



the **INCUIHIVE**
space

THE INCUIHIVE MEMBER HANDBOOK

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1.0 Hello, Welcome To IncuHive

Welcome to **The IncuHive Space!** You are now an **IncuHiver!** Thank you for joining the best group of workspaces on the planet (well at least we think so!) and we look forward to helping your business grow and prosper. We aim to create fun, dynamic and creative working spaces and would welcome you to keep an open-door policy and be involved as much as possible in the daily on goings at your IncuHive Space. The following member's handbook may seem long winded but we have tried to fill it with answers to as many common questions as possible, depending on your membership level different elements will apply or not apply to you – anything missing just ask the IncuHive management team for help!

This document may be updated from time to time, revisions will be provided online, and you will be notified within 7 days of the revisions – future revisions are agreed to under the membership terms with us. Any concerns around revisions can be discussed on a case by case basis in person, we are here to help.

By signing up to an IncuHive Space you agree to follow the terms set out within this handbook.

2.0 What We Provide

IncuHive Spaces provide a range of business facilities to help you and your business as much or as little as you wish. We provide coworking, virtual office spaces, hot desking options, dedicated desk rentals and private office spaces. This is coupled with our photography and videography studios and IncuLab “Fab Lab” workshop design centres. We also provide a range of in-house business services to help support your business further, details provided below.

Our spaces provide a dynamic and creative community of people and we hope that you enjoy your time with us.

3.0 IncuHive Services

As a member of IncuHive you have access to a range of in-house resources including company accounts, payroll services, web development, insurance, phone systems, product development and much more – all at prices you simply won't find outside of IncuHive.

See the website for a list of all the IncuHive based services we provide – all offer exclusive deals for IncuHive members!

4.0 The IncuHive Portal

The IncuHive Portal is an online resource available via the IncuHive website (www.incuhive.co.uk) which provides access to a wide range of resources, such as:

- **Download Your Agreements**
- **Member Account Management**
- **Member Exclusive Deals**
- **News, Events and Updates**
- **“Ask a Mentor” Help and Support Area**
- **Meeting Room and Studio Bookings**
- **Events Calendar**
- **Maintenance Requests**
- **Wi-Fi Details**
- **& Much More...**

You can login to the portal from the website using the username and password you setup when joining IncuHive. The portal should be the first port of call for any questions, chances are you will find the answer on there.

4.1 Mentoring

IncuHive provide a range of mentoring and support services, both for free and paid. Head over to the mentoring portal, available via the Members Portal on the website. This will list details of upcoming events and give you access to our 1:1 mentoring service and a range of other business support options. If you are looking for bespoke business development and mentoring, we can provide tailored paid packages to support you in reaching your business goals – don’t get stung by “business coaches”, ask us first.

Remember to use the online slack chat system for any questions or queries which other IncuHivers may be able to help you with, that’s a big benefit of being in an IncuHive Space!

5.0 Your Sign-Up Check List

To get the most out of The IncuHive Space we encourage you to make use of the services in place and join the growing community. If you are stuck on using any of the systems we have put in place head over to the portal where you can download useful guides, if you are still stuck let us know and we can show you in person.

Task	Details	✓
Join IncuHive Portal	You can login to the portal with the username and password you set when you signed-up to become a member, have a look around – this is the go to place for most things you will need when working from our spaces.	
Join Slack Online Chat System	The “slack” chat system can be used for chatting to other members of the spaces across all our sites. You will be sent an email request to join, head over and introduce yourself to everyone.	
Join Ring Video Doorbell System	This will enable you to be notified when the doorbell rings and you can also answer the doorbell via video – perfect for visitors coming to site or deliveries in sites without a staffed reception.	
Join Check in/out System	This enables you to update if you are in or out of the building, for health and safety regulations. This can be automatically done via a phone or manually using your access card – either way you need to be on the system. You will be sent an invite to join via email and setup details can be found on the IncuHive Portal – any questions ask. <i>This does not apply at all sites.</i>	
Join the Visitor/Delivery System	The visitor/delivery check in system allows you to receive a notification via email/txt when a visitor arrives to see you, or post arrives for you. You will be sent an invite to join via email and setup details can be found on the IncuHive Portal – any questions ask.	
Introduce Yourself	Great! You are setup and ready to go! Please say hello to your fellow IncuHivers!	

