

Regus is committed to the service it offers its Clients and has created terms and conditions governing the use of its Business Centres (“Centres”). These terms have been formulated for the collective benefit of Regus’ Clients. The terms are designed to ensure the enjoyment of the accommodation by all of Regus’ Clients in the Centre to govern the relationship between the Client and Regus.

1. This Agreement

- 1.1 Agreement: Regus agrees to provide, during standard business hours, meeting rooms, day offices, videoconference facilities and access to the common areas of the Centre including toilets, business lounge and copy points on an ad hoc basis.
- 1.2 Applicable law: This agreement is interpreted and enforced in accordance with the law of the place where the relevant Centre is located. Regus and the Client both accept the exclusive jurisdiction of the courts of such jurisdiction.

2. Use

- 2.1 Providing the Facilities: Regus has the right to suspend the provision of the service for reasons of political unrest, strikes or other events beyond our reasonable control.
- 2.2 Business Name: The Client must not use the name Regus in any way in connection with its business.

3. Compliance

- 3.1 Comply with the law: Client must do nothing illegal in connection with its use of the Business Centre. The Client must not do anything that may interfere with the use of the Centre by Regus or by others, cause any nuisance or annoyance, increase the insurance premiums Regus has to pay, or cause loss or damage to Regus or to the owner of any interest in the building which contains the Centre the Client is using.
- 3.2 Comply with House Rules: The Client must comply with any House Rules which Regus impose generally on users of the Centre whether for reasons of health and safety, fire precautions or otherwise. Such rules are developed and/or imposed for the safety of Regus’ Clients and to protect their use of the Centre as a place of work. The House Rules vary from Centre to Centre and these can be requested locally.
- 3.3 Employees: While this agreement is in force and for a period of six months after it ends, neither Regus nor the Client may knowingly solicit or offer employment to any of the other’s staff employed in this Centre. This obligation applies to any employee employed at the Centre up to that employee’s termination of employment, and for three months thereafter. It is stipulated that the breaching party shall pay the non-breaching party the equivalent of one year’s salary for any employee concerned. Nothing in this clause shall prevent either party from employing an individual who responds in good faith and independently to an advertisement which is made to the public at large.

4. Regus’ Liability

- 4.1 Regus is not liable for any loss resulting from Regus’ failure to provide any services unless Regus does so deliberately or is negligent. Regus is also not liable for any failure until the Client has told us about it and has given Regus a reasonable time to put it right. Regus will be liable without limit for personal injury or death; up to a maximum of 125% of fees paid under this agreement up to the date on which the claim in question arises or £5,000 or local equivalent (whichever is the higher), in respect of all other losses, damages, expenses or claims. The Client accepts responsibility for their equipment whilst on the premises and the Client is liable at all times for the loss or damage to any of Regus’ equipment.

5. Fees

- 5.1 Payment Terms: The Fee is the total of the meeting room and/or videoconference charges and additional services quoted at the time of booking. A credit card must be provided against the relevant product and additional service fees where a pre-approved account is not available. These fees will be charged upon departure. Pre-approved credit accounts must be paid 30 days from the date of invoice. In the event of a breach of these terms, credit facilities will be revoked. Day Office Clients will pay the Day Office Fee and any additional services used upon check out at the end of the day in which they receive the service. Multiple person usage in a Day Office may be charged additional fees.
- 5.2 Standard services: Use of all services are subject to availability. Any additional charges for use of additional services at a centre (such as typing or photocopying) plus VAT / Tax, will be deducted from the Client’s credit card or charged to the Client’s corporate account (if applicable) at the rate on the day of use. These rates are available upon request at any time.
- 5.3 Late payment: If the Client does not pay fees when due, a fee will be charged on all overdue balances. This fee will differ by country and is listed in the House Rules. If the Client disputes any part of an invoice the Client must pay the amount not in dispute by the due date or be subject to late fees. Regus also reserves the right to withhold services (including for the avoidance of doubt, denying the Client access to its accommodation) while there are any outstanding fees and/or interest or the Client is in breach of this agreement.
- 5.4 Insufficient Funds: The Client will pay a fee for any returned cheque or any other declined payments due to insufficient funds. This fee will differ by country and is listed in the House Rules.

6. Cancellation Policies – the tables below show the proportion of reservation that will be invoiced upon cancellation

6.1 Meeting Rooms:

	0-2 Working	3 – 5 Working	6 – 10 Working Days	11 – 14 Working Days
0 – 10 People /Delegates	100%	50%	0%	0%
11 – 20 People/Delegates	100%	100%	50%	0%
21+ People/Delegates	100%	100%	100%	0%

6.2 Large bookings of 50+ people will be billed 100% of the fee if they cancel within 28 days

6.3 Last Minute reduction in bookings
The cancellation policy, where applicable, will be calculated on working days. Where a confirmed booking is cancelled inside these terms the Client is additionally liable for all charges which Regus is liable to third parties (e.g., caterers and equipment suppliers) If the booking is for a multiple / consecutive day booking with 1 days notice, no part or element of days within the booking will be refunded.

6.4 Videoconferencing cancellation charges

Less than 24 working hours notice	100%
24-48 working hours notice	50%
49+ working hours notice	0%

6.5 Day Office cancellation charges

Less than 2 working days notice	100%
3 – 5 working days notice	50%
6+ working days notice	0%

7. Regus reserves the right to amend these terms and conditions at any time.

