



# THE FISHERIES

THEFISHERES.LONDON

## House Rules

*Last updated: July 2025*

The Fisheries is an inclusive workplace and we celebrate diversity and individualism in all its many forms. We do not judge on gender, race, sexuality, religion or physicality and we expect our members, their guests and our team to do the same.

**To help make The Fisheries a welcoming, safe and enjoyable place to work for everyone, we ask all our members, their guests and our team to follow our standards of behaviour and code of conduct set out here in our House Rules.**

**Our House Rules have been created to make sure that The Fisheries runs smoothly and is an organised and safe working environment for everyone, and to make sure that all our members are treated fairly and equally. They govern the use of all shared, community spaces and services in our building by members, their employees and their guests.**

For corporate members (also referred to as 'A members'), these house rules are incorporated into our membership terms and conditions and form part of your membership agreement.

If you are a B member (an employee of an A member), by accessing our building and receiving a membership you agree to these house rules. We may refuse entry to a member, their employee or guest for breach of our house rules without any liability. Furthermore, we may terminate a membership for serious or persistent breach of these house rules. It is your responsibility to ensure that you are aware of the house rules and of the potential consequences for breach.

### 1. Hours of Operation.

Our hours of operation are set out on our website.

### 2. Access and maintenance.

We will do our best to maintain the spaces in clean and good functional condition for your benefit. However we are not responsible for damage beyond general wear and tear that is caused by you or your guests, and for this you will be liable, other than where such damage is due to our negligence or breach of these terms and conditions.

We reserve the right for our employees and any other third party we choose to access all common areas of Fisheries London Fields at all times, including areas used by you, with or without notice to you for the purposes of maintenance, cleaning, safety, security, or emergency (without limitation), and, all private offices, and for other purposes, only with the consent of the occupier and at times expressly agreed with them, (except in the case of emergency when no notice is required). We may remove or replace parts and/or may restrict access to certain parts of our shared and community spaces as we determine in our sole discretion.

### **3. Membership and entry.**

We will give access to the building to each individual A member, and each B member specified in a corporate A member's terms, with a membership. Entry can be made using either a fob or mobile app. A fob is supplied to each Private Office membership and private desk membership for the duration of their membership with us.

If you lose your fob, you must report it to us as soon as possible. We can arrange for a replacement fob for a fee, which we will add to your invoice in the following month or deduct from your deposit (as instructed).

### **4. Guests.**

- For security reasons we require all guests to sign in and out at reception every time they enter or leave the space. Guests are not permitted to be in the building without an existing member.
- All guests are subject to these house rules and are your responsibility while in the building.
- There is no restriction in the number of guests **Private office memberships** may invite into their private office within reason, up to that space's legal capacity. However, use of the Community spaces, including shared services and facilities is restricted to 2 hours per guest. A day guest membership for the Community spaces can be purchased with unlimited use of these facilities.
- Private desk memberships may invite up to one guest per membership per day. However, use of the Community spaces, including shared services and facilities is restricted to 2 hours per guest. A day membership can be purchased with unlimited use of these facilities.
- Community desk memberships may bring guests into the building but must purchase a Guest pass for the day.

#### **(a) Guest passes**

Guest passes are intended for use by colleagues and/or clients to work for the day in The Fisheries community spaces. They are not intended for personal use by friends, partners, family, or previous members who have made friends at The Fisheries. As such they must be bought using your main company account and charged accordingly. They cannot be purchased by the guest themselves.

Guest passes allow guests to use the community spaces, including the kitchens, but **does not** give them any other membership rights such as HITT, Yoga, Workers' lunch, First Thursday, meeting room discounts or any other member discounts.

A maximum of 1 guest pass per member per day.

If members require more than one guest, they can book a meeting room. Guests using meeting rooms have the same rights as a guest pass during the period of the meeting room booking but does not give them access to the building for the day unless the room is booked for the day.

#### **(b) Day passes**

We do not sell Community Day passes with the exception of:

**Part time community membership**, which is £150+VAT for 5 day passes per month. Please refer to Part time community membership rules.

**Friends and family day pass**, which is £30+plus VAT per day, and can be paid by the friend or family member. Members must be in the building at the same time and must not leave the building without them. Friends and Family day passes do not include any membership benefits

Friends and family day passes allow them to use the community spaces, including the kitchens, but **does not** give them any other membership rights such as HIIT, Yoga, Workers' lunch, First Thursday, meeting room discounts or any other member discounts.

### **5. Conduct and behaviour.**

(1) The Fisheries member community is built on respect.

Whilst at our space, you may not do anything that is or might be illegal, in breach of our terms and conditions or the house rules. Furthermore, you agree to refrain from any behaviour that is or might be hazardous, discriminatory, inflammatory, disrespectful, disruptive, offensive or otherwise does not foster a positive and professional co-working environment.

If we determine that you, your employees and/or your guests have engaged in conduct not in accordance with or in the spirit of these paragraphs, we may evict your employees and/or guests and in our sole discretion suspend or terminate your membership subject to and in accordance with paragraph 14 of our terms and conditions (Cancellation and termination). If you witness or are subject to any such behaviour, please notify us immediately. This is a material term.

### **6. Privacy**

Collaboration and interaction are encouraged; being over-familiar, inappropriate, or loud is not. We ask you to respect the privacy of other members by using the space as it is intended.

