

Terms and Conditions

Service Specification

Members of Impact Hub Zagreb community can use services of Hub Zagreb based on following packages:

| | Office | Fixed Desk | Fly Desk Unltd | Fly Desk 80 | Fly Desk 40 | Fly Desk 15 |
|------------------------------------|----------|------------|----------------|-------------|-------------|-------------|
| Access to space | 24/7 | 24/7 | 24/7 | 80 hrs / m | 40 hrs / m | 15 hrs / m |
| Storage | Free | Free | Free | 100 kn/m | 100 kn/m | - |
| Address for your company + postbox | ✓ | ✓ | ✓ | X | X | X |
| Event space discount | 40% | 40% | 40% | 30% | - | - |
| Price per month | Variable | 1,500 kn | 1,340 kn | 770 kn | 440 kn | 170 kn |

Details

- VAT needs to be added to these prices.
- All membership packages are open ended, based on a monthly agreement and user can change from month to month upon notification (up to 15 days before end of contract), with no charge.
- Membership packages are individual packages (1 membership package equals 1 person/organization) except Hub Offices or Team Desk packages.
- Students get 50% discount on any package
- There is no possibility of accumulating unused hours (i.e. to use them next month)
- #Nomad prices are for members staying under 1 month. Prices are: 10 € per day. 6 € per day if staying 1- 2 weeks. 5 € per day if it is beyond 2 weeks.

Added value benefits:

- Help and support of Hub host during Impact Hub working hours.
- Link to local network of partners, social innovators and other entrepreneurs.
- Connection to a global community of Impact Hub network members and Hub makers through Community App.
- High-speed wireless internet (50/50 Mbps).
- Free usage of the Meeting room for max 2,5 hours per day upon availability, during working hours.
- Use of printer with personal pin (Prices: A4: B&W = 20 lp, Color = 80 lp. A3: B&W = 40 lp, Color = 1.6 kn). Free use of a scanner. (printer consumption is added to member's bill at the end the month)
- Heating, electricity, cleaning and other facility management fees are included in the price.
- Private phone booths for phone calls, skype or similar are offered at no cost upon availability.

Definitions:

Customer: the organisation or (legal)person who uses the service of the Impact Hub and signs the membership or service agreement;

Impact Hub: Impact Hub Zagreb/Pokreni Ideju

Agreement: the service agreement between Impact Hub and Customer, including specified terms and conditions;

Working Space: office space offered and used by Impact Hub located on Boškovićeve 2 in Zagreb;

Service Specification: document describing the services provided by Impact Hub and the respective (payment) obligations of Customer.

Applicability - These terms and conditions are applicable to all agreements between Impact Hub and Customer. These conditions also apply to third parties which are invited into the Working Space by Customer and make use of the facilities and services provided by Impact Hub. If one provision of all terms and conditions is null and void or is voided, the remaining provisions of the terms and conditions remain entirely effective.

Service Specification - Prior to entering into the Agreement, Impact Hub provides the Customer with the Service Specification. – The Service Specification is considered an integral part of the Agreement. – All rates as mentioned in the Service specification are excluding VAT. – Parties can modify the Service Specification at any time upon mutual agreement and in writing only.

Cancelation policy and monthly invoicing - All membership packages are based on monthly contracts (unless state it differently in written form i.e. Nomad packages) Both parties can terminate the membership agreement at any time (special specifications apply for Hub Office package). Members can upgrade or downgrade a Hub package or cancel the membership within the first 15 days of the month, those changes will be valid for the following month onwards. For monthly package an invoice is issued 7 days before the starting of the paid month, with 7 days of due payment. For starting using Hub membership package during the calendar month we charge proportional part of price, immediately. Member is solely responsible for timely cancellation in written form.

Privacy Policy - Our Privacy Policy is an integral part of these terms and conditions. The Privacy Policy also includes our Cookie Policy. Our privacy Policy can be found here: bit.ly/PPIHZg

Sharing of your personal data - Beyond connecting to your local Impact Hub community, becoming a member of Impact Hub comes with the opportunity to connect and collaborate with the global Impact Hub Network. To facilitate this opportunity of exchanging and collaborating on a global level, Impact Hub provides a member with access to our own social networking platform, the Community App. In order to create your personal profile on the community app, Impact Hub will share some information about you with the provider of the Community App, Impact Hub GmbH, Lindengasse 56 / 18-19, 1070 Vienna, Austria. Until you actively join the Community App, this shared information will be only available to the responsible employees of Impact Hub GmbH and the employees of Impact Hub. To learn more about who Impact Hub GmbH is, how it will treat and keep safe your personal data, and how you can direct the processing of your personal data, please take a look at the [Data Policy](http://www.impacthub.net/privacy) (URL: <http://www.impacthub.net/privacy>).

