

Terms and conditions

1. The hot desk service is provided by Three Central Ltd (TCL) at 3 London Road, Redhill, RH1 1LY. The vision of this service is to provide a professional venue for charities, individuals and businesses. Times & periods of booking available – hot desks are available between 9.00 and 6.00pm Monday to Friday (later by prior arrangement). They can be booked for half day, full day, one week, 1 month, 3 month, 6 month or 12 month periods. Periods of booking outside these will be made up of a combination of the standard booking periods.
2. Pricing - Prices are per the charging schedule on the website www.three-central.co.uk
3. Invoicing & payment – Bookings of less than 1 month are invoiced and are due for payment prior to the start of the booking. Bookings for longer than 1 month are invoiced on a monthly basis, in advance. These invoices are due for payment within 14 days. Payments are to be made by direct payment into the TCL bank account, or debit or credit card unless agreed otherwise. Failure to pay or late payment of charges may result in TCL terminating access to the building. TCL reserves the right to take appropriate steps to recover arrears.
4. Refunds – Refunds are at the discretion of TCL and TCL is not obliged to refund any amounts for a booking.
5. Access to building – Users will be issued with a key card or electronic fob to access the building and any rooms relevant to the booking. The key card/fob:
 - a. Remains the responsibility of the user and will be replaced if lost or stolen. It is the user's responsibility to report it as lost or damaged. There will be a £5 charge for all replacements.
 - b. Is not transferable and must not be given to visitors of the building under any circumstances.
 - c. Remains the property of TCL and will be cancelled at the end of the booking.
6. Parking - there is no permitted parking on site.
7. Notice - All written notices to be served on or given to the user shall be sent or delivered to the user's principal place of business and shall be treated as having been given upon receipt.
8. Alterations to bookings by the user:
 - a. To cancel or reduce a booking period. For bookings of less than one month 5 business days' notice is required. For bookings over a month 1 months' notice is required. In the absence of the correct notice period TCL will invoice the user for the original booking. If the user reduces the booking so that a more expensive rate would have applied, TCL will adjust the invoice to reflect the higher rate.
 - b. To extend a booking period – TCL will try to accommodate these requests.
 - c. Refunds are at the discretion of TCL.
9. All users of the hot desks are entitled to:
 - a. Sole use of the booked hot desk between the booked hours on any working day, free internet access and refreshments facilities. Users must comply at all times with the relevant provisions of the Digital Economy Act 2010 and any other acceptable use policies when using free internet connection.
 - b. Book additional rooms in the building. Meeting rooms must be booked in advance.
 - c. Use of the office photocopier. This is subject to the use being fair and reasonable both with time used and number of copies. 'Fair Use' is restricted to black and white documents only. Colour copies will be charged at the current colour rate available from the TCL administrator.
10. Wifi – Three Central Wifi is a free service. Because of this, we retain the right to change the Terms at any time. If we are going to make changes to the Terms or the Service to your significant disadvantage, we will try to give you notice of the changes before they take place. Your continued use of the Service following the updating of the Terms indicates you accept those changes, if you do not like any changes that we make then you will be free to stop using the Service. The Service is only available to users who are customers of Three Central Ltd. on the day of the service use, and whilst in the coffee shop. Any use outside of this is not approved and the user should disconnect. For our full Wi-Fi policy, please request this by emailing info@three-central.co.uk.
11. Some users are entitled to:
 - a. The use of a secure locker. This applies to full time bookings. TCL reserves the right to open (including by force) any locker and to inspect and/or remove the contents if or when it suspects it is being used in contravention of UK law and shall have the right to draw the contents of any locker to the attention of any relevant authority should it deem it appropriate to do so. In the event that a user fails to remove property from the locker\building at the end of any rental period or allows rental charges to fall into arrears then TCL shall have the right to remove and dispose of any such property. TCL shall be under no obligation to notify a user of any such removal and disposal and shall incur no liability to any user for any loss or damage (however it may arise), which the user may sustain as a result of such removal or disposal. A charge of £15 will be made for replacement keys.
 - b. A mailbox service. This applies to bookings of 3 months or longer. Any mail received will be placed in the mail slot of your locker. Mail will be kept for 2 weeks after the end of the booking period after which it will be disposed of.
