

THE ARMOURY HUB

STANDARD TERMS AND CONDITIONS OF HIRE

Operated by THE ARMOURY.IO LTD | Company No. 16277889

16 Hitchin Street, Biggleswade, Bedfordshire, SG18 8AX

Registered office: 124 City Road, London, EC1V 2NX

bookings@armouryhub.com | www.armouryhub.com

Version 2.2 | 19 October 2026

1. Definitions and Interpretation

“The Armoury Hub”, “we” and “our” mean THE ARMOURY.IO LTD, company number 16277889.

“Hirer” means the person or organisation entering into the booking. “Premises” means the facilities at 16 Hitchin Street, Biggleswade, including rooms, workstations, common areas and equipment.

“Hire Period” means the dates and times confirmed for the booking, including setup and clearing down.

These terms apply to all bookings unless alternative arrangements are agreed in writing.

2. Booking and Acceptance

Bookings may be requested through our online booking system or by email. A booking is confirmed only when accepted by The Armoury Hub and the required payment has been received.

The booking contact must be at least 18 and authorised to act for any organisation named. The Hirer must provide accurate contact, attendance and activity details and notify us of material changes.

Bookings must not be transferred or sublet without written approval.

We may decline unlawful, unsafe, unlicensed or unsuitable activities.

3. Hire Charges and Payment

Full payment is required at the time of booking. Prices are those shown or quoted before confirmation. VAT: Not Applicable.

Extra equipment, catering, staffing or extended hours may attract charges agreed in advance.

Alternative invoice terms may be agreed in writing with approved corporate customers. Unpaid bookings may remain unconfirmed or be cancelled following reasonable notice.

4. Cancellation and Refund Policy

The Hirer may cancel through the booking system or by emailing bookings@armouryhub.com.

Cancellations received at least 48 hours before the Hire Period begins qualify for a full refund of the hire charge.

For cancellation within 48 hours, The Armoury Hub may retain only a reasonable amount reflecting its actual loss, taking account of avoided costs, replacement bookings and reasonable mitigation. The full fee is not automatically forfeited.

Date or time amendments are subject to availability and any agreed price difference. Agreed refunds will normally be made to the original payment method within 14 calendar days, unless law requires sooner. Statutory rights remain unaffected.

5. Cancellation by The Armoury Hub

We may cancel if facilities become unavailable due to emergency, serious failure or circumstances beyond reasonable control; an appropriate alternative or refund for unavailable services will be offered.

We may terminate for serious misconduct, unlawful activity, material breach or immediate safety risk, with notice and an opportunity to remedy where practicable. Any deduction must be lawful and proportionate.

6. Hire Period and Access

Hire is available at agreed times, including evenings and weekends. Setup, event activities, cleaning and departure must all occur within the Hire Period. Early arrival or late departure needs approval and may incur extra charges.

Access may be staffed or by authorised self-access. Codes, keys and credentials must be kept secure and must not be shared. The Hirer must follow locking instructions, prevent unauthorised entry and report lost access devices promptly. Reasonable costs caused by negligent loss may be recovered.

7. Conference Suite and Meeting Room

The Conference Suite accommodates approximately 50 people, subject to the authorised layout and fire safety limit. The dedicated Meeting Room seats up to 8. The confirmed maximum occupancy must never be exceeded.

Furniture may only be rearranged where permitted and exits must remain clear. Presentation display equipment is supplied as specified in the booking. Hirers must check device compatibility and arrange technical help in advance. Equipment must not be disconnected, relocated or altered without permission.

8. Hot Desks and Coworking

Workstations are for temporary professional use and do not create a lease or tenancy. Users must respect shared-space quiet, confidentiality and other occupants; calls must be at reasonable volume.

Do not occupy unbooked desks, leave property overnight without consent or use the premises as a registered, postal or official business address without a separate written agreement. Leave desks tidy.

9. Private Functions and Social Events

Private celebrations, receptions and social events require advance approval. The Hirer must disclose the event type, expected numbers, age range, entertainment, catering and alcohol arrangements.

We may impose reasonable security, noise, supervision, licensing, cleaning or deposit requirements, disclosed before confirmation. The Hirer is responsible for guests and timely departure. Events requiring licences must have all necessary permissions.

10. Security Deposits

Deposits are not ordinarily required for standard room or desk hire. A refundable deposit may be required for higher-risk events, with the amount and conditions disclosed before confirmation.

Reasonable evidenced deductions may cover damage, missing equipment or exceptional cleaning, but not fair wear and tear. The balance will normally be returned within 14 calendar days after the hire, with an explanation of deductions.

11. Catering and Refreshments

External catering requires prior approval. Caterers must comply with food safety, hygiene and allergen law. Cooking appliances and naked flames require express consent. The Hirer must manage waste, prevent disruption and meet reasonable exceptional cleaning costs.

