

GUERNSEY CHAMBER OF COMMERCE

Co-Working Space

House Rules & Fair Use Policy

Guernsey Chamber of Commerce, Market Building, St Peter Port

The co-working space is a shared professional environment run by and for the Guernsey business community. These rules exist to ensure that everyone, regardless of how often they use the space, has a productive, comfortable experience. We ask every user to read them before their first session and to treat them as they would expect others to.

Booking & Access 1

Rule	What this means
Every seat must be reserved via GoBright	All seats — whether chargeable or free to all members — must be reserved through GoBright before use. Walk-in users will be booked in by Chamber staff.
Check in on arrival	Use the GoBright NFC panel at your seat on arrival. If you have not checked in within 20 minutes of your session start time, your booking will be released and the slot made available to others.
Sessions run AM or PM	Morning session: 09:00–13:00. Afternoon session: 13:00–17:00. Please vacate and clear your seat by the end of your session. Overstaying into the next session will be charged at the applicable rate for an additional half-day.
Cancellations	Subscribers and PAYG members: cancel at least 60 minutes before session start at no penalty. Cancel within 60 minutes or fail to cancel: the session is forfeited. PAYG and non-member bookings: cancel at least 24 hours in advance for a full refund.
No-shows	Failing to arrive and not cancelling in advance counts as a no-show. Two no-shows in a calendar month will result in a 14-day booking suspension for subscribers.
Subscribers: 3-session weekly Fair Use cap	Monthly subscribers may book up to 3 half-day sessions per week across any combination of seats. This ensures fair access for all subscribers. PAYG users have no weekly session limit.

Noise & Conduct 2

The co-working space serves users who need quiet, focused work as well as those collaborating in groups. Both are welcome — the key is awareness of your surroundings.

Rule	What this means
Phone and video calls	Please take all calls in a bookable phone booth or acoustic seat if possible. Calls taken at open desks or shared areas disturb those around you. Earphones must be used.
Acoustic seats and booths	Please keep your voice to a natural indoor level even within acoustic spaces — the acoustic treatment reduces noise transmission but does not eliminate it.
Headphones	If you are listening to audio at a shared desk, use headphones. Speakers are not appropriate in shared areas.
Respectful behaviour	All users are expected to treat fellow users, the Chamber team and the space itself with courtesy and respect. Aggressive, discriminatory or disruptive behaviour will not be tolerated and may result in removal from the space and suspension of access.
Visitors and guests	You may bring a visitors for meetings. Visitors may not work independently in the space.

Cleanliness & Equipment 3

Rule	What this means
Leave your seat as you found it	Clear all personal items from your seat at the end of your session. Wipe down surfaces if you have been eating or drinking. Return chairs and equipment to their original position.
Food and drink	Hot drinks and cold water are welcome throughout the space. Please do not eat at desks or in booths.
Equipment care	Please handle all equipment — screens, keyboards, NFC panels, AV systems, adjustable desks with care. Report any fault or damage to Chamber staff immediately rather than attempting to fix it yourself.
Height-adjustable desks	Please return height-adjustable workstations to their lowest position at the end of your session for the next user.
Storage	There is no overnight storage. Personal items left in the space at close of business will be placed in lost property at reception. The Chamber accepts no liability for unattended items.
Printing	The space does not currently include shared printing.

Health, Safety & Security 4

Rule	What this means
Fire exits	Please familiarise yourself with the nearest fire exit on arrival. The fire assembly point is outside Land of Green Ginger. In the event of the fire alarm sounding, leave immediately via the nearest exit.

