



A DeskLodger's Guide

Welcome to **DeskLodge**.

You've joined a workspace designed to spark ideas, fuel focus, and connect you with a brilliant bunch of people. DeskLodge is about getting work done and enjoying where you do it.

This guide covers the everyday stuff – how the space works, how to get the best from it, and how we all keep DeskLodge feeling like a great place to work.

Work wonderful in Bristol



How We Roll

DeskLodge works best when everyone plays their part. By being a member, you agree to:

- Be respectful to everyone – discrimination or harassment of any kind isn't tolerated.
- Use the space as intended – there's a zone for everything.
- Share the space (and the love) and help keep DeskLodge tidy for everyone.

**Built for
brilliance**

**Everyday
extraordinary**

**Passionately
productive**



Opening Times

Standard opening times are Mon–Fri 0800–1800 for Hot Desking, Meeting Rooms and Team Day Offices. Private Office access times vary by location. Your Workspace Team will confirm your site's core hours and access details.

Access

Depending on your DeskLodge, access may be via key, card or app. The team will get you set up on day one.

Office Managers: please let us know in advance about new starters and when team members leave so we can manage access properly.

Member's Portal – Office RnD

All members receive an invite to our [Member's Portal](#). Once you're in, you can:

- Book Meeting Rooms and Team Day Offices
- See upcoming events – from socials to talks
- Access DeskLodge discounts with local businesses

Billpayers can also:

- Add and manage payment details
- View invoices and billing history
- We recommend downloading the [DeskLodge App](#) for quick access on the go.

Guests & Visitors

Guests are welcome at DeskLodge – just let the team know when they arrive and when they leave so we can sign them in and out.

- Quick drop-ins are free
- Visits over an hour will be charged our standard Day Pass rate
- Visitors are only permitted during Hot Desking hours

Kitchens

Help yourself to free tea, coffee, squash and filtered water (still and sparkling). We also provide milk and non-dairy options.

- Cutlery and crockery are in the cupboards
- Please load dirty items into the dishwasher
- Fridges are available for lunches – we do a weekly clear-out of anything out of date, mouldy or smelly
- No toasters please (they trigger false fire alarms)

Phone Booths

Private phone booths are dotted around the space to keep calls private and minimise disruption. Use them when needed, for up to 60 minutes at a time. No need to book, just jump in when it's time for your call.

Hot Desking / Break-Out Space

- We have private phone booths and zoom zones for calls and video meetings. Let's try not to disrupt one another. Headset users get a big thumbs up from us, speakerphones do not.
- Monitors are available in certain zones, and are free to use. We have adapters we can loan you 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.
- Desks are first come, first served. If they're left empty for over an hour, we may pop your belongings behind reception for safekeeping.
- There are whiteboards scattered around, let your imagination run wild - just wipe it off after!

Meeting Rooms & Team Day Offices

Meeting Rooms and Team Day Offices can be booked via the [Member's Portal](#) or [App](#).

A few golden rules:

- Finish on time and tidy as you go
- No hot food
- Stick to the stated capacity (it's a health & safety thing)
- If it's behind a door, it's probably bookable - unbooked use may be charged

Cancellations

Please cancel via the [Member's Portal](#). If you've already been invoiced, contact reception directly.

Office Resident & Active Hot Desk Membership Cancellation Policy

- 48hrs + notice, you will receive the full sum back as coins.
- less than 48hrs notice you will receive 50% back as coins.

Drop In Hot Desker or External User's policy

- 48hrs + notice, you will receive 50% back as coins.
- less than 48hrs notice, nothing is returned.

Team Booths

Team Booths are available for groups of 2+.

- No booking required
- 90-minute time limit
- Always open (no doors), unlike meeting rooms





Fees, Notices & Billing

- **Private Offices:** 2-month advance fee, 60-day notice
- **Part-time Offices & Dedicated Desks:** 1-month advance fee, 30-day notice
- **Hot Desking:** no advance fee or notice
- **Virtual Offices:** 30-day notice

Contracted memberships must be paid by Direct Debit. Invoices are issued around the 20th of each month, with payment taken on the 1st of the following month.

Ad-hoc bookings (meeting rooms, day passes, parking) are charged on the day. All applicable contracts are subject to Anti-Money Laundering checks via [ThirdFort](#).

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.



Lockers

- Free for unlimited Hot Desk and Dedicated Desk members (one per person)
- £10 + VAT per month for others

Printing & Shredding

- Available on site
- Large print jobs charged at 5p (B&W) / 10p (colour)
- Office printers allowed with IP approval





Internet & IT

- High-speed WiFi throughout
- Ethernet available in some zones
- Please avoid large uploads during the day
- Private networks and IP addresses available for offices (£50 + VAT per month)

Getting Around

- Parking availability varies by site – speak to your Workspace Team
- Bike storage available at all locations

Dogs

We love dogs at DeskLodge but they are welcome in Private Offices only and this must be agreed in advance with both your Workspace Team and your own office team.

To keep things comfortable for everyone:

- Dogs are not permitted in shared working areas and must be on a lead when moving through the building.
- You are responsible for your dog's behaviour, welfare and any mess. Any accidents must be cleaned up immediately.
- If a dog is causing disruption, we reserve the right to ask for them to be taken out of the building.

If you are unsure whether your dog is a good fit for the workspace, have a chat with the team

Safety First

First Aid

- All DeskLodge staff are first-aid trained
- First aid kits are located in larger kitchen areas
- Offices with 4+ people should nominate a first aider

Fire Safety

- Know your evacuation point – the team will show you
- Weekly fire alarm tests take place
- Teams of 4+ should complete their own fire risk assessment

Under 18s on Site

DeskLodge is a shared working environment used by a wide range of businesses. Our goal is to be welcoming and inclusive, while also ensuring the space remains safe, productive, and comfortable for everyone who uses it. Because of this, we have a clear process to be followed regarding under-18s on site.

- Under-18s may attend DeskLodge premises only:
- for brief, supervised visits; or

- for work experience arranged by a member occupying a private office, where the DeskLodge Team has been notified in advance and the required documentation has been completed.

Members wishing to host work experience should contact the DeskLodge Team in advance so that the appropriate arrangements and documentation can be put in place.

- Under-18s may not be Hot Deskers, Dedicated Desk users, or guests of Hot Deskers or Dedicated Desk users.
- Members bringing under-18s onto site are responsible for their supervision, conduct, and work activities at all times.
- Under-18s may be present within a member's Private Office.
- Under-18s must be accompanied at all times when outside the Private Office.
- Shared and breakout spaces may only be used on a short-term, incidental basis and must not be used as a place for under-18s to be left unattended or while members attend meetings or calls.
- Under-18s must not use coffee machines, kitchens, or hot water facilities.
- Under-18s must not be on site outside DeskLodge core office hours.
- DeskLodge staff do not provide supervision or childcare.

DeskLodge reserves the right to require under-18s to leave the premises if these rules are not followed.

Fun Stuff

Socials & Events

Check what's coming up via the [Member's Portal](#), building screens or weekly Member email – there's always something going on.

Stay Connected

[Subscribe to our LinkedIn Newsletter](#) for DeskLodge news and updates.

Follow us online: YouTube - www.youtube.com/@deskldodge_bristol

Facebook - www.facebook.com/DeskldodgeBristol

Instagram - https://www.instagram.com/deskldodge_bristol/

LinkedIn - <https://www.linkedin.com/company/deskldodge>

TikTok - <https://www.tiktok.com/@deskldodge>

Everyday Extraordinary