## **7. Phone and Video Calls**

We have built telephone booths in which to make phone calls and video calls and there are different sized meeting rooms to allow for larger groups. If you are making or receiving calls within the common areas of the building, including private desks and community desks we ask you kindly to wear headphones or ear pods, and to be mindful of your language and volume.

## **8. Quiet Room**

We have a quiet room which can be used by all members called the Library. The quiet room is for contemplation, napping, meditating, reading and working. It is not for photography, phone and video calls, meetings or eating and drinking.

## **9. Meeting rooms.**

Meeting rooms are charged by the hour.

All up to date pricing for meeting rooms can be found on the member portal, please speak to reception if you are unsure.

Meeting rooms must be booked via the member portal or, where it is not available, reception.

We will invoice you for a meeting room booking in the month following the month of the booking.

You may cancel a meeting room booking up to 2 hours prior to the start of your meeting without being charged.

Cancellations within 2 hours of the start time will be charged at the full (100%) booking price.

For a meeting you are hosting in one of our meeting rooms you may invite as many guests as can be seated in that meeting room.

## **10. Printing.**

You have access to printing, scanning and copying facilities at our spaces. Black and white A4 and A3 printing is free of charge, subject to reasonable use (which we define as no more than 300 A4 or 150 A3 (or a combination) pages per B member (or per A member, where the A member is an individual) per month. All up to date pricing for printing can be found on the member portal or speak to reception for rates.

## **11. Personal property.**

Please think carefully about what you bring to our spaces as we will not be liable for the loss, theft of, or damage to your personal property or that of your guests.

## **12. Communications and your details.**

As a member, you will receive emails from us about your membership, offers and promotions, events and other updates. We may also send messages to you via the message board in the member portal. Further information about how and when we may contact you can be found in our privacy policy. You will

notify us of any changes to your contact information, in particular (but not limited to your email address, telephone number and home address.

**13. Fair use.**

Our community spaces are shared working spaces with some shared services and facilities, we expect you to respect, and ensure that your employees and guests respect, other members (and their employees and guests) by using the services and facilities fairly.

**14. Illegal drugs/substances/items.**

You, your employees and your guests are not permitted to purchase, attempt to purchase, use, ingest, possess, sell or otherwise distribute (or attempt to sell or distribute) illegal drugs or other substances or attempt to do any of the same from any member or guest or member of staff while in any of our spaces or in the immediate vicinity thereof. If we find that you or your guest has breached this rule, we will remove you and/or your guest from the space and will terminate the membership in question. In addition, you and your guests are prohibited from purchasing, selling, using or possessing any object which is illegal or offensive while in one of our spaces or in the immediate vicinity thereof. If we become aware of any such object we will confiscate it, remove you and/or your guest from the space, in our sole discretion suspend or terminate your membership. We will notify the police or relevant authorities, as required or appropriate. This is a material term.

**15. Intellectual property.**

You may not use the names, logos, colours, trademarks, service marks, photographs, trade dress, pictures, illustrations, graphics or other identifying features of Fisheries (or any space, if different) for any purpose (including without limitation in any communications, marketing, advertising or other promotional materials) without our prior written approval. You may refer to yourself as a member of Fisheries on your social media channels, blog or for other non-commercial purposes.

**16. Furniture and set-up.**

- - You may not make changes to, or to the configuration of, the furniture we provide as part of your membership without prior written permission from us.
- - You may not make changes to any electrical or IT connection without prior written permission from us.
- - You will maintain the office, private desk or community desk (as applicable) and any communal space you use in good condition, and you will notify us immediately in the event of damage.
- - You are financially responsible for any damage that you, your employees or your guests cause to your office, private desk or community desk (as applicable) and any communal space.

**17. Pets.**

Members with who are part of a private office may bring pets into their office providing that it does not interfere with the use or quiet enjoyment

of the space as a whole. A desk and dog membership is available for private desk memberships.

Otherwise dogs and/or other animals are not permitted within the building without prior written consent from us, with the exception of guide/hearing dogs. If we do grant permission for your dog or other pet to be in our building, we will require proof of vaccinations including kennel cough. We are within our rights to suspend this privilege at any time with immediate effect without providing a reason for doing so.

**18. Registered office.**

Private offices may use the building as their registered office address. Community and Private desk memberships will not use our building address as registered office address (including for any associated or group companies) without our prior written consent.

**19. Smoking.**

Smoking and vaping are not permitted anywhere in our buildings.

**20. Health and safety.**

You are responsible to ensure that you, your employees and guests are aware of the health and safety procedures, and take appropriate care, in our buildings. Please refer to our health and safety notices displayed around our buildings or speak to reception to make sure you understand the health & safety risks and procedures for our buildings.

**21. Accidents.**

If you, or your employee or guest has an accident or suffers any injury at our building, you must report this to us as soon as possible.

**22. CCTV.**

For safety and security reasons, we use CCTV in our buildings. Please refer to our privacy policy for further information.

**23. Mail and packages.**

For private desk and private office memberships we will receive mail and packages on your behalf if you have items sent to The Fisheries, 1 Mentmore Terrace, London E8 3PN. We provide this service during regular business hours only. We accept no responsibility for damaged or lost items.