6.0 Membership Details

The details below provide an overview of each of our membership levels and associated common questions with regards to the membership and its offering. We offer 4 membership levels with the details of each provided below. As a member at any level we can easily move you up and down membership tiers to support your business growth.

6.1 Virtual Office Space Membership

Virtual office space membership includes the use of a dedicated post box which you can use for delivery of post and parcels along with using the address on your website and marketing materials. You can use this as a legal business address with HMRC and Companies House. Access to the post box is 24/7 via fob entry.

As per the contract agreement for this membership it does not include access to any form of hot desking or access any other areas of the IncuHive Space.

You can only register 1 company to the post box. For additional companies please contact us to discuss costs.

Lost post box keys are replaceable at £10 each.

6.2 IncuHive Membership

IncuHive Membership includes a virtual office space post box with the addition of hot desking in our communal areas for working from and access to wider IncuHive resources, training, mentoring and events for example.

IncuHive Membership is on a per person basis. Visitors may join you in communal areas but must not be working from the space – this is monitored and flexible, we will let you know should we feel non-members are using the space with you too frequently.

6.3 Desk Space Membership

Desk space membership provides you with a dedicated desk which you may setup with your own computer, monitors and similar. The desk is provided, and you are limited to only using the space the desk takes up – please do not bring additional furniture, drawers, office dividers and so on for example as these will be removed. We will provide a chair with the desk, but you are welcome to provide your own and we will remove the chair we have provided.

Each desk is provided with a single Ethernet connection and 2x 13amp plug sockets for use.

Desk rental is on a per person basis, you are not able to share your desk with other individuals or other IncuHive members. If you wish to share the desk space, please contact us to discuss options.

Please do not make use of desk spaces other than your own, even if these desks are unoccupied. Please do not interfere, borrow or otherwise use the content of any desk space.

Please be considerate when using the chill out areas within desk rental spaces and use headphones when watching TV or playing video games. For longer meetings please make use of bookable meeting spaces.

6.4 Office Space Membership

Office Space membership includes a dedicated private office space to use. The agreement when you sign-up for the office space will state the terms and conditions of its use, alongside the details provided in this document.

Office spaces include a virtual office post box and access to all IncuHive resources.

6.5 IncuHive Member Metrics & Statistics

As part of the wider strategy of IncuHive we wish to collect basic data on the companies who come into IncuHive and what happens when you leave, to help us understand what impact the help provided by IncuHive has had on your business. This is voluntary but really helps support the wider work we do so would love for you to contribute.

We have an online form which will capture basics of turnover, profitability, contracts, staff and general experience for example – this would take around 5 mins to complete.

If you are renting space with us but working for a larger organisation, we have no requirement to capture this data from you.

More details can be discussed with IncuHive management.

7.0 Day to Day Using The IncuHive Space

7.1 Space Access

Access to IncuHive spaces is 24 hours a day, 7 days a week. Any planned restrictions on access will be communicated in advance via the IncuHive portal and chat system with a minimum of 24 hours' notice where possible. From time to time we may need to restrict access to certain areas for maintenance and site works – where possible works will be conducted outside of working hours and we aim to keep any disturbance and disruption to a minimum.

7.2 Site Access Cards

If the case of losing an access card, **replacement sets will be charged at £25.00. Additional cards for new staff are free of charge. To report a lost or broken card please use the portal system.**

Important – Lost Card Process

If you lose an access card, please report it as soon as possible so it can be deactivated from the system (via the portal). This is to avoid a lost access card being used to gain access to the building by someone other than the card owner, for which the card owner may be responsible for loss/damage carried out by a third party.

The door entry system remotely logs access by each card holder, including the date and time you access the building. This is recorded for security and you agree to this being done when signing up to use the space.

