean-up.
- All catering arrangements must comply with Huckletree's health and safety standards.
- Please ensure all packaging and leftovers are cleared at the end of your booking.

3. Set-Up & Clean-Up

- Rooms should be left tidy and free from food waste or spillages.
- Users are responsible for ensuring that all food waste and packaging are disposed of appropriately.
- Any damage or excessive cleaning may incur a charge.

4. Alcohol

- Alcoholic beverages may only be served with prior written approval by your Community Team and must comply with building licensing regulations.
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Health & Safety

- Do not do anything that compromises your safety or others. Report accidents, hazards, or damaged equipment immediately.
 - Follow all fire alarm and evacuation instructions.
 - Offensive, dangerous, hazardous, or illegal items are strictly prohibited.
 - For security, certain areas may be monitored by CCTV.
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Photography / Filming

- Photography/filming may require prior written consent from the Community Team (and Marketing if for public use).
 - Our images and materials are owned by Huckletree and may not be used without permission.
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Alcohol, Smoking/Vaping

- Alcohol may be consumed responsibly by those of legal age.
 - Huckletree is smoke-free and vape-free, including terraces and entrances.
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It's important that every meeting room user takes the time to read and understand what's expected of them.

Any breach of these House Rules by you could lead to a termination of your meeting room booking.

Questions? Please reach out to the Community Team. We're always here to help.