12. TCL accepts no responsibility for any loss of or damage to users' property (or that of their visitors) while they are using the TCL areas or any of the services offered at this location. Users will be entirely responsible for ensuring their property is safe and secure at all times whether stored in lockers or otherwise.
13. TCL accept no responsibility for equipment left in the building. All personal and work related items must be covered by the hot desk user's own insurance.
14. TCL operates a clear desk policy and each evening all desks must be cleared. No storage facilities exist apart from those users entitled to a locker.
15. Users may have visitors. The visitors may access TCL areas only when accompanied by a user and for the purposes of attending a meeting. Users may not conduct meetings at their desks and additional rooms should be booked for this purpose, or the user should find somewhere outside the building to conduct the meeting
16. Users are not allowed to register this address for any charity/individual or business as their primary address without prior approval of the TCL directors.
17. In the event that TCL becomes aware of any information which is in contravention of any terms and conditions, TCL reserves the right to terminate the booking without refunding any monies received in advance. TCL may at any time alter these terms and conditions and the packages/services offered and may also alter the level of charges applicable. Prior notice to users of any such alterations will be provided via email, including alterations to charges. By agreeing to these terms and conditions and by continuing to use the TCL services, users accept TCL's terms.
18. TCL undertakes that, in performing its obligations, it shall comply with the provisions of GDPR and all other applicable laws relating to the processing of Personal Data as defined by GDPR Regulations.
19. Please note that we have CCTV throughout the entire Christ Central Building including some surrounding areas and it is used in accordance with the Data Protection Act. CCTV is only accessed by Directors and Three Central Administrators as necessary; to guard our employees or customers, to protect business interests, to ensure quality customer service and comply with legal and regulatory obligations. If you require a copy of CCTV footage, please contact the Three Central Admin team.
20. TCL collects and processes users' personal data for administrative purposes only and takes no interest in or responsibility for the legitimate business or other associated activities of users (provided those activities are within the authorised range of activities contemplated and permitted by these Terms and Conditions) whilst on its TCL premises.
21. Loss or Damage to the service. TCL will take all reasonable steps to ensure the protection from loss, damage or destruction of the services or materials it supplies to the user (or which may be received from the user).
22. Both parties shall maintain strict confidence and shall not disclose to any third party any information or material relating to the other or the other's business, which comes into that party's possession and shall not use such information and material. This provision shall not, however, apply to information or material, which is or becomes public knowledge other than by breach by a party of this clause.
23. TCL warrants that it has the right to provide the Service but otherwise the Service is provided on an "as-is" basis without warranty of any kind, express or implied, oral or written including, without limitation, the implied conditions of merchantable quality, fitness for purpose and description, all of which are specifically and unreservedly excluded. In particular, but without limitation, no warranty is given that the Service is suitable for the purposes intended by the user. TCL warrants that the Service will be supplied using reasonable care and skill. TCL does not warrant that the Services supplied are error-free, accurate or complete. Both parties warrant that they are registered under the Data Protection Act in respect of the collection, processing and use of the Service. Each party will comply with the Act including but not limited to its obligations in respect of any personal data, which it may supply to or receive from the other party.
24. TCL shall not be liable for any claim arising out of the performance, non-performance, delay in delivery of or defect in the Service nor for any special, indirect, economic or consequential loss or damage howsoever arising or howsoever caused (including loss of profit or loss of revenue) whether from negligence or otherwise in connection with the supply, functioning or use of the Service. Any liability of TCL shall in any event be limited to the fees paid by the user in the month in which the event of default arises. The user shall fully indemnify TCL against any liability to third parties arising out of the user's use of the Service.

25. It is the user's responsibility to ensure they have knowledge and comply with all building policies including but not limited to the Fire, Last Person and First aid policies. You should receive links to these via email or ask the TCL administrator.
26. Nothing in these terms and conditions confers any security of tenure or other right of exclusive possession or rights of occupation on a user.