7.3 Card Swapping

Do not allow other people to borrow or use your card for access to IncuHive Spaces. The entry system records entries to each door and references this to recorded CCTV images. Members found to be card swapping will have their card blocked and potentially removed from the site.

7.4 Tail Gating

Do not allow other people to follow you into the building, each member should swipe as they enter any door within the IncuHive Space. Guests, clients and customers of members do not need to sign in using the RFID door system, but should check in as visitor, explained in Section 7.8. Visitors remain the responsibility of the member allowing them access.

7.5 Site Security

Please ensure windows are closed and doors are shut behind you when leaving site. Visitors should be contained within the reception area until collected by their host within IncuHive.

All offices and spaces are accessible by IncuHive management at any time with good reason as per the agreement.

Guests, clients and customers of members remain the responsibility of the member allowing them access.

In the instance of a door access failure or issue please report direct to IncuHive.

7.6 CCTV Recording and Monitoring

IncuHive Spaces provide CCTV monitoring in all communal spaces. Offices are not monitored by CCTV. By entering an IncuHive space you agree to being recorded on CCTV 24 hours a day 7 days a week. Only video footage is captured, no sound is recorded. Footage is kept under Data Protection regulations and The IncuHive Group is covered by the ICO for such storage (You can find out registration certificate on the IncuHive Portal). Footage can be used in support of any investigation regarding any instances of damage, theft or otherwise required by The IncuHive Group.

7.7 Check In & Out Systems

Some IncuHive sites make use of a check in/out tracking system to record who is on site. Please ensure when entering and leaving an IncuHive Space that you check in/out of the building. This can be done automatically using the mobile app, via the website or using the wall mounted iPad systems next to building exits – please see the member portal or ask for details.

7.8 Staff, Visitors, Guests and Clients

Members are wholly responsible for the actions and safety of any visitors, guests and clients of members entering IncuHive and will be responsible for any actions resulting in agreement breaches due to the actions of these parties.

Visitors should check-in using the visitor check-in system within IncuHive receptions. This will notify you that your visitor has arrived and create a log of who is in the building from a fire and health and safety point of view.

7.8.1 I have a new member of staff, what do I need to do?

If you have a member of staff starting with you and they need access to the space, they must sign-up on the website so we have a record of their details and so the system can produce a member's access card for them. This is a simple 5-minute process and collects minimal details. Any questions please ask.

7.8.2 I have a member of staff leaving, what do I need to do?

Let us know via the Members Portal, using the leaving IncuHive form, which can be completed by you or the member of staff directly. This will update our records as to who is using the IncuHive site and most importantly enable us to ensure their access card and similar are removed from the system.

8.0 IncuHive Site Health & Safety

8.1 General Health & Safety

A separate health and safety information pack has been provided in conjunction with the member's handbook and is available on the IncuHive Portal. Site risk assessments and fire plans are also available on the Members Portal. Please ensure you have read and familiarised yourself with these.

General day to day health and safety is the responsibility of the members of the space. Please do not put yourself at risk in the space by carrying out activities which may result in damage or injury, such as moving items at height, hot food and drinks movement around the building and slippery floor surfaces for example.

If you spot something you think may be a risk - spilt water, something broken – in the first instance please reduce the risk if you can safely, then report it to IncuHive via the maintenance request on the Members Portal. If the risk is urgent, please phone IncuHive directly.

The health and safety of staff working for IncuHive resident companies (those renting any form of space or service from IncuHive) are the responsibility of their employer when onsite. Please ensure as a company using our space you have relevant health and safety policies and procedures in place to cover your own staff. If you require support with this feel free to ask directly and we will be happy to advise.

8.2 Medical & First Aid Supplies

First Aid kits are provided within each IncuHive Space. Please ensure disposal of medical items are placed within the dedicated medical bin and not within the general waste. Accidents must be reported to IncuHive management for record keeping.

8.3 Fire Doors

Doors marked as "Fire Door Keep Shut" may be propped open when your office is in use, otherwise ensure the doors are kept shut at all other times.