Use of the Working Space - The Space of Impact Hub may only be used for work and work-related purposes and purposes as specified in the Service Specification. Customer shall be represented under its legal personal or company name unless Impact Hub has agreed in writing to Customer using a different name. Customer's personal or

company name will be added to Impact Hub network. – The address of Impact Hub may be used as correspondence and business address. Impact Hub Address can be used as statutory seat only upon previous agreement in writing – Customer shall use the working space properly and ensure for the proper care and treatment of the working space and the outfitting. The outfitting can be modified only with authorization of Impact Hub. – All keys or elements of the entrance system (i.e. RFID card or similar) are property of Impact Hub. It is not permitted to duplicate these, or provide keys or keycards to third parties without prior written authorization by Impact Hub. – All keys must be returned immediately upon termination of the Agreement. In case of loss or theft of keys or keycards, Customer must inform Impact Hub immediately. Customer is liable for all expenses related to loss, theft or replacement of keys or keycards. – Customer, when last to leave, is accountable for leaving the working space orderly and closing and locking the doors and windows of the working space and the building, turning off the lights and make sure all electrical appliances are switched off. Customer must commit to the house rules of Impact Hub, which are considered an integral part of the Agreement. The responsibility of Impact Hub for provision of facilities and services is restricted to working hours (Mon to Fri 09hrs-18hrs). Impact Hub has the right to temporarily suspend the provision of the service during working hours for reasons of: Construction, building or re-outfitting work being done in the space; Bigger events and activities hosted in the space, within reasonable limits, i.e. a few times per year and with provision of alternative working space; Political unrest, public holidays, or issues arising from events beyond our reasonable control.

Customer - Customer agrees to refrain from any activity which impedes the use of Impact Hub by others, damages Impact Hub or the building, causes annoyance, and/or results in the increase of insurance premiums. – Customer must use electricity and water carefully. For use of electronic appliances differently than standard office equipment, authorization must be asked in advance. – Customer is responsible for insurance of its properties, employees and third parties invited into Impact Hub. Customer must do nothing illegal in connection with its use of the Impact Hub facilities. The Customer must not do anything that may interfere with the use of the facilities by Impact Hub or by others, cause any nuisance or annoyance, increase the insurance premiums Impact Hub has to pay, or cause loss or damage to Impact Hub or to the owner of any interest in the building which contains the facilities the Client is using.

Compliance with House Rules - The Client must comply with any House Rules which Impact Hub imposes generally on users of the facilities whether for reasons of health and safety, fire precautions or otherwise. Such rules are developed and/or imposed for the safety of Impact Hub's Clients and to protect their use of the facilities as a place of work.

Liability - Customer is liable for damage to the building and/or Impact Hub's properties, caused by Customer, their employees and/or third parties invited by Customer into Impact Hub. For the damage suffered by Customer respect to above agreement, Impact Hub is liable only in case of gross negligence or intent in delivering the services in compliance with the agreement. Impact Hub is not responsible for loss of income or profit, loss of data, documents and files, any claims from third parties, or consequential damage to the Customer. Impact Hub is not liable for any loss resulting from failure to provide any services unless Impact Hub does so deliberately or is negligent. Impact Hub is also not liable for any failure until the Customer has told us about it and has given Impact Hub a reasonable time to put it right. The Customer accepts responsibility for their equipment and belongings whilst on the premises.

Time period and ending of the Agreement - The Agreement enters into force on the date indicated in the Agreement. – Impact Hub can terminate the Agreement without prior notice, should: * Customer not submit payment of their invoiced amounts within the set payment term (7 days); * Customer not comply with one or more obligations specified in the Impact Hub– Terms and Conditions Agreement and House Rules; Upon termination or suspension of the

Agreement, all outstanding invoices shall become immediately payable and Customer must fulfill all outstanding invoices in a single payment. – The Agreement is terminated automatically if Impact Hub is, for any reason whatsoever, no longer able to provide the services and accommodation in order to meet its service specification. In that case, Impact Hub is not liable for loss or damages to Customer. – Upon termination of the Agreement, Customer is to leave Impact Hub immediately, taking all possessions and property, leaving the working space in its original state. If Customer leaves possessions behind, Impact Hub is permitted to remove these possessions at the expense of Customer, in order to restore the original state of the working space.

