

Virtual Office Terms & Conditions

This agreement is between Hoxton Mix Limited and you ("the customer"). This agreement alongside any operating rules, policies, price schedules, or other supplemental documents expressly incorporated herein by reference and published from time to time by Hoxton Mix Limited constitutes the entire agreement between Hoxton Mix Limited and you regarding the Virtual Office Mail services.

- (I) all mail delivered to you at the Virtual Office address ("*Your Company Name, 86-90 Paul Street, London EC2A 4NE*") will be forwarded by first class Royal Mail to the address (*United Kingdom only*) specified by you during the sign-up process as soon as reasonably possible after receipt at the Virtual Office address.
- (II) no warranties are given for the availability of Hoxton Mix staff being available to sign for, or forward mail delivered to the Virtual Office address outside normal office working hours (09:00 - 18:00), Monday to Friday, excluding bank holidays.
- (III) where applicable (Virtual Office Collect) mail delivered to you at the Address will be made available for collection, by prior written agreement or telephone call and is subject to modest volumes being received, and should not exceed 40 items of mail delivered to you at the Address in any calendar month.
- (IV) the Virtual Office Forward service is subject to the Hoxton Mix Limited **fair use policy**. Under this policy, if at any time, the Hoxton Mix deem you exceed the level of use reasonably expected from someone using this service for an individual or company, then the Hoxton Mix reserves the right to terminate or suspend your Virtual Office account without prior notice. In such an event a Hoxton Mix representative will contact you in an effort to establish a reasonable usage charge that will permit you to continue to use the Virtual Office service.
- (V) in the event that mail delivered to you at the Virtual Office address is not addressed in such a way that the Hoxton Mix Limited is able to verify from the outside packaging that it is addressed for you, we reserve the right to open such mail to determine for whom it is intended.
- (VI) the Hoxton Mix shall not in any event be liable for any indirect or consequential loss, including loss of profit, however it may arise, nor for any liabilities, costs, claims, demands or expenses, any loss, damage, delay or mis-delivery of postal items.
- (VII) all risks in mail delivered to you at the Address shall pass to you without any intervening time upon delivery to the Address and it is your sole responsibility to arrange for appropriate insurance cover from such period.
- (VIII) the Hoxton Mix reserve the right in our absolute discretion to withhold from forwarding and/or to pass to any relevant authority, including HM Revenue and Customs, any mail delivered to you at the Address, without notice to you.

- (IX) you will not arrange for or do we permit the delivery of any unlawful, harassing, libellous, abusive, threatening, harmful, vulgar, obscene or otherwise objectionable material to the Address and, in the event that we have reason to believe that any mail delivered to you at the Address is or may be, in anyway, unlawful, harassing, libellous, abusive, threatening, harmful, vulgar, obscene or otherwise objectionable material, we reserve the right to dispose of such mail item as we see fitting.
- (X) in the event that, for whatever reason (including, without limitation, as a result of any marketing or promotional campaign) you anticipate a material increase in the volume of mail delivered to you at the Address, you will notify us in writing as soon as you become aware of the circumstances likely to give rise to such change in volume.
- (XI) unless otherwise agreed in writing, the Virtual Office services may not be used for direct marketing services which is likely to result in more than 40 items of mail being delivered to you at the Address in any calendar month.
- (XII) If you have the Virtual Office Scan plan, we'll scan the letter and email it to you same day. When notified of the post you can choose to have the original letter forwarded or collect in person. With the Forward option, we'll forward the letter via Royal Mail 1st Class to the address provided. If you select the Collect option, we'll securely store the letter for a maximum of 14 days for collection. Photo ID with your name is required when collecting mail from our office. Any post remaining uncollected after this time will be securely destroyed.
- (XIII) Our staff have the right to work in an environment free from violent, threatening or abusive behaviour and everything will be done to protect that right. At no time will any violent, threatening or abusive behaviour be tolerated. The Hoxton Mix will work with the Police to prevent it.
- (XIV) We reserve the right to refuse access to our service to certain individuals. Examples include those who behave violently, threateningly or abusively; customers who do not agree to pay for our services.
- (XV) the use of the services is subject to all applicable local, national and international laws and regulations (including without limitation those governing account collection, export control, consumer protection, unfair competition, anti-discrimination or false advertising).
- (XVI) Our "Monthly" plans are paid in monthly instalments. For each month that your monthly subscription is active, you acknowledge and agree that The Hoxton Mix is authorised to charge the same credit or debit card on file. The monthly renewal subscription fees will continue to be billed to the Payment Method you provided, automatically until cancelled. You must cancel your subscription before it renews each month in order to avoid billing of the next month's subscription fee to the

Payment Method you provided. Refunds cannot be claimed for any partial-month subscription period.