8.4 Fire Alarms

Fire alarm testing and maintenance will be carried out during normal working hours. We understand that this will cause an annoyance to users on site, but your safety is our priority. Fire alarm testing schedules can be found on the IncuHive Members Portal. Sometimes unscheduled testing and maintenance is required, where possible we will give notice of this taking place. Do not attempt to silence or cover alarms or sensors within any area of an IncuHive Space.

8.5 Fire Drills

From time to time Fire Drills will be carried out to test procedures and evacuation of the building. Please ensure you are familiar with the site fire exits and muster point procedures. If you hear the fire alarm going off, please leave the building immediately leaving your belongings behind.

8.6 Portable Appliance Testing

Members are responsible for ensuring portable appliances are tested and conform to health and safety regulations. Portable Appliance Testing is available via IncuHive management on a per item cost basis. Please contact IncuHive management for details.

8.7 Alcohol Consumption

Alcohol is permitted to be consumed within the IncuHive Space. We ask that you are sensible with the consumption alcohol at our sites. IncuHive promote responsible drinking, and anyone found to be heavily intoxicated on site at any time will have their contract cancelled and removed from site.

Free beer/alcohol may be offered at organised IncuHive events and is provided at our discretion.

9.0 IncuHive Site Buildings & Maintenance

9.1 General Maintenance

If you encounter something which is broken or defective please use the IncuHive Portal system to report the issue, this will then alert the correct maintenance team to attend and fix. Please note the repairs are carried out on an urgency basis scored by the maintenance team – an indicative time to have the repair conducted will be communicated where possible.

9.2 Furniture

Office space clients are responsible for their own furniture within the office space. IncuHive can provide furniture at request and at cost to the member. We have a range of affordable furniture recycling options for second-hand complete kit outs of office spaces – do ask us and we will be happy to provide options for you!

9.3 Decoration and Fixings

You are granted permission to decorate and install fixtures and fittings to your requirement as per details within the contract for your office space. Electrical installation must be provided by the preferred electrician contracted by IncuHive.

On vacating the premises all decoration, fixtures and fittings must be returned to the original state as detailed within the agreement. All other users, desk rental and so on, are not able to modify any elements of the building.

9.4 Food & Drink

Food and Drink is permitted to be consumed across IncuHive sites. Please ensure you clear rubbish and food waste away properly. Check the IncuHive portal for potential IncuHive member deals with local takeaway food providers.

Free hot and cold drinks are sometimes provided at IncuHive sites. The replenishment of supplies and milk is provided by IncuHive and at our discretion. If supplies have run out, you will need to provide your own until the free supplies have been replenished.

Be careful when moving around the building with hot food or drinks to avoid spillages and potential injury to yourself.

9.5 Waste/Rubbish/Recycling Disposal

Waste/Rubbish must be placed in the designated area as identified at the IncuHive Space you use, residents are responsible for clearing their own waste into bins provided. This includes making correct use of recycling and glass collection bins available on site.

Communal spaces must always be kept clear of rubbish and bags of rubbish should be cleared to main commercial bins available on site. Details of the locations of commercial bins can be found on the Members Portal.

9.6 Cleaning

Individual offices are responsible for cleaning their areas, cleaning equipment is available for use freely by all members. Communal areas are cleaned via contract cleaners on a weekly basis. Day to day cleaning of kitchen areas, emptying of kitchen bins are the responsibility of the members of IncuHive.

9.7 Kitchen Areas

IncuHive members are responsible for keeping the communal kitchen spaces clean and tidy. This may include removal of rubbish, clearing of tables, washing up, drying and putting away. Please ensure you wash up after yourself and clean up any spillages or mess created – this avoids frustrations for fellow users of the space. The kitchens are cleaned by the professional cleaners on a scheduled basis, but they are instructed to not wash-up for members.

You are welcome to make use of communal fridges. It goes without saying do not help yourself to food or drinks unless permission is given.

9.8 Animals and Pets

Some IncuHive Spaces have a pet friendly policy and others have a no pet or animal policy, depending on the type of site and its location – details of which can be found on the Members Portal. Please confirm with IncuHive directly if unsure. In instances where pets/animals are allowed on site, the owners take full responsibility for this and any damaged caused by pets/animals they have control of on site.

