



# Hot Desk (Day)

## – Terms of Usage Policy

These Terms apply to all *Hot Desk (Day)* passes operated by JustCo brands (JustCo, THE COLLECTIVE, the boring office). By purchase, the customer accepts these Terms.

### 1) Purchase & Validity

- All *Hot Desk (Day)* purchases are final. No refunds will be issued once payment is completed.
- Your *Hot Desk (Day)* pass is valid for **90 days** from the date of purchase.
- **One-Time Use:** A *Hot Desk (Day)* pass is considered "redeemed" once it is used at a location. Once redeemed, the *Hot Desk (Day)* pass cannot be reused for a different day or transferred to another person.
- Any *Hot Desk (Day)* pass not used within this 90-day window will expire automatically. Expired *Hot Desk (Day)* passes cannot be extended or refunded.

### 2) Usage & Guest Policy

- Each *Hot Desk (Day)* pass is valid for **one person** only at one location.
- To maintain a productive environment for all members, visitors, vendors, and external customers are strictly not permitted to join you in the hot-desking areas.
- If you need to host a guest or hold a meeting, please book a private meeting room via the **JustCo App**. Standard meeting room rates and availability will apply.

### 3) Sharing & Transfers

- You can easily share or transfer your *Hot Desk (Day)* pass to others exclusively through the **JustCo App**.
- **App Requirement:** For a successful transfer, both the sender and the recipient must have the **JustCo App** installed and be logged into their accounts.

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#### 4) Access & Arrival

- Access to the workspace is subject to the staffed (operating) hours of the selected location.
- Some buildings require **lobby registration**. Please bring a valid photo ID and allow sufficient time for entry procedures.
- The JustCo App grants access to all centres. Download and log in to the **JustCo App** to manage your *Hot Desk (Day)* pass (under Me > My Keycards).
- Only redeem your *Hot Desk (Day)* pass before you enter the centre – once redeemed, the pass is considered used and cannot be transferred to another person, centre or day.
- Once redeemed, select Unlock Door on the JustCo App to enter the centre.

#### 5) Workspace Capacity & Use

- *Hot Desk (Day)* provides access to common breakout areas and **unassigned desks only**
- **Seating is subject to availability** and follows a first-come, first-served policy; seats cannot be reserved in advance or held while away from the centre.
- *Hot Desk (Day)* does not include access to private offices or meeting rooms unless booked separately.
- JustCo reserves the right to manage capacity; in the event a location is at full capacity, our Community Team may direct users to the nearest available workspaces as they deem fit.
- For safety reasons, all personal belongings must be kept within your immediate workspace and must not obstruct aisles or exits.

#### 6) House Rules

- **Access to and use of our premises and services are subject to our [House Rules](#). Please review carefully before you purchase.**
- Typical rules cover noise, conduct, use of common areas, cleanliness, and fair use of amenities.



## 7) Damage, Cleanliness & Restoration

- The customer is responsible for any **damage, loss or excessive cleaning** arising from the use of space.
- Repair/replacement and deep-clean charges will be billed to the customer.

## 8) Prohibited Activities

- Activities that violate laws, building regulations, or safety standards are strictly prohibited (e.g., handling hazardous materials, open flames, or sharing unlawful content).
- For avoidance of doubt, our [House Rules](#) always apply.

## 9) Data, Privacy & Connectivity

- Guest Wi-Fi is provided in our space.
- Use of our networks and premises must comply with applicable laws and our [Privacy Policy](#).

## 10) Contacts & Support

- For booking support or special requirements, contact the centre's Community Team or contact us via the JustCo App.