

A **DeskLodger's** Guide

Welcome to **DeskLodge**.
This is what going to work feels like, when it doesn't feel like going to work!

DeskLodge is full of creative ideas, quirky spaces, and incredible people like you.

This guide has been built to provide you with all you need to stay productive and end your day feeling fulfilled.

Where you work *changes* how you work



As a DeskLodge member, you consent to comply with the below guidelines.

What we expect from you:

- Always be respectful to everyone, discrimination is unacceptable.
- Use the space appropriately, there is a zone for everything.
- Share the space and love, help keep DeskLodge tidy for all.

What you can expect from us:



Handy locations



Friendly neighbours



Workspaces that wow

Opening Times

See your workspaces opening times here

Access

You'll be issued your own DeskLodge access card when you arrive for your first day. If you lose it, we have the right to charge for a replacement. The fee will be £10 + VAT.

- Office Managers - always let us know of new starters in advance of their first day and if a team member leaves.

Member Portal - Office Office RnDRnD

All DeskLodgers will be emailed an invitation to join our Members Portal. Once the invite has been accepted you will be able to:

- Book meeting rooms
- See latest events that are happening at DeskLodge – from gigs to lectures, we have it all.
- Plus other funky features

Billpayers will also be able to:

- Add payment details via the online portal – all payments to DeskLodge (ex. advanced fees) are made through Office RnD
- View your invoices
- We recommend that you download the DeskLodge App for quick and easy access.

Guests & Visitors

- Guests and visitors are welcome in DeskLodge. Let us know when they arrive and when they leave, so we can ensure they're signed in/out.
- If your guest is just passing there is no charge. Visits over an hour will be charged. Speak to your workspace team for details.
- Visitors are only permitted during hot desking hours (check with your location for opening hours).

Kitchens

- Free tea, coffee and squash. Oh and filtered and sparkling water too (workspace dependent) We also provides milk & non dairy alternatives.
- Cutlery, crockery, etc. are in the cupboards and drawers.
- Please put your dirty bits in the dishwashers after you're done using them,
- There are fridges to store your lunch in. Anything out of date, moldy or stinky gets binned in the weekly fridge sweep. Ask your workspace team for when that is.
- No toasters I am afraid, they cause too many false fire evacuations.

Phone Booths

- We have phone booths dotted all around DeskLodge that help you keep your conversations private and to prevent anyone else from being disturbed. Use them as you need to but try not to stay in there all day, there's much more to see.

Hot desking / Break-Out Space

- We have phone booths and zones for calls and video calls. Let's try not to disrupt one another. Headset users get a big thumbs up from us, just don't shout.
- Monitors are available in certain zones, and are free to use. We have adapters if your laptop doesn't have a HDMI port.
- The space is first come first served, no reservations, it's a flexible space for all.
- No beach toweling here please. If you leave your stuff for more than 60 mins, we may move it.
- There are whiteboards scattered around, let your imagination run wild - just scrub it off after!

Meeting Rooms + Cancellation Policy

- You can book meeting rooms through the Members Portal or our App.
- Speak to the team at your location about access.
- Meetings can often fall back-to-back - please tidy as you go and finish on time. No one likes to be kept waiting.
- Please no hot food, the next meeting may not want to inherit that smell.
- Stick to the advised capacity – it's a H&S thing.
- If it's behind a door, it's probably a meeting room. We reserve the right to charge the hourly rate if we catch you at the scene of an unbooked meeting room crime.

Cancellations

- Please cancel bookings via the members portal.

Residents

- More than 48hrs notice – full sum back in meeting room coins to be used on future bookings only.
- Less than 48hrs notice – 50% back as coins to be used on future bookings only.

Hot deskers / PAYG

- More than 48hrs notice – 50% back as meeting room coins to be used on future bookings only.
- Less than 48hrs notice – full charge still applies.

Meeting Booths

- We have meeting booths for 2+ members to use. You do not need to book them; however, they do have a 90 minute time limit! They will never have a door on them, unlike our meeting rooms.