9.9 Electricity Fair Use Policy

IncuHive provides members with inclusive use of electricity. IncuHive management will enforce a fair use policy to this respect. Please consider your consumption of electricity and use a common-sense approach to the fair use of this service. Examples of poor practice which would not be tolerated include leaving computer systems on overnight while idle, running the heating while having the windows open and similar.

9.10 Heating

Heating is centrally controlled in our sites and will be set to specific zoned temperatures. The heating will come on at a set time in the morning and turn off at a set time in the evening. Individuals are not able to modify or control the heating systems. If you are too hot or cold do let us know and we can aim to accommodate changes in the temperature settings.

Failure of the heating system may occur (as with all systems on site), in this instance portable heaters will be provided while works are conducted to fix any failures with the heating system.

9.11 Lighting

Lighting is generally provided using LED technology. Areas of IncuHive Spaces may also use a range of PIR motion activated lighting.

When leaving site for the day please ensure lights are switched off.

9.12 Power Outages

From time to time IncuHive Spaces may be affected by power outages, either for planned maintenance works or unplanned grid-based power cuts. In the instance of planned power outages, we will notify everyone on site in advance (where possible). In the instance of grid-based power cuts we will contact our electricity provider and keep all users on site updated – clearly such instances are out of our control and we will not provide any compensation for such events.

9.13 Water Outages

From time to time IncuHive Spaces may be affected by water supply outages in general or hot water supply outages where the heating system has failed or is undergoing maintenance. In such instances we will keep users onsite informed of progress and likely timescales to return the service to normal.

To report a problem please use the maintenance system via the portal.

9.14 Air Conditioning

Some offices are provided with Air Conditioning – depending on the site you are based in this is not a service which is included within rental of office spaces and is always not guaranteed to be working. You are welcome to service any Air conditioning if required to bring up to a working standard if you wish and at your own cost.

9.15 Disabled Access & Site Accessibility

Where possible IncuHive sites provide disabled access, however many of our sites are not equipped with full disabled facilities. Please enquire beforehand before visiting a site.

9.16 Lifts

Some IncuHive sites provide lifts between floors, in the case of failure of lift services members will be notified and the lift service will be restored as soon as possible.

9.17 Banned Appliances

The following appliances are not permitted within IncuHive Spaces, aside those official authorised and under management of IncuHive.

- Toasters
- Grills/Ovens
- Plug in heaters of any type **(unless provided by IncuHive directly)**
- Fridges/Freezers
- Other items at the discretion of IncuHive management

In general, any appliance which may produce smoke in its operation will be considered a banned appliance.

IncuHive management reserve the right to check appliances and if in doubt do feel free to ask the management team for advice.

9.18 Prohibited Items

As per the contract, items including Firearms, Drugs, Explosives, Fireworks and other illegal or dangerous substances are prohibited within IncuHive Spaces.

9.19 Insurance

Members are responsible for the insurance of their items in offices and desk spaces. IncuHive provides building insurance but we do not cover the insurance of the contents of individual office spaces, desks or communal areas. In the event of any theft or damage to/of belongings within these spaces the member renting the space is responsible, including damage from leaks, fire and similar. It is recommended that all members have insurance in place to cover the contents of their rented space.

We do have competitive in-house insurance deals available at request from our partner provider.

9.20 Business Rates

Office users are responsible for the payment of business rates or the application for business rates relief if applicable to their business. Business rates are only required when renting dedicated office spaces and do not apply to desk rental, virtual office or members.

It is the responsibility of the user renting the office to inform the local authority that they have taken space and wish to apply for rates relief (if applicable). We are happy to help with this process if required.

9.21 Reception Areas & Services

IncuHive Spaces provide a range of reception services. These may be a staffed resource, an open use resource or a self-service resource. Please discuss with the IncuHive management.

Where your site does not have dedicated staffed reception areas it is the responsibility of the members of the site to answer the door for visitors and deliveries as needed. All sites use a remote doorbell system so you can receive notifications directly to you phone where needed.

