

This is a Service agreement between

Udruga Pokreni Ideju, in the text of this agreement as Impact Hub Zagreb, registered on 07.11.2011. in Zagreb, Croatia (OIB: 33412463683)

and (in the text of this agreement as Package Holder):

First name: \_\_\_\_\_

Last name: \_\_\_\_\_

Address: \_\_\_\_\_

Postal code and City: \_\_\_\_\_

OIB/Passport number: \_\_\_\_\_

Mobile number: \_\_\_\_\_

E-mail: \_\_\_\_\_

\*This service agreement is for a private person, who should be the payer. Not the case? Please inquire for the organization's service agreement

## // Selected Impact Hub package:

(Based on the Service Specification available on the webpage: [zagreb.impacthub.net/memberships/](http://zagreb.impacthub.net/memberships/) and in Annex 1 attached to this Service Agreement)

PERICA  ANA  MINA  FULIR  FRANJO

Day pass  Office  Virtual office

Starting date: \_\_ \_\_ / \_\_ \_\_ / \_\_ \_\_

## // Contact permission

We'd love to send you the latest info of our services, community updates and business opportunities by email, phone call or other electronic means. Be sure we will treat your personal details with the utmost care according to our Privacy Policy.

*Yes, please! I'd like to hear from you, get updates and other business opportunities*

*No thanks. I don't want to hear from you, get updates and other business opportunities.*

## // Terms & Conditions

We want you to know exactly how our service works and why we need your registration details. Please state that you have read and agreed to these terms before you continue.

***I agree to the Terms & Conditions, and House Rules attached to this agreement and give my consent to process personal data in accordance to our privacy policy. (Find our Privacy Policy here: [zagreb.impacthub.net/gdpr/](http://zagreb.impacthub.net/gdpr/))***

Signature date: \_\_\_\_\_

Impact Hub Zagreb representative:

Package holder:

\_\_\_\_\_

\_\_\_\_\_

**This terms and conditions apply from 01.01.2026**

Impact Hub Zagreb is an organization of POKRENI IDEJU Udruga . Registered on 07.11.2011. in Zagreb.  
MB 2821273. OIB 33412463683 . Erste bank HR482402006110061325. : <http://zagreb.impacthub.net>

## Terms & Conditions

### // Service Specification

Package holder can use services of Impact Hub Zagreb per month based on the following information (prices are expressed including 25% of VAT)::

	<i>Day pass</i>	PERICA	ANA	MINA	FULIR	FRANJO	OFFICE
<b>Access to space</b>	1 day	1 d/week	2 d/week	3 d/week	4 d/week	5 d/week	5 d/week
<b>Own desk</b>	X	X	X	X	X	✓	✓
<b>Address for organization</b>	X	✓	✓	✓	✓	✓	✓
<b>Receiving mail (postbox)</b>	X	✓	✓	✓	✓	✓	✓
<b>Price per month</b>	<b>25 €</b>	<b>88 €</b>	<b>160 €</b>	<b>213 €</b>	<b>248 €</b>	<b>269 €</b>	<b>TBD</b>

**Virtual office** package with address for organizations is available on demand for **65 EUR/month** (scan and send by email for 7 EUR extra).

### Extra benefits:

- Help and support of the Hub host during Impact Hub working hours.
- Link to local network of partners, social innovators and other entrepreneurs and communities of interest.
- Connection to a global community of Impact Hub network members and Impact Hub makers
- High-speed wireless internet (upload: 70-100 Mbps, download: 140-200 Mbps).
- Free usage of the meeting room, during working hours (upon reservation and upon availability).
- Heating, electricity and basic cleaning are included in the price.

### Details

- Prices are expressed including VAT (25%). All packages are open ended, if not stated differently.
- Packages are monthly based (1st - 31st of the current month)
- Users can change the package beginning of the following month by notifying Impact Hub team up to 15 days before end of the current month or time-defined contract), with no charge.
- Packages are individual packages (1 membership package equals 1 person/organization)
- There is no possibility of accumulating unused hours (i.e. to use them next month)
- Membership and keys are non-transferable - if you lose your keys, please notify the team. Please, do not make copies of any keys.
- Impact Hub Zagreb is not responsible for any lost or stolen items (see liability part below).

