

House rules

Maastricht



2023V1

Welcome

Dear member,

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

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!

THE STUDENT HOTEL

JUST CHECK IN

COFFEE AND BEER

MAY THE STUDENT NEVER



General

The Social Hub is authorized to refuse your access to The Social Hub Maastricht 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.maastricht@thesocialhub.co to get 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 9 am to 5 pm). 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 bar is open to everyone, including non-members.

The Social Hub Maastricht opening hours:

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

Gym: 24/7

Grab & go bar: 24/7

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 Social Hub. 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 15 EUR + vat.

Note: Guests are not permitted to the Coworking area outside of business hours (9 am to 5 pm). 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 daily basis (except for Saturday). 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. A deep cleaning will be done bimonthly – communication will be sent out. Please, remember to take out your groceries from the fridges as everything will be thrown away.

Eat & Drink

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

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

Shop

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

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 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 responsibility of 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 Social Hub crew if you need more information.

You can rent one of The Social Hub's many flexible meeting & event spaces by sending an email to cw.maastricht@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 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 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 €25,00 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 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 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 note that – for external companies – we offer the virtual office service. Please ask your Community Host for more information.

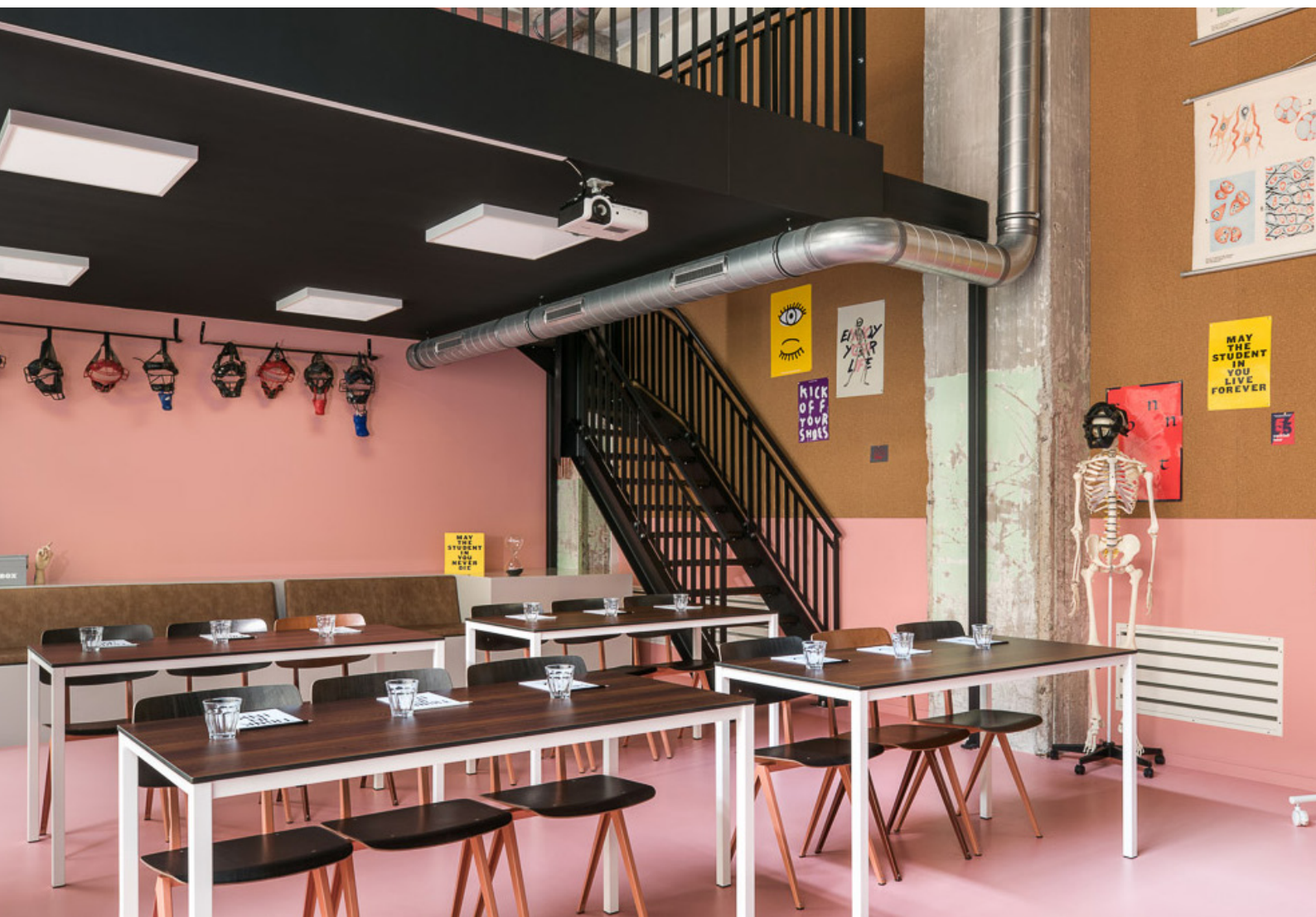
Note that The Social Hub will NOT accept packages that need to be paid and is not responsible for sending out mail or packages.

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. 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, therefore pets are not allowed. Requests can be sent to cw.maastricht@thesocialhub.co.

Meeting space usage

Meeting spaces can be booked through PXIER using your log in credentials. You can also book a space by emailing meetings. maastricht@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 Maastricht is available for all members and open and accessible 24/7 (except for Flexi). Game

equipment can be borrowed at the reception desk, it needs to be 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.maastricht@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.maastricht@thesocialhub.co or alternatively you can call our reception desk at: +31437112235.

To keep updated with what we are getting up to please do not forget to follow us on Instagram: [@thesocialhub.maastricht](https://www.instagram.com/thesocialhub.maastricht)

Thank you and enjoy!
The Social Hub Maastricht Team