9.22 Communal Areas

IncuHive Spaces provide a range of communal spaces for meetings, taking calls and eating/drinking. Please always keep these areas clean and tidy for use by other users on site.

Please do not use communal areas for storage of items outside of your desk space or office area. Items left unattended in these areas will be removed and potentially destroyed.

Please do not remove items from communal areas to use elsewhere on site, including chairs, furniture and any other items provided for use in these areas. If you require the use of extra chairs

or other items from a communal space, please contact us and often we are happy to accommodate – but only on the basis it will not inconvenience over users on site.

9.23 Noise, Music and Entertainment

Please be considerate of other members within IncuHive when making noise, from talking, music, television or otherwise. The use of headphones should be adopted in communal areas.

External noise, building works and similar may occur from time to time, where possible we will carry out these types of works outside of office hours. In instances where noise is outside of our control (such as external building works in the vicinity of an IncuHive Space, not being conducted by ourselves) we will discuss and keep users onsite informed.

10.0 IncuHive Provided Facilities

10.1 Open Access PCs and Gaming Stations

The use of open access PCs fall under the standard terms for the use of equipment and internet as detailed within this document.

Gaming stations are free to use at any time – please keep the volume to a minimum to avoid disturbance to other members.

10.2 Meeting Rooms

Meeting rooms are a resource available for booking via the IncuHive Portal. Meeting rooms are not included with any of the IncuHive membership plans as a resource to use as and when needed and must be booked and paid for in advance. Members can use a discount code for a reduction in the hire cost – details of which can be found on the IncuHive Portal.

10.3 Photography Studios

The photography studios are a bookable resource available via the **Hive Studios** website:
www.hivestudios.co.uk

The photography studios are not included with any of the IncuHive membership plans as a resource to use as and when needed and must be booked and paid for in advance. If you require photography or videography services, please check the services available from IncuHive via the main website – these are discounted for our members.

10.4 Fab Lab Spaces

IncuHive Fab Lab resources are bookable via the dedicated IncuLab (www.inculab.co.uk) website and the IncuHive Portal.

The Fab Lab resources are not included with any of the IncuHive membership plans as a resource to use as and when needed and must be booked and paid for in advance.

10.5 IncuHive Communal Equipment

Communal equipment within IncuHive should be used properly and with respect. Anyone found to have damaged equipment by accident or through miss use will be liable to pay the cost of replacement direct to IncuHive within 7 working days.

10.6 Events, Networking and Training

IncuHive Spaces aim to run a range of networking, mentoring and social events across the calendar year. Details of events will be posted on the IncuHive Portal and advertised at IncuHive spaces. Events are generally free to attend for IncuHive members.

10.7 Parking and External Gates

Some IncuHive spaces provide secure off-road parking. It is important to note that external access to the IncuHive Space will vary between different IncuHive Spaces. As general rule the last person out of the site should close and secure any external gates.

How will you know if you are the last person on-site? Do a simple check of the building and car park, if in doubt close and lock the gates anyway, as anyone on site can open the gates from either side.

Gate access codes can be found on The IncuHive Portal.

Parking is within designated spaces only as detailed within this agreement. **Please only park in the space you have been assigned.** Visitors must park in dedicated visitor bays and should not use unused bays of other members at any time.

The IncuHive Group Limited or our subsidiary companies take no responsibility for damage to vehicles or loss of goods stolen from vehicles parked at IncuHive Spaces. This includes damage, punctures and similar vehicle-based damage when moving from a public highway onto an IncuHive site.

11.0 IncuHive Legal Elements

11.1 Confidentiality

All members of IncuHive must sign a confidentiality non-disclosure agreement before operating from IncuHive. A common-sense approach applies here in that information discussed, overheard or otherwise within IncuHive remains within IncuHive and must not be discussed to any external parties. In the same respect, discussions overheard or between members within IncuHive should always be considered confidential. Members found to be breaking confidentiality rules will be subject to prosecution.

This agreement also applies to guests, clients and customers of IncuHive Spaces.

Please note the reception spaces are designated as a public space and confidential matters should not be discussed within this area. Discussions in this area are not bound by IncuHive confidentiality regulations.