First aid	A first aid kit is located at reception. Please report any accident or near-miss to Chamber staff.
Building access	Access to the co-working space is via the main building entrance during staffed hours. Please do not allow unknown individuals to follow you through secure doors.
Personal security	Please keep personal valuables secure at all times. The Chamber accepts no liability for lost or stolen personal items.
Data Security	The Wi-Fi network is a public network. Users should exercise the same caution they would when using any other public Wi-Fi, including taking appropriate steps to protect their devices, accounts and confidential information. Use of the network is at the user's own risk. The Chamber accepts no liability for the security, loss, interception or unauthorised access of any information or data transmitted, accessed or processed through the network.
Building hours	The space is open Monday to Friday 9-5pm

Fair Use Policy 5

The Fair Use Policy ensures that the space remains equitable and accessible to all Chamber members.

5.1 Booking limits

Rule	What this means
3 sessions per week (subscribers only)	Subscribers may make up to 3 half-day bookings per week, in any combination of seats. The weekly limit resets over the weekend. PAYG users have no weekly cap.
Same seat: 2 consecutive bookings maximum	No individual may book the same specific seat for more than 2 consecutive AM/PM sessions (one full day). This prevents effective 'ownership' of individual seats.
Group bookings	A single subscriber may not hold multiple simultaneous bookings. If your team needs multiple seats for a session, each person must hold their own booking under their own GoBright account.

5.2 No-show and cancellation policy

Rule	What this means
No-show definition	A no-show is recorded when a user fails to check in via the GoBright NFC panel within 20 minutes of session start, without having cancelled in advance.
First no-show	Logged; no immediate action. The user is notified by email.
Second no-show in a calendar month	14-day booking suspension. The subscriber retains their subscription but may not make new GoBright bookings during the suspension window.

Third no-show within 3 months	Formal review by Chamber management. Continued access at Chamber's discretion.
PAYG no-shows	Full session charge applies. No suspension, but repeated no-shows may result in pre-payment being required for future bookings.

5.3 Fair use review and escalation

Chamber staff review GoBright data monthly. Patterns of behaviour that circumvent these rules are treated as Fair Use breaches.

Rule	What this means
Step 1 — Informal note	Chamber staff notify the user of the pattern by email, with no formal consequence.
Step 2 — Written warning	A written warning is issued. The user has 5 working days to respond.
Step 3 — Temporary suspension	Access suspended for up to 30 days. Subscriber billing is paused during suspension.
Step 4 — Access termination	Continued breach after reinstatement results in permanent withdrawal of co-working access. Subscription cancelled with 30 days' notice. Chamber membership is unaffected.

Right of appeal: Any user may appeal a suspension or access decision to the Chamber Chief Executive within 10 working days of receiving written notice. The Chamber's decision following appeal is final.

Subscription Rules 6

Rule	What this means
One subscription per named individual	A subscription is tied to a single named person and their GoBright account. It may not be shared, transferred or used by anyone other than the named subscriber.
Multiple subscriptions from one organisation	Any number of staff from the same organisation may hold subscriptions, each at £45/month per person. There is no organisational or team subscription.
Cancellation	Cancel with 30 days' written notice to the Chamber. You may continue to use the space during the 30-day notice period. Subscriptions cancelled mid-month are not pro-rated.
Changes to subscription terms	The Chamber reserves the right to amend these terms with 30 days' written notice to all subscribers.

Chamber Reserved Rights 7

The Chamber of Commerce reserves the right to:

- Close the space or individual seats temporarily for maintenance, private meetings, events, or operational reasons, with as much notice as practicable
- Require any user to vacate the space in the event of a safety concern, behavioural issue, or emergency
- Vary pricing, opening hours, seat configuration or access rules with 30 days' written notice to registered users
- Withdraw access from any user who repeatedly or seriously breaches these House Rules, without refund of any remaining subscription period beyond the 30-day notice period
- Designate specific seats or sessions as reserved for Chamber events or board use at any time, subject to reasonable notice

Contact & Reporting 8

If you have a concern, notice a problem with a seat or piece of equipment, witness a conduct issue, or need help with GoBright, please contact the Chamber:

In person	Reception, Guernsey Chamber of Commerce, Market Building
Email	<i>hello@guernseychamber.com</i>
Website	guernseychamber.com

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