



Hot Desk (Monthly)

– Terms of Usage Policy

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

1) Purchase & Customer Due Diligence

- All *Hot Desk (Monthly)* purchases are final. No refunds will be issued once payment is completed.
- Your *Hot Desk (Monthly)* membership starts and ends on the dates indicated in your Membership Agreement.

For Fixed Term Memberships only: Please note that these memberships are for the agreed fixed term and cannot be cancelled or terminated early.

For Monthly Recurring Memberships only: These memberships will auto-renew at the end of the month. You may cancel at any time, but will be billed to the end of the current month.

- We are required by law to verify and confirm your business registration details for customer due diligence. After you book a *Hot Desk (Monthly)* membership, a secure link will be shared with you to submit your verification documents online. If the required customer due diligence information is not provided or cannot be verified, JustCo may cancel the membership.

2) Invoices & Payments

- The prorated first month's membership fee for *Hot Desk (Monthly)* must be fully paid up prior to your move-in date. JustCo reserves the right to deny access to

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your workspace in the event that this payment has not been made.

- Monthly invoices follow this payment schedule:
 - Invoices are issued on the 9th of each month (or on the next working day if the 9th falls on a weekend or public holiday)
 - Payment is due before the 1st of the following month.
 - For example, an invoice for March membership fee will be issued on 9 February, and due before 1 March.
- Under certain circumstances, *Hot Desk (Monthly)* members may receive two invoices in quick succession. This is not an overcharge, and is likely due to memberships starting near the end of a monthly payment schedule.
 - For example, if your *Hot Desk (Monthly)* membership starts on 27 April, you will receive your first prorated invoice (covering the period 27 – 30 April) on 27 April.

You will then also immediately receive an invoice for the May membership fee, which will be due before 1 May.

Finally, you will receive an invoice for June on 9 May, which is due before 1 June.
- Please observe this schedule and make payment punctually to avoid unnecessary interruption of services.

3) Individual Users and Teams

- Each *Hot Desk (Monthly)* membership is valid for the number of people specified in your Membership Agreement.
- Every membership will have at least one **Primary Admin** – this is the primary user of the Membership, and will be responsible for adding/removing other users, as well as manage membership and billing administration.

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The Primary Admin may also add **General Users** – these are users who have basic Membership access and booking privileges (determined by the Primary Admin). However, these General Users cannot view Membership Agreements or view monthly invoices.

- **For Hot Desk (Monthly) memberships with a single user:**
You are the **Primary Admin** by default.
Use the JustCo App to gain access to JustCo centres during your membership period.
- **For Hot Desk (Monthly) memberships with multiple users:**
Membership privileges may be assigned to the maximum number of team members specified on your Membership Agreement, through Keycards on the JustCo App (Me > My Keycards).

The **Primary Admin** is free to assign unused Keycards to team members by adding them to their Company Profile on the JustCo Store or App.

Once assigned, team members can use the JustCo App to gain access to their centre.

4) Usage & Guest Policy

- We value a productive environment for all our members. Therefore visitors, vendors, and external customers are strictly not permitted to join you in the coworking 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.

5) Access & Arrival

- Access to the centre and 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.
(JustCo members enjoy 24/7 access to their Home centres only).
If you have a valid membership, you may select Unlock Door on the JustCo App to enter.
- While JustCo members enjoy 24/7 access to their Home centres (the centre indicated on your Membership Agreement), building access is typically limited to business hours. *Hot Desk (Monthly)* members may rent a Building Access card to ensure access even during unstaffed or non-business hours. A non-refundable S\$50 fee applies. Enquire with the Community Team at your Home centre for more details.

6) Workspace Capacity & Use

- *Hot Desk (Monthly)* 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 (Monthly)* 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.



7) Amenities & Air-Con Hours

- JustCo centres are designed with a range of amenities for all members to co-share and enjoy. Please observe the Fair Use guidelines in our House Rules {link to House Rules document} so everyone may access and utilise these amenities in comfort.
- Lockers are subject to availability, and may only be booked by *Hot Desk (Monthly)* members at their Home centres.
- Meeting rooms, printing facilities and office supplies are charged by usage.
- Any complimentary meeting room credits offered will be prorated if the membership plan does not cover a full calendar month. The amount of credits you receive will be adjusted based on the specific duration of your plan. Please note that any unused credits will not be carried over to the next month.
- Air-con hours vary by location and are determined by building management. Members are advised to check with their Community Teams on the most current air con hours at their centres. While JustCo members enjoy 24/7 access to their Home centres, please be advised that the air conditioning may be turned off if visiting outside stipulated air con hours.

8) 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.



9) 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.

10) 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.

11) 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](#).

12) Contacts & Support

- For booking support or special requirements, contact the centre's Community Team or raise a Service Request via the JustCo App (Me > My Service Requests).