House rules

Florence Lavagnini



2026V1

Welcome

Dear member,

We are happy to have you as a member, welcome to
The Social Hub Florence Lavagnini!

If you have any questions, please do not hesitate to contact a Community Host – they 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 and that all members can make fair and equal use of the facilities. The Social Hub reserves the right to amend the rules from time to time.


MAY
THE
STUDENT
IN
YOU
NEVER
DIE

Once more, we are happy to welcome you as a new member at The Social Hub and hope to provide (with support of these House Rules) the most enjoyable experience.

General

These House Rules are issued in conjunction with, and are to be read together with, the Co-working Terms and Conditions. By accessing or using the facilities of The Social Hub, Members acknowledge and agree that compliance with both the House Rules and the Coworking Terms and Conditions is mandatory. In the event of any conflict between these House Rules and the Coworking Terms and Conditions, the provisions of the Coworking Terms and Conditions shall prevail.

The Social Hub Florence Lavagnini is authorized to refuse your access to The Social Hub spaces when violating these House Rules. For more information kindly refer to the Co-Working Terms & Conditions, our The Social Hub generic house rules and/or ask a Community Host.

Discounts

All community members receive a discount (best available rate) of:

- 15% on hotel room bookings,
- 10% on bar & restaurant,
- 20% on shops items. Hotel room bookings must be made through the website. Write to cw.florence@thesocialhub.co to ask for the discount code.

Access

The hotel reception is available 24/7. Every member using the Coworking area has access 24/7 (except for Flexible members whose access is from 8.30 to 18.00 Mon - Fri). In addition, every member has the responsibility to close the door of the Coworking Area when leaving to ensure the safety of all members.

All members have access to the Coworking Areas (excluding designated Workspaces and Offices) in all TSH locations. Members cannot spend more than 20% of their total term time in TSH locations which are not the Hub where the Membership was activated. Please note that entry into another TSH location other that where your Membership was activated, is subject to availability. The lobby and restaurant & bar are open to everyone, including non-members.

Opening hours

The Social Hub Florence Lavagnini is open 24/7, 365 days a year.
Gym: 24/7
Pool: Jun – Sep 9.00 – 21.00
Bar: 7.30 – 23.00
Bistrot: 12.00 – 14.30
(Opening hours may vary, please check with a Community host)

Guests

In order to guarantee enough space and the highest service for everyone, there are some rules for bringing guests to The Social Hub:

Members should always accompany their guests in community-only spaces. If a member leaves a community space, the guest shouldn't be left behind. If a guest joins a member in the flexible workspace, the guest is required to purchase a day pass - which can be done either at the coworking host or through the booking engine on The Social Hub website.
Alternatively, we also remind you that we have meeting rooms available for you that can be booked. Members are allowed to bring guests into the coworking area for the duration of their booked meeting room timeslot without having to purchase a day pass for their guests.

Note: Guests are not permitted to the Coworking area outside of business hours (9 am to 5 pm) and Guests are not permitted into the Gym.

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 Flexible and Dedicated Desk members).

CCTV

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

Pantry

There is a inside the Coworking area. It is a joint responsibility and effort to keep this area clean and neat. This area is 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 on daily basis (except for 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, do not be afraid to empty it also, it will not bite. Lastly, remember to take out your groceries from the fridges on Fridays before 4 pm as everything will be thrown away and deep cleaning will be done.

Eat & Drink

A discount of 20% will be applied to food and drink purchases for all community members.

Coworking members (flex, dedicated and office) are allowed to heat/eat their own food in the pantry and flex area.

Shop

Community members receive a 20% discount on items in the The Social Hub Shop.

Parking

Ask your community host about the availability and pricing of a parking spot for members.

A Monthly parking subscription is available upon request and subject to available spots.

Bikes

N. 1 bike is available for 1h free usage for all the members. Upon availability, members can also rent a bike 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 rented out unless the form is signed by both the member and a community host of The Social Hub.

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 the 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, will be the charged to the user.

Events

Events can be hosted in various areas within the The Social Hub space. You will find the monthly events on the event calendar in the Coworking area and you will receive highlights in the regular newsletters. Feel free to approach the community hosts if you need more information. You can rent one of The Social Hub's spaces by sending an email to cw.florence@thesocialhub.co Community Members receive a 20% discount on the rent of meeting & event spaces, but the discount does not apply to food & drinks.

In order to redeem the discount, bookings must be made by the member.

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

Gym

The Social Hub 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. Please handle the equipment in the gym with care and bear in mind that you are sharing the space with others.

Insurance

The Social Hub is insured for the building, damage, fire, glass, and its own inventory. Members must ensure they insure their own belongings. All members are responsible for the security of their own inventory. TSH is not responsible for lost or stolen property.