Advanced Fee, Notices & Anti Money Laundering Checks

- Private office contracts - there is a two month advanced fee and a 60 day notice period at the end of the contract. Contracts are reviewed three months before the end date.
- Part time office/dedicated desk contracts - there is a one month advanced fee and a 30 day notice period. Contracts are reviewed one month before the end date.
- There is no advanced fee or notice period for hot desking.
- There is a 30 day notice period for virtual office memberships.
- Contracted memberships such as dedicated desks and offices must pay by Direct Debit. We will send you a mandate to set this up.
- Our monthly invoice round is sent out on the 21st of the month. We take payment on the following 1st of the month.
- This gives us time to deal with any queries you may have. Contact your Workspace Manager if you have a question.
- If you just drop in now and again or are a hot desker you will receive an invoice charged on the day of the booking for any ad hoc meeting room bookings, day passes, or car parking spaces.
- All private office, part time office, dedicated desk, and virtual office contracts are subject to anti money laundering checks in compliance with UK regulations. We do our AML checks through an app called ThirdFort.
- AML checks require a company director's photo ID, proof of their current residential address, and the Companies House registration number. All contracts are subject to a license agreement.

Billing or payments query

- If you have a question about your invoices or payments please speak to one of the DeskLodge team at your location.

Fun Stuff

Socials & Events

- Find out what's going on at your location by logging into your account on our Members Portal here

Stay Connected

- Subscribe to our Newsletter to receive all up to date DeskLodge news.

Dogs

- We love dogs! And we welcome them when we can. Check in with your location to find out if your furry friends are allowed.



Good To Know



Car Parking

- Parking may be available dependent on the workspace you're in. Please speak to one of your workspace team to find out more.

Cycle Storage

- There is bike storage at all our sites, please speak to your local team to find out where they are and the access arrangements.

Key Box Codes

- Private offices & part time offices have a key box outside of their office to gain access.
- Private office - we will set the code when you first move in.
- Part time office - we will let you know the code.
- Let a member of the DeskLodge team know if you would like to change the combination.
- Misplaced keys will cost you £20 + VAT.

Lockers

- Lockers are available for those that need that bit of storage. There is no charge for members with an unlimited hotdesking membership or dedicated desk. It's £10 + VAT pcm for everyone else.

Smoking & Vaping

- This is not permitted anywhere inside DeskLodge but please speak to the DeskLodge team at your workspace to find where the designated smoking area is.

Printing & Shredding

- There are printers and shredders available within DeskLodge.
- Large quantities of printing will be charged at 5p per page for B&W, 10p per page for colour
- You can have your own printer in your office - we just need to give permission to the IP address. So just let us know. Remember to keep your Wifi signal low so others do not pick up your network.

Virtual Office

- Virtual Office memberships are available for £40 + VAT and include a registered address with Companies House and mail holding.
- All Virtual Office memberships are subject to AML checks and a signed license agreement.
- Any post received without an agreement in place will be returned.
- A member of the DeskLodge team will inform you if any mail has been delivered.
- We do not currently provide outgoing mail/courier services.

Offices - Power/IT

- We provide 2 sockets per desk along with 2 ethernet ports per room. If you need more speak to the team and they may be able to arrange something at your cost.
- We advise dedicated desk and office teams to have their own contents and business insurance.

Internet

- There is high speed WiFi everywhere you go! The team will give you the password on your first day. Ethernet is also available in certain zones.
- Stay away from uploading large files during the day as you will slow everyone else down. Please use our network appropriately.
- Private offices/Part time offices - you can have your own private closed network and a private IP address if you need more control over your security.
- There is a monthly charge of £50 + VAT for a private IP address and you must supply your own firewall. If you choose to use a router to send out wireless signal we ask that you turn the strength down so it doesn't interfere with our shared network.

First Aid

- If any accident happens, let us know. All DeskLodge staff members are first aid trained. Offices of 4+ members should have a designated first aider.
- First aid boxes will be located in our larger kitchen spaces. The workspace team can point them out if you want to see.

Fire

- Speak to your workspace team to ensure you know where your space's fire evacuation point is.
- If you're a team of 4+ you should have your own fire risk assessment completed.
- Weekly fire alarm tests happen. Check in with your workspace team to find out when.

Under 18's/children

- We want to be welcoming to all, but we have to remain a productive workspace.
- We love work experience and realise that 16 and 17 year olds work, we'd like to help.
- As a shared environment, this is only allowed for residents within private offices. Under 18s may not be signed up as hotdeskers or dedicated desk users nor be a guest/visitor of a hotdesker or dedicated desk user.
- As a private office resident, if you employ anyone under 18, you are fully responsible for them and we must be notified in advance in writing. Examples of where they need to be accompanied include the coffee machine (the law treats under 18s differently), and visits to the bathroom. They also cannot be in the building out of our core office hours. Ask your Workspace team what these are.
- Children & minors are not permitted nor insured to be in DeskLodge.
- Brief visits for children can happen, but you must speak to the DeskLodge team first, and this will only be allowed at the team's discretion. You are responsible for every aspect of their safety, and they must not interrupt people working.

desklodge

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