

## HOUSE RULES

Updated on 2023Nov24

1. **Center Manager**  
The manager of the Center handles all questions and requests related to Dedicated Desk, Membership, Virtual Office and other services provided by Ngate. The Center Manager also takes care of the work environment, kitchen and washroom amenities during Office Hours.
2. **Office Hours**  
The Center is open from Monday to Friday from 9a.m. to 6:00p.m. excluding public holidays.
3. **Public Holidays**  
The Center will be closed during Public Holidays. Administrative support and all other services will NOT be provided to any Clients during the Public Holidays.
4. **Access to the Center**  
For Dedicated Desks Clients, their fingerprints will be used to setup digital access to the Center. Other Clients may enter the Center during Office Hours when Center Manager is on site. Occasionally, the Center Manager may authorize an individual to access the Center using a 1-time passcode. No individual or Client is allowed to disclose the access passcode to any third party or use his/her fingerprint access to let any third party into the Center. Violation will result in a penalty fee of HK\$3500 and/or immediate termination of the Agreement.
5. **Dedicated Desk Clients**  
**Partitions:** Complementary table partitions are available for Dedicated Desk Clients. Please inform the Center Manager if the Client requires one to be installed for the Accommodation.  
  
**Pedestal:** The Client may subscribe the pedestal service at any point during the Service Term by submitting a written request to Ngate. The monthly pedestal fees will apply.  
  
**Guests:** Dedicated Desk Client is allowed to bring in two guests for an hour during office hours to use the Meeting area for the number of times specified in the Agreement. The booking of the Meeting area is subject to availability. Any other additional guests will be required to purchase a day pass to enter the Center.
6. **Mail collection for Dedicated Desk and Virtual Office Clients**
  - a. Incoming Mail Handling, Mail Forwarding and Parcel Forwarding services are only available to Dedicated Desk and Virtual Office Clients.
  - b. The Staff or the Mail Collector may collect mails, parcels or items for the Client during Office Hours by signing the Mail Collection Form and presenting his/her identification to the Center Manager.
  - c. The retention period for any incoming mails, parcels or items including government letters, is 30 calendar days from the day of receipt. Uncollected mails, parcels or items will be disposed by the Center without notification to the Client after 30 calendar days. Client indemnify Ngate from all responsibilities whatsoever for all items uncollected within 30 calendar days counting from the day of receipt.
  - d. Center dispose mails which have been sent to the Client via scanning or by post without notification to the Client.
  - e. Ngate will accept mails within the following specifications:
    - weight  $\leq$  500g
    - Dimension  $\leq$  30cmx38cmx2cm
    - Maximum 900 letters/month
    - (enquire  $>$ 900 letters/month
  - f. Ngate will accept parcels within the following specifications for Parcel Forwarding service:
    - N Weight  $\leq$  5kg

- Total volume < 75 cubic cm
  - Largest dimension <= 75cm
  - Maximum 30 items/month
  - (enquire >30items/month)
- g. Ngate reserves the right to reject, return or dispose any items outside the specification listed above at the expense of the Client.

7. Wi-Fi

The password of Wi-fi will be provided to on-site Clients in the Center. Clients are not allowed to share the Wi-fi password with any third parties. Ngate may change the password from time to time.

8. Know Your Client (KYC)

All Clients including its Contact and/or Staff must complete and sign the respective KYC form and provide the supporting documentation.

9. Furniture and installations

- a. The Client and the Client's guests are responsible for keeping the furniture, devices and installations of the Center free from damage and should not change the state or the layout of these objects without the written permission of the Center Manager. Violation will result in a minimum restoration fee of \$1500 plus any additional charges to bring the item back to its original state, charged to the Client.
- b. The Client is not allowed to install any internet, telecom or cabling in the Center. Violation will result in a penalty fee of \$1000 plus any additional installation and de-installation cost.

10. Cleanliness

The pantry, the washroom and the meeting area are to be kept clean and tidy at all times. Clients are required to put all their garbage into the garbage can in the pantry area. For garbage that cannot be fit into the garbage can, Client has to remove it from the Center at the end of the day.

The Client and the Client's guests are not permitted to leave personal belongings in any common area, including the washroom and the pantry.

If the Client, Client's staff, or Client's guests cause the condition in the Center to become unacceptable to Ngate, the Client will be invoiced for a cleaning fee of \$350 and any additional fees to restore the component of the Center to an acceptable state to Ngate.

11. Windows

Client shall not open the windows in the Center to prevent rain or dirt from entering the Center.

12. No storage of personal belongings

The Client and any of the Client's affiliates including the Contact and Staff are not allowed to bring any furniture, device, equipment, or item that is larger than 50cm \* 50cm \* 50cm in volume, without Ngate's written consent. Ngate reserves the right to remove any unauthorised contents of the Client and its affiliates without prior notice.

13. Use of the logo and other information

The Client and the Client's affiliates are not permitted to use Ngate's logo or link to Ngate's company name for any business activities.

14. Confidentiality

The Client and the Client's affiliates are required to maintain the confidentiality regarding the business of Ngate, users in the Center, and other clients of Ngate.

15. Animals

The Client is not permitted to bring in any animals or keep any pets in the Center at any time.

16. Emergency

In the event of evacuation, please exit the Center and take the closest stairs to exit the building where the Center is located.

17. Health and safety

A first aid kit is available in the pantry and the Client is welcomed to use it free of charge.

Client, the Client's affiliate or guest should wear a mask if he/she exhibits health symptoms. But, masks are not mandatory to be worn in the Center, unless required by law.

18. Silence, noise and music

The Client and the Client's guests are to keep their noise level at minimal so that it will not cause inconvenience to other users of the Center.

19. Penalties

Violation of any of the clauses in the Terms and Conditions or House Rules by the Client may result in immediate termination of this Agreement, and a penalty fee of HK\$1000 or higher unless otherwise specified.