Internet

The Social Hub 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. Members are prohibited to use the Wi-Fi network for illegal activities and the use and installation of private networks or private routers. The Social Hub gives members the possibility to obtain additional security measures or extend their internet speed via the internet provider of The Social Hub. Please ask your Community Manager for more information. This can have an additional cost.

Keys

Every member receives a key card giving access to The Social Hub Coworking area based on their membership. In case of loss or damage, i.e., if there is a need to request a new card, The Social Hub will charge €10,00 per new key card.

If your access key is lost, please notify a community host immediately, so they can block the card to avoid misuse and further usage. Members are kindly ask to return their access cards at the end of their membership.

Lobby

The lobby of The Social Hub is open until 12 pm 7 days a week. The lobby is available for all members of The Social Hub and their guests. When you invite guests, please also take responsibility for the actions and behavior 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 The Social Hub 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 Dedicated Desk and Office members, mail and packages that are delivered to the hotel reception desk will be sorted the same day and will be held. You will be notified via email to pick your mail or package up. The Social Hub will not be responsible for mail or packages that are damaged or that got lost.

Please insure that all mail and packages are addressed with "Coworking" and your company name exactly as registered on your membership. The hotel reception will not accept mail or packages that do not clearly display "Coworking" and your company name.

Note that The Social Hub is not responsible for (i) damaged or lost mail and/or packages, (ii) sending out mail and/or packages, (iii) accepting mail or 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 have a long meeting or 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.


EVERYBODY SHOULD LIKE EVERYBODY


MAY THE STUDENT IN YOU LIVE FOREVER
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Office
It is forbidden for members to apply nails, screws, boards, etc. on walls and ceilings of your office. Prior consent is needed to stick company logos or posters onto any of the glass walls of the private offices. It is also not allowed to install an antenna or telecommunication lines or devices into the office without prior written consent by The Social Hub. In case a company damages a wall, The Social Hub has the right to charge the reparation cost that are considered necessary.

On the last day of the contract the office needs to be emptied by 15:00. It should be left clean and tidy (in the same way as when you started your contract). Kindly note that in case a deep cleaning is needed, up to € 300,00+ VAT will be charged for cleaning services at the end of the contract. Please keep it clean and treat furniture and equipment with respect.

Animal-policy
We love animals, but we need to make sure our spaces are for everyone. Only members with a private office can bring their pets inside the office, after prior written approval by Community Manager. Requests can be sent to cw.florence @thesocialhub.co. Kindly note that, the office member will be charged € 300,00+ VAT for a deep cleaning service at the end of the contract.

Meeting space usage
Meeting spaces can be booked through the meeting room booking engine. You can also book a space by emailing cw.florence@the socialhub.co. 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 the meeting room. Please keep the meeting rooms clean and tidy and treat furniture and equipment with respect.

Printing
Members can make use of The Social Hub printing services. Dedicated and office members get 100 free A4 BW prints per month. Extra prints will be charged via the monthly invoice. Please contact reception for more information.

Responsibility
The Social Hub 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 when leaving.

Smoking
The Social Hub is completely non-smoking: smoking inside any The Social Hub space is prohibited, this includes "e-cigarettes." Smoking is only allowed a minimum of 5 meters away from the main entrance of The Social Hub or in designated smoking areas.

Emergency exits
It is not allowed to store any personal belongings near or in the stairways or corridors of The Social Hub. Emergency routes, corridors and exits must remain clear at all times. Use of emergency exit doors is strictly prohibited in non – emergency situations. Anyone that blocks the stairways, emergency routes, corridors and/or exit points or uses an emergency exit door in a non–emergency situation will immediately receive an official warning and will also receive a financial charge of €150.

Community play spaces
The game area in The Social Hub is available for all members and open and accessible until 12 pm 7 days a week. 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. You can email cw.florence@thesocialhub.co.

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.

Warning
In the event that The Social Hub receives repeated complaints from other Members or neighbours regarding a Member's behaviour, the following escalation procedure shall apply:

1. **First Complaint** – The Member(s) responsible for the complaint will receive a formal first strike notification.

2. **Second Complaint** – The Member(s) will receive a second and final strike notification.

3. **Third Complaint** – The Social Hub reserves the right to terminate the Agreement of the Member(s) within two (2) weeks of issuing notice of the third complaint. In such cases and if applicable, The Social Hub shall retain any deposit paid by the Member(s).

This procedure applies cumulatively, and The Social Hub's decision to escalate or terminate shall be final and at its sole discretion.

Contact information
If you have any questions, please speak to any member of staff around the space and we will be more than welcome to help you.
If you have any questions please email: cw.florence@thesocialhub.co or alternatively you can call our reception desk at:
+39 0550621855.

To keep updated with what we are getting up to please do not forget to follow us on Instagram:
@thesocialhub.florence

Thank you and enjoy!

The Social Hub Florence Lavagnini Team


THE
SOCIAL
HUB