11.2 Data Protection

All data held by IncuHive is in line with the Data Protection Act and GDPR regulations. The IncuHive Group Limited is registered with the ICO.

12.0 Post & Deliveries

12.1 Post & Deliveries

General post should be delivered to IncuHive using the address convention below. For parcel or signed for deliveries please ensure you are onsite when delivery is scheduled – depending on the site you use there may be no dedicated reception staff or automatic parcel drop. Please see the IncuHive Portal for details.

For large, pallet based, or unusual deliveries please contact IncuHive and discuss, we will endeavour to support your requirements but cannot always offer the ability to accept large items, large volumes and similar – details provided within the postal agreement contract separate to this handbook.

12.2 Address Conventions

The following convention should be used for post and deliveries:

YOUR COMPANY NAME

The IncuHive Space

Followed by the address of your IncuHive Space, as found on the Members Portal.

12.3 The IncuHive Group Limited Contact Details

The IncuHive Group Limited

Mayflower Close

Chandler's Ford Industrial Estate

Eastleigh

Hampshire

SO53 4AR

admin@incuhive.co.uk - **0800 689 3564**

Registered in England and Wales No: **11251341**

VAT Number: **GB295094471**

13.0 Internet Acceptable and Fair Use Policy

This Acceptable Use Policy specifies the actions prohibited by The IncuHive Group Limited.

13.1 Fair Use Policy

Internet access within IncuHive spaces is provided unrestricted. Bandwidth/Speed is not guaranteed but will be provided to the best ability of the IncuHive Space. IncuHive management reserve the right to restrict individual member's bandwidth if activities carried out by the member are deemed to be impacting on the service for other members.

13.2 Internet Downtime

Although we aim that internet access is always available, the services are not provided with a service level agreement and is subject to unplanned downtime outside of IncuHive managements control. The internet service is subject to variations of the contention rate and of the availability of the service which are both controlled and maintained by our supplier. These variations are beyond the control of IncuHive and we therefore cannot be held liable for any business disruption, loss or damage or third party liability caused by disruption in the service, or have any responsibility for any system breakdowns which affect the service, or which impede or delay the execution of transactions and which arise as a result of breakdowns in the networks, systems or programs used.

If any problems arise with the service, then you should contact IncuHive management who will manage the resolution of any problems. IncuHive will endeavour to carry out any essential maintenance to the system out of business hours; however, on occasion IncuHive may have to interrupt the service during business hours for operational reasons or in exceptional circumstances.

13.3 Internet Download & Upload Speed

The internet connection is shared between all users on site and is normally offered unrestricted, with consideration of the points detailed on the following sections of the handbook. IncuHive do not provide a guaranteed download or upload speed but look to maintain a connection which allows for general day to day browsing and email use of the internet connection.

Those with private offices spaces can opt to install their own additional or dedicated internet connection at their own cost if required.

13.4 Illegal Use

You must not use the service to send or receive any material which is abusive, indecent, obscene, defamatory, racist, offensive, menacing or in breach of confidence, copyright or any other rights which contains unlawful security devices or contravenes any law. You must not use it to cause annoyance, inconvenience or to send any unsolicited advertising of any kind.

13.5 System and Network Security

Violations of system or network security are prohibited and may result in criminal and civil liability. IncuHive will investigate incidents involving such violations and may involve and will co-operate with law enforcement if a criminal violation is suspected. Examples of system or network security violations include, without limitation, the following: Unauthorised access to or use of data, systems or networks, including any attempt to probe, scan or test the vulnerability of a system or network or to breach security or authentication measures without express authorisation of the owner of the system or network. Unauthorised monitoring of data or traffic on any network or system without express authorisation of the owner of the system or network. Interference with service to any user host or network including, without limitation, mail bombing, flooding, deliberate attempts to overload a system and broadcast attacks. Forging of any TCP-IP packet header or any part of the header information in an email or a newsgroup posting.

13.6 Email

Sending unsolicited mail messages, including, without limitation, commercial advertising and informational announcements, is explicitly prohibited. A user shall not use another site's mail server to relay mail without the express permission of the site.