Membership ownership - Members of Impact Hub agree that this Contract is personal to the Member and cannot be transferred, subcontracted or sub-licensed. The Member is not entitled to permit anyone other than those employed by or having business with the Member to have access to the space. Premises. – Members agree to participate in Impact Hub surveys in order to measure the effectiveness of Impact Hub in supporting the Member, and provide Impact Hub with any other information reasonably required. – Members agree not to sub-license, share or sub-sell access or use of any internet, telecommunications or information technology services to or with any party.

Confidentiality - Parties agree to strict confidentiality pertaining to all personal, business, commercial, financial and other confidential information of the other party and other Customers during the duration of the Agreement and afterwards. – This also applies to employees and possible third parties invited into Impact Hub by Customer and on account of their activities must take knowledge of confidential information. – Customer agrees to refrain from copying, using or exploiting software owned by Impact Hub or other material in any way, unless Impact Hub has granted explicit authorization to Customer.

Internet - Impact Hub does not guarantee safety and security of the network (or the connection to the Internet). Customer must take their own security measures considered necessary. – Due to the Internet access being shared across all users at Impact Hub, it is subject to spikes in service based on overall usage demands. Impact Hub does not guarantee that its provided network services are consistent and/or uninterrupted at all times. It is forbidden to download or upload illegal content.

Applicable laws - Croatian law applies to the Agreement, its Terms and Conditions and any communicated House Rules. Disputes are settled by the court of Zagreb.

Household Rules

FLEXIBLE WORK SPACE When you come to Hub to work, you can sit at any available working station. In case the room is reserved for a meeting/seminar, we will put an announcement and kindly ask you to move on time.

HOST ON DUTY We offer a hosted environment during working hours. In case you have any questions, doubts, suggestions, please talk to the Hub host on duty. We strongly advise you to follow the guidance of our experienced hosts, who will always be taking care of you and your relationship with the space. Remember, host advice and recommendations are coming from a place of support and care for everyone's wellbeing.

COFFEE/TEA Coffee and tea are available for members and visitors for a small contribution according to the available rates by the kitchen. If somebody is visiting you, we will appreciate if you would introduce your peers to our paying and selfservice culture.

INTERNET With the aim to secure a good internet connection for all members, please avoid using programs for heavy downloading and seeding or streaming video or similar that will transfer unnecessary data when working in Impact Hub. Also, please take care that such applications are not running in the background.

CLEAN SPACE POLICY In case you are using cups, plates or cutlery, please clean them before you leave. The same applies for anything else you have used – please help us in keeping the space tidy with the things in place so we can all easily find and use them.

INFORMAL MEETINGS In case a friend, a customer of yours, employee or similar comes over to talk to you/work with you sometimes, it is fine, we kindly remind you that according to our Terms & conditions you are liable for any damages that this third party might cause in the space. If he/she seems to love Impact Hub space and is coming on a regular basis please let him/her know the opportunities to become a Hub member or direct him/her to one of the hosts.

EAT, SMOKE... EXPLORE OPPORTUNITIES. As consuming food in the working area may be disturbing/embarassing for other members, think about using the kitchinette or foyer or even the beautiful parks in front of the Hub for a lunch break! Needless to say – Hub is smoke free, for those purposes – use the courtyard or the park only.

LOST AND FOUND - If loosing an item please contact the host. We will keep it for you in the hosting room for two days, afterwards the item goes to the lost and found storage and will be kept there for a month. After this period the item is not our responsibility and we are not accountable if it can no longer be found.

CULTURE OF RESPECT If you are making a phone call, please use the phone booths or find a space where there is no one working while you finish your talk. Also, if a friend/colleague comes over, make sure you find a spot to talk where you do not disturb the work of the others (if it is a longer/more serious meeting, please reserve a room for that!). As a member we expect you to not act in a manner that is likely to adversely affect the peaceful operation and enjoyment of the Impact Hub Zagreb space, including without limitation creating any unreasonable disturbance to occupants of Impact Hub Zagreb or Impact Hub employees, member guests, Hub visitors, or others.

ENTRANCE DOORS. When you are entering or leaving the building, please make sure the doors are closed behind you. Both for us and the other building tenant, it is important to keep the place safe.

NOISE AFTER 10 PM Hub is not located in a residential building, however please pay attention to the noise levels during the night. Please be especially careful when working/gathering after 9 pm in the courtyard since the buildings behind are residential, so we kindly ask you to respect the area and keep the noise at normal levels.