12. Alcohol, Smoking and Prohibited Activities

Smoking and vaping are prohibited indoors. Alcohol may only be brought, supplied or consumed with written permission and in compliance with licensing law. Illegal drugs, unlawful activities, dangerous substances and weapons are prohibited.

Fireworks, smoke machines, naked flames and hazardous equipment require express permission and lawful operation. Assistance dogs are welcome; other animals require approval.

13. Health and Safety

Follow all reasonable safety instructions. Keep exits, corridors and emergency equipment clear; familiarise yourself with evacuation arrangements and brief attendees where necessary. Report accidents, hazards and damage promptly.

Risk assessments may be requested for higher-risk activities. Do not interfere with alarms, security or electrical systems. Brought-in electrical equipment must be safe and suitable.

14. Children and Safeguarding

Organisers of activities involving children or vulnerable persons are responsible for appropriate supervision and legal safeguarding requirements. Relevant policies and checks may be requested where justified. Children must not be left unattended.

15. Conduct, Noise and Neighbours

Treat staff, other users and neighbours respectfully. Abusive, threatening, discriminatory or unlawful conduct is prohibited. Keep noise reasonable, particularly evenings and weekends, and ensure guests enter and leave without undue disturbance. We may require disruptive activity to stop or terminate a serious or repeated breach.

16. Cleaning, Damage and Equipment

Leave rooms reasonably clean and tidy, remove belongings and dispose of rubbish as instructed. Decorations and signs need permission. Report damage promptly.

The Hirer may be charged reasonable repair or replacement costs for negligent damage, misuse or breach, excluding fair wear and tear. Equipment must not be removed without written consent.

17. Internet and IT

Internet may be provided but uninterrupted service is not guaranteed. Do not engage in unlawful activity or compromise network security. Users are responsible for protecting their devices, passwords and data. Access may be restricted to prevent misuse.

18. Insurance and Liability

Public liability insurance is not normally required for standard room or desk bookings, but evidence of suitable cover may be required for higher-risk activities before confirmation.

Hirers are responsible for their attendees to the extent permitted by law. We are liable for loss or damage where required by law, including where caused by our negligence or breach of contract. Nothing excludes liability for death or personal injury caused by negligence, fraud or any liability that cannot lawfully be excluded; statutory consumer rights remain unaffected.

19. Photography, Recording and Publicity

Commercial filming, photography or livestreaming affecting other users requires prior approval. Respect others' privacy. Do not imply our endorsement or use our branding misleadingly. Display promotional material only with permission.

20. Data Protection and Confidentiality

Booking information will be handled in accordance with applicable data protection law and our Privacy Notice available through www.armouryhub.com. Authorised booking and payment providers may process information. Hirers must respect other users' confidential information. Any security monitoring will be subject to applicable law and privacy notices.

21. Parking and Accessibility

Parking is subject to availability and restrictions and is not guaranteed unless expressly included. Do not obstruct entrances or emergency access. Please advise accessibility requirements in advance so arrangements can be confirmed; our legal reasonable-adjustment duties remain applicable.

22. Communication and Customer Support

All booking enquiries, changes, cancellations and complaints should be emailed to bookings@armouryhub.com. We do not offer a general telephone enquiry service.

Our usual email response target is approximately four hours during normal administrative operating periods, not a guaranteed response time; evenings, weekends and public holidays may take longer. Cancellation timing is based on receipt of the email, not when it is read.

For urgent issues during a booking, follow the emergency instructions in the booking confirmation. Contact emergency services directly where necessary.

23. Complaints and Disputes

Email complaints to bookings@armouryhub.com. We will investigate fairly and seek resolution within a reasonable period. Parties are encouraged to resolve disputes informally without limiting legal rights.

24. General Provisions

These terms are governed by the laws of England and Wales, subject to mandatory consumer protections. If a provision is unenforceable, the remainder continues where lawful. Agreed booking variations must be in writing.

Updated terms apply to future bookings, not existing confirmed bookings unless lawfully agreed.
Hire creates no tenancy, partnership or employment relationship.

25. Acceptance of Terms

By completing and confirming a booking, the Hirer confirms acceptance of these Terms and Conditions and undertakes to inform attendees of relevant rules.

Company Information

THE ARMOURY.IO LTD | Company Registration Number: 16277889

Registered office: 124 City Road, London, EC1V 2NX

Hire premises: 16 Hitchin Street, Biggleswade, Bedfordshire, SG18 8AX

Email: bookings@armouryhub.com | Website: www.armouryhub.com

Telephone: Email correspondence only | Usual response target: approximately four hours

VAT Status: Not Applicable

Effective date: 19 October 2026