

# House rules

Florence



2023V1

# Welcome

Dear member,

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

If you have any questions, don't hesitate to contact a  
Community Host – we're always at hand to help. If you have a  
problem or question about our facilities, please inform us as  
soon as possible so we can resolve the issue quickly.

We're all here to work hard and to have fun. Our policy is  
simple; respect the building and everyone in it. That's why  
we've created some house rules to keep the building as  
beautiful and clean as possible, allowing all members to make  
fair and equal use of our facilities.

The following rules apply to all members, students, and  
guests. The Social Hub reserves the right to amend the rules  
from time to time. Let's get to work!



## General

The Social Hub is authorized to refuse your access to The Social Hub Florence when violating these House Rules. For more information about The Social Hub or any of our services, look at our website and/ or ask to a Community host. 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.

## Rooms & Booking

All community members receive a 10% discount on the BAR (best available rate). Hotel room bookings must be made through the website. Write to [cw.florence@thesocialhub.co](mailto:cw.florence@thesocialhub.co) to get the discount code.

## Access

The reception of The Social Hub is available 24/7. Every member using the Coworking area has access 24/7 (except for Flexible members whose access is normally 8.30am to 7pm). In addition, every member has the responsibility to close the door when leaving to ensure the safety of all members.

Community members have access to all The Social Hub facilities.

## The Social Hub Florence opening hours:

The Social Hub Florence is open 24/7, 365 days a year.

Gym: 24/7

Pool: Jun – Sep / 9am – 9pm

Bar: 7.30 am – 11 pm

Bistro: 12 pm – 2.30 pm - opening hours can be extended

## 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.

Members are allowed to bring a maximum of 2 guests to the Coworking area. More guests can be brought inside based upon available space. If a guest joins a member in the flexible coworking spaces for the purpose of work, a community host might ask them to apply for a membership fee or day pass which can be purchased for 20EUR + vat.

Note: Guests are not permitted to the Coworking area outside of business hours (9am to 6pm). 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 Coworking, 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 one small pantry 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. The kitchen will be cleaned on a daily basis. 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 when the staff inform about the fridge cleaning (first Saturday of the month) as

everything will be thrown away so cleaning can be done.

## Eat & Drink

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

All members are allowed to heat/eat their own food in the pantry and in the courtyard.

## Shop

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

## Pool

The Social Hub community members have free access to the pool upon availability.

Children under 16 need to be always supervised in the swimming pool. Pool house rules are available at reception desk.

## Bikes

Upon availability, members can 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 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 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 responsibility of the user.

## Events

Events can be hosted in various areas within 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 Social Hub crew if you

need more information.

You can rent one of TSH's many flexible meeting & event spaces by sending an email to meetings.

[florence@thesocialhub.co](mailto: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 get 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 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. Members are not allowed any guests in the gym.

### **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.

### **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 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 the 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 €15,00 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 asked to return their access cards at the end of their membership.

### **Lobby**

The lobby of The Social Hub is open 24/7. The lobby is available for all members 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 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 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 always indicate "Coworking" and your company name as used on your membership. The hotel reception will not accept mail/packages that have no Coworking and/or registered name on it. Please ask your Community Host 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 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 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.

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, € 300,00+ VAT will be charged for cleaning services. by should be a space for all our members to enjoy. 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. Pets are only allowed in the common spaces like bistrot&bar and courtyard. Only members with a private office can bring their pets inside the office, after a prior written approval by the Community Manager.

### **Meeting space usage**

Meeting spaces can be booked through PXIER using you log in credentials. You can also book a space by emailing meetings. [florence@thesocialhub.co](mailto:florence@thesocialhub.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 to the meeting room.

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

### **Printing**

Members can make use of The Social Hub printing services. Dedicated and office get 100 bn free prints per month. Extra prints could 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.

### **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 metres 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 Florence is available for all members 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/ community hosts staff. You can email [cw.florence@thesocialhub.co](mailto: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.

### **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](mailto: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](https://www.instagram.com/thesocialhub.florence)

Thank you and enjoy!  
The Social Hub Florence Team

