



Meeting Rooms

– Terms of Usage Policy

These Terms apply to all Meeting Rooms and Event Spaces operated by JustCo brands (JustCo, THE COLLECTIVE, the boring office). By booking, the customer accepts these Terms.

1) Booking, Fees & Invoices

- All meeting room bookings are confirmed upon receipt of full payment.
- Prices cover room access and inclusions for the booked time only. Taxes and add-ons (e.g., catering, printing) are additional.
- Any agreed extras will appear on the booking confirmation or subsequent invoice.
- For meeting room bookings outside Staffed Hours, please submit a request to meetings@justcoglobal.com.
- Email requests for meeting room bookings during Staffed Hours may be redirected to the online Store to complete the booking.

2) Cancellations, No-shows & Changes

- **All confirmed bookings are final and non-refundable.**
- Changes, rescheduling, or transfers are not permitted after booking has been confirmed.
- Bookings that are not utilised (“no-shows”) will be charged in full.

3) Capacity & Safety

- Each meeting room has a designated maximum capacity, which must be observed at all times.

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- If the actual number of attendees exceeds the stated capacity, JustCo reserves the right to deny access or require an upgrade to a larger room or an additional room, subject to availability and applicable charges.
- For safety reasons, all aisles, exits, and equipment must remain clear and unobstructed at all times.

4) Access & Arrival

- Some buildings require **lobby registration**. Bring a valid photo ID and allow time for entry procedures.
- The JustCo App grants access to all centres. Download and log in to the **JustCo App** to retrieve your Meeting Room booking.
- **Bookings by non-JustCo Members:** If you are the Host (ie. if you booked the Meeting Room), then the Unlock Door feature will activate 15 minutes prior to your booking slot – this will give you access to the centre for the duration of your booking.
- **If there are multiple attendees for the Meeting:** We request all Hosts to receive other attendees at the reception area when they arrive. The Host should also direct other attendees to register at the Just Access digital kiosk before proceeding to the meeting room.
- Plan set-up and pack-down within your booked time. Early access or extended use of meeting room is subject to availability and may incur additional charges.

5) House Rules

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

6) Room Use, Set-up & AV

- Standard room configurations include tables, chairs, and display/projector equipment where available.



Requests for custom layouts or specialised AV equipment must be made at least one business day in advance, and may incur additional charges.

- Users are responsible for basic tidying. Please return all furniture and equipment to their original positions after use.

7) Overruns & Additional Time

- **Overtime beyond the booked slot is chargeable** in the minimum block published for that centre and space, and is **subject to room availability**.
- If another booking follows, staff may require immediate vacating at the scheduled end time.

8) Catering, Deliveries & External Vendors

- Light refreshments are allowed unless prohibited by the building.
- Catering, bulk deliveries, and external vendors may require prior Building Management approval and time-window coordination; charges may apply.
- The customer is responsible for vendor conduct and any waste removal.

9) Damage, Cleanliness & Restoration

- The customer is responsible for any **damage, loss or excessive cleaning** arising from the booking.
- 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).
- Alcohol service, amplified music, or after-hours access may require prior approval and additional fees/security.
- For avoidance of doubt, our [House Rules](#) always apply.



11) Data, Privacy & Connectivity

- Guest Wi-Fi is provided in our meeting rooms. High-security or dedicated connectivity should be arranged in advance.
- Use of our networks and premises must comply with applicable laws and our [Privacy Policy](#).

12) Force Majeure & Operational Changes

- If a room becomes unavailable due to circumstances beyond our control, we may offer an alternative slot/room or a credit at our discretion. JustCo is not liable for any indirect or consequential losses arising from such circumstances.

13) Contacts & Support

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