

House rules

Madrid



2023V1

Welcome

Dear member,

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

We aim to provide you a first-class service, so you can focus on your business or project. If you have any questions, please do not hesitate to contact a TSH community host – we 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, that it is always a productive place to work and that all members can make fair and equal use of the facilities. TSH reserves the right to amend the rules from time to time.



General

TSH is authorised to refuse your access to The Social Hub when violating these House Rules. For more information about TSH or any of our services, look at our website and/ or ask a TSH community host. Once more, we are happy to welcome you as a new member at TSH Coworking and hope to provide (with support of these House Rules) the most enjoyable working 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 using the discount code COLLAB10.

Access

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

Members, hotel guests, students, neighbours, and friends & family have access to all TSH facilities. The Workcafé & Bar and Misión Café are open to everyone, including nonmembers.

The Social Hub Vienna opening hours:

- TSH Madrid is open 24/7, 360 days a year.
- Gym: 24/7
- Breakfast: 7.00 to 12.00
- Rooftop menu: 12.00 to 23.00
- Workcafé & Bar: 13.00 to 16.00 / 20.00 to 23.00
- Pool: 9.00 to 20.00

Guests

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

- 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 3 guests to TSH. 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.

Note: Guests are not permitted to TSH Coworking area outside of business hours. 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 TSH Coworking, CCTV footage in the residential areas is recorded and filed. In case of serious incidents on our property TSH 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 (this will be cleaned and removed every Friday). The kitchen will be cleaned on weekdays. 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 (every 3rd Wednesday of the month) as everything will be thrown away so cleaning can be done.

All the members can consume their own food only in the pantry area and in the terrace on the 3rd floor and not in the restaurant or in the workcafé, or Rooftop or in any of the common space around the hotel.

Eat & Drink

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

- Members with a dedicated desk or an office are allowed to heat/eat their own food in the pantry
- Members will be allowed to eat their own food in the patio and outdoor spaces. Tables inside and outside are intended for TSH/Misión Café customers only.

Shop

Community members receive a 20% discount on items in the TSH Shop.

Parking

Parking prices for members are:

- Price per hour: 3€ (VAT INC.)
- 24 hrs: 21€ (VAT INC.) + 20% Discount
- Monthly subscription: 110€ (VAT INC.)

Swimming pool

TSH community members have free access to the pool, no reservation needed. IMPORTANT: Sunbeds are available through reservation and with a minimum spend:

- Half day: 50€ 11 am to 16 pm / 16 pm to 20 pm
- Full day: 100 € 11 am to 20 pm

If the minimum spend has not been achieved, the difference will be billed as per agreed reservation.

- Children under 16 need to be always supervised in the swimming pool.

Reservations are intended for our sunbeds only. All the other facilities are free of use without a reservation.

Bikes

Upon availability, members can rent more bikes 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 TSH 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 to Collab will be the responsibility of the user.

Events

Events can be hosted in various areas within the TSH space. You will find the monthly events on the event calendar in the Coworking area and the regular newsletters. Feel free to approach the TSH crew if you need more information.

You can rent one of TSH's many flexible meeting & event spaces by sending an email to cw.madrid@thestudenthotel.com. 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. We have a wardrobe available. If you leave your seat, please take your belongings with you. Each member is required to remove consumed food and drinks and leave the flexible area clean for other members.

Gym

TSH members have free access to the TSH 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

TSH is insured for the building, damage, fire, glass, and its own inventory. Members must ensure insurance for their own belongings. All members are responsible for the security of their own inventory. Make sure to lock your desktop on your desk. We advise to take valuable belongings home at the end of a workday and not leave them unsupervised (especially in public spaces).

Internet

TSH 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. Please respect that all TSH members are using this for work, so consider whether it is appropriate to upload exceptionally large files or stream video over prolonged periods of time. Members are prohibited to use the Wi-Fi network for illegal activities and the use and installation of private networks or private routers. TSH 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 TSH Coworking area based on their membership. In case of loss or damage, i.e., if there is a need to request a new card, TSH will charge €20,00 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.

Lobby

The lobby of The Social Hub is open 24/7. The lobby is available for all members of TSH and their guests. When you invite guests, please also take responsibility for the actions and behaviour 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 TSH 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 Slack/email to pick your mail or package up. TSH will not be responsible for mail or packages that are damaged or that got lost. Please always indicate "TSH Coworking" and your company name as used on your membership. The hotel reception will not accept mail/packages that have no TSH Coworking and/or registered name on it. Please ask your Community Manager 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 from the Community Manager 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 TSH. 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.

Dog-friendly

We love dogs, but we need to make sure the Coworking area is the workplace for everyone. Therefore, we can only allow dogs within the private offices, which means they must be on a leash until they have reached the private office. Kindly note that in this case, a deep cleaning at the end of the contract

applies (€300,00 + VAT). TSH reserves the right to request that a dog be kept outside if it bothers other members of the community.

Meeting space usage

Meeting spaces can be booked through a community host at the TSH reception desk. The member carries the responsibility to return the key box on time. 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. For this reason, please make sure you book a longer reservation for a meeting space. Meeting spaces are supposed to be left behind in the same condition as they were found.

Printing

Members can make use of TSH printing services. Members get a certain number of free prints per month. Extra prints could be charged via the monthly invoice. Please contact reception for more information.

Responsibility

TSH 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

TSH is completely non-smoking. Smoking inside any TSH 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

All members must read the building fire evacuation procedures and know how to exit the building in case of a building evacuation.

Community play spaces

The game area in The Social Hub is available for all members of TSH 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/front of house staff. 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: madrid@thestudenthotel.com or alternatively you can call our reception desk at: +34 699 379 139.

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

Thank you and enjoy!
TSH Madrid Team