- (XVII) Our “Annual” plans are paid for by an upfront one-off payment with automatic annual renewals. You acknowledge and agree that The Hoxton Mix is authorised to charge the Payment Method used for the initial annual subscription fee at the rate secured at the time of purchase. This includes discounted rates secured with a promotional offer. You must cancel your subscription before it renews in order to avoid billing of the renewal subscription fee to the Payment Method you provided. Refunds cannot be claimed for any partial subscription period.
- (XVIII) The Virtual Office Collect and Virtual Office International plans provide optional pay as you go postage via a postage credit system. All prepaid postage credits charged by The Hoxton Mix are non-refundable.
- (XIX) The Hoxton Mix provides the provision of premises solely to it’s members. Membership is applicable to monthly hot-desking customers and virtual office customers. The Hoxton Mix grants the right to occupy meeting room space on an hourly basis subject to availability and 48hrs notice.
- (XX) We do not allow cars to be registered at our address and DVLA mail will be returned to sender.
- (XXI) The Hoxton Mix at it’s discretion, may allow additional trading names to be added to an account. The name must be a trading name of the existing company we supply the Virtual Office service too and not a separate entity. If the volume of mail is what we consider to be above our **fair use policy** we reserve the right to request you upgrade to a separate Virtual Office plan for the additional trading name or stop using the address for that particular trading name.
- (XXII) We have a legal obligation to verify identification documents for anyone using our mail forwarding services. When submitting your application we must under the **London Local Authorities Act 2007 & Anti-Money Laundering Supervision: Trust or Company Service Providers** request a copy of two original forms of identification be shown and copied to be held on file.

You must provide one of each of the following from the Photo identification and Proof of address document list.

Photo identification – Proof of identity

- Passport
- Driving License (with photocard)
- National Identity Card
- HM Forces Identity Card
- A current student card
- Employment identification card

- Disabled drivers blue pass

Proof of address (provided both name and address is shown)

- Gas or Electricity bill
- Telephone bill
- Water bill
- Mortgage Statement
- Council Tax bill
- Bank / Building Society statement (includes credit card/ store card bill) TV license
- Valid insurance certificate
- Pay slip
- P45/P60 statement
- Financial statement (e.g. pension, endowment)
- Current benefit book
- Letter from Benefits Agency
- HM Revenue and Customs Notice of Coding
- Student hall of residence agreement or other proof of accommodation

Your account will not be active until your identification has been received and approved. You may not use your Virtual Office service until such time as you receive confirmation that your account has been activated. The Hoxton Mix Limited reserves the right to withhold the processing of postage if it deems that any terms and conditions have been breached including the failure to provide the required documents in the allotted time.

Indemnity

Due to the type of virtual office service we provide, any compensation claim shall be limited to one month's service). We do not accept any liability for lost, stolen, damaged, late or otherwise misdirected or mishandled items of mail. We cannot accept any compensation claim that is the result of consequential loss to your business.

By accepting these terms, you fully agree to indemnify us from any such claim. You also agree to fully indemnify us from any claim, for whatever reason, from a third party, including partner services, and that any such claim will be handled solely and completely between yourself and the third party.

I hereby agree to the terms and conditions above.

Meeting room Terms & Conditions

Please read the following terms and conditions before confirming your booking.

Opening hours

The Meeting rooms are available from 09.30 to 17.30hrs, Monday to Friday.

Cancellations

In the event that the hirer cancels a confirmed meeting room booking, the following charges will be applied:

- Up to 24 Hrs 50%
- 24 - 48 Hours 25%
- 48 Hours + 10%

Security

The Hoxton Mix reserves the right to request proof of identity from any person attending the meeting rooms. Admission to the building may be refused if The Hoxton Mix staff deem it necessary.

Insurance and liability

The Hoxton Mix Ltd shall not be responsible for any loss or damage to property brought to the premises by the hirer; such property, and any insurance of it, remains the responsibility of the hirer.

The Hoxton Mix Ltd shall not be responsible for any injury which may be incurred by any persons during the hire of a meeting room arising from the failure to adhere to rules set out by The Hoxton Mix Ltd.

The Hoxton Mix Ltd shall not be responsible for any loss due to mechanical breakdown, loss of internet, failure in electricity supply, flood, fire, industrial action, the need to undertake repairs or an act of God which may cause The Hoxton Mix Ltd premises to be temporarily closed or the meeting be interrupted.

Coats and personal property

The Hoxton Mix Ltd does not accept responsibility for the property of meeting room hirers. Coat hooks are provided for convenience but any goods are left at the owner's risk and without any liability on the part of The Hoxton Mix Ltd.

Smoking Policy

The Hoxton Mix Ltd operates a strict no smoking policy and complies with the current Government legislation.

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