13.7 Usenet

Posting the same or similar message to one or more newsgroups (excessive cross-posting or multiple-posting, also known as "SPAM") is explicitly prohibited. The use of Usenet for downloading of large volumes of data is forbidden.

13.8 Software Licencing

Members are responsible to comply with software licencing regulations for their own IT equipment.

13.9 Piracy

IncuHive members should not engage in the illegal downloading of copyrighted works, including but not limited to, films, DVD, Blu-ray, Video Games, Audio CD and software. Any member found to be involved with such acts and where applicable will be passed to copyright holders for legal proceedings.

13.10 Bit Torrent

The use of BitTorrent services are prohibited within IncuHive Spaces and such use is activity monitored. Anyone found to be using BitTorrent services will have their internet access removed and only reinstated at the discretion of the IncuHive management team.

13.11 Downloading

As per the Fair Use Policy, IncuHive management reserve the right to restrict individual member's bandwidth if activities carried out by the member are deemed to be impacting on the service for other members.

13.12 Internet Equipment

Office spaces are provided with 1x 10/100/1000mbit Ethernet port. You are permitted to connect this port to an Ethernet switch to distribute connections to multiple computers within your designated office space.

IncuHive is responsible for the service that is provided to the point of the outlet on the wall or the floor in the Licensee's unit. From this point the Licensees' own equipment takes effect and IncuHive is unable to offer support on this. IncuHive management can provide basic help and advice on the setup of network and PCs where needed.

If any equipment installed by Licensees' causes network disruption or issues for other users on site IncuHive management will inform the Licensee and the equipment will be unplugged until the issue can be resolved.

It is recommended that PCs' that are connected to the Internet are installed with up-to-date anti-virus software as IncuHive cannot be held responsible for any damage which you may sustain as a result of a virus infection.

13.13 Port Opening & Static IP Addresses

We are not able to provide any form of open port setup or static IP routing at IncuHive Spaces. You are welcome to provide your own connection where this setup is required.

13.14 VOIP Services

We do not provide a VOIP phone-based services, these however can be installed on your own dedicated connection if required.

13.15 Backup Services

IncuHive provides members with a network-based backup storage option if requested. You are responsible for the content and ownership of any content. Content stored on IncuHive managed servers must be legal, decent and not copyright infringing. Please discuss this requirement with IncuHive management who can setup a separate contract for this for you.

13.16 Phone Service

A local or free phone number that diverts to your mobile can be provided at low cost via IncuHive. Please discuss this requirement with IncuHive management who can setup a separate contract for this for you.

13.17 Phone Line Installation

You may install your own dedicated phone line if you wish via BT or similar provider. This will solely be the responsibility of the member company to undertake and cover all costs. IncuHive will not be responsible for the installation, management or costs of additional phone lines.

13.18 Privacy and Data Logging

The IncuHive group can view your connected computers IP address and volume of traffic/bandwidth being used by you at any one time. Please consider the IncuHive internet connection as non-secure and public, much like that of a coffee shop. To avoid users on the same network as you within an IncuHive Space from accessing shared files ensure you have a username and password set for your computer when connected to the internal ethernet or Wi-Fi network.

14.0 Upgrading/Downgrading Membership or Leaving IncuHive

14.1 Upgrading/Downgrading Membership

If you are currently a member of IncuHive and wish to upgrade or downgrade your membership, please head over to the sign-up page on the website and complete the sign-up process for the new service you would like to take up. We can then process moving you from one service to another. Any questions or a requirement outside of the normal sign-up process do let us know and we can guide you.

14.2 I need to cancel my membership and leave IncuHive

If you need to leave IncuHive completely please use the leaving form available on the Members Portal in the first instance, this will ensure we are notified to cancel your direct debit and start the move out process. Once the form has been submitted one of the team will be in contact with you to ensure you can move out without any issues.

If you have any problems or issues which may be the driver for you considering leaving, do talk to us in person so we can look to solve these for you in the first instance.

Notes Page

WWW.INCUHIVE.CO.UK

FIND OUT MORE ON THE MEMBER PORTAL