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## Definitions:

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

**Impact Hub:** Impact Hub Zagreb/Pokreni Ideju udruga

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

**Working Space:** space for working offered and used by Impact Hub located on Basaričekova 11 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.

**Cancellation policy and monthly invoicing** - All membership packages are based on monthly contracts (unless state it differently in written form). Both parties can terminate the membership agreement at any time. Members can upgrade or downgrade an Impact 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 a monthly package an invoice is issued within the first 5 of the paid month, with 7 days of due payment. For starting using the Hub package during the calendar month we charge proportional part of the price, immediately. Members are 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: [zagreb.impacthub.net/gdpr/](https://zagreb.impacthub.net/gdpr/)

**Sharing of your personal data** - Beyond connecting to your local Impact Hub community, becoming a holder of an Impact Hub package 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 (URL: <https://impacthub.net/websites-privacy-policy>.)

**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 the Impact Hub network. – The address of Impact Hub may be used as correspondence and business address. Impact Hub Address can be used as a statutory seat only upon previous agreement in writing – Customers 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

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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 09 hrs- 18 hrs). 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 with 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.

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**Package ownership** - Holders of an Impact Hub package agree that this Contract is personal to the Member and cannot be transferred, sub-contracted or sub-licensed. The holder is not entitled to permit anyone other than those employed by or having business with the package holder to have access to the space. Premises. – Package holder agrees to participate in Impact Hub surveys in order to measure the effectiveness of Impact Hub in supporting this person, and provide Impact Hub with any other information reasonably required. – Package holders 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). Customers 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.

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## // House rules

### **Choosing a work desk**

When you come to work, sit at any available working station (unless you have a designated desk).

### **Using Internet rationally**

Avoid using programs with heavy transfer of unnecessary/irrelevant data when working in Impact Hub.

### **Respecting the work atmosphere**

Be mindful of your indoor voice. For any sound you are listening to, use headphones in common areas.

For short/informal meetings, book a meeting room, unless it is possible not to disturb the rest of the people in the space. For phone calls or teleconferences, book a meeting room.

For shorter phone calls, find a spot where there is no one working while you finish your talk.

### **Exiting responsibly**

Clean your desk. Unplug your chargers. Wash your dishes/put them in the dishwasher.

If you are the last one exiting the space - Unplug chargers. Turn off the extensions, lights, appliances.

Close windows. Lock the terrace door, Apartment main door, Ground floor entrance door.

### **Keeping the space tidy and equipped at all times**

Return resources and stuff you use so we can all easily find and use them. Keep the space tidy and clean. If anything is missing (from toilet paper to a missing plate - let the host or space manager know!)

### **Taking a deserved break or bite**

Use the kitchen for eating. Label your food in the fridge. Do not leave it inside forever. Clean after yourself. No smoking or vaping at any time inside. If outside, be mindful of your noise and possible litter.

### **Enabling joyful coffee & tea experience**

Coffee and tea are available for a symbolic rate. If somebody is visiting you, introduce them to our paying and self service culture. If you see there is not enough coffee left, do make some more :)

### **Using the outdoor space respectfully**

We share the terrace with the neighbors - the border is in the middle. Do not trespass :)

If on the terrace, be mindful of the peaceful neighborhood when talking. Clean after yourself.

When exiting the courtyard, close the big entrance doors. Do not park inside the courtyard.

### **Reducing the noise after 9 pm**

Pay special attention to the noise levels when working after 9 pm. Avoid staying in the courtyard/terrace. Guests are not allowed out of the day work hours.

### **Please avoid**

Discrimination, harassment and disruptive behavior. Candles or space heaters. Sticking things on the wall or drilling. Damaging walls, floors or furniture. Bringing in pets - space is not pet friendly unless required for service needs.

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