

# FIBRE[HUB]

## Visitor information & Cancellation policy

**PLEASE TAKE A MOMENT TO READ THE BELOW INFORMATION PRIOR TO YOUR VISIT WITH US**

### Location

Please use postcode TR15 3GF to find us. We are located just off the A30 on the edge of The Cornwall College campus.

### Visitors car parking

- PLEASE NOTE WE HAVE ANPR CAR PARK MONITORING IN PLACE (full details on carpark signage)
- PLEASE CAR SHARE WHERE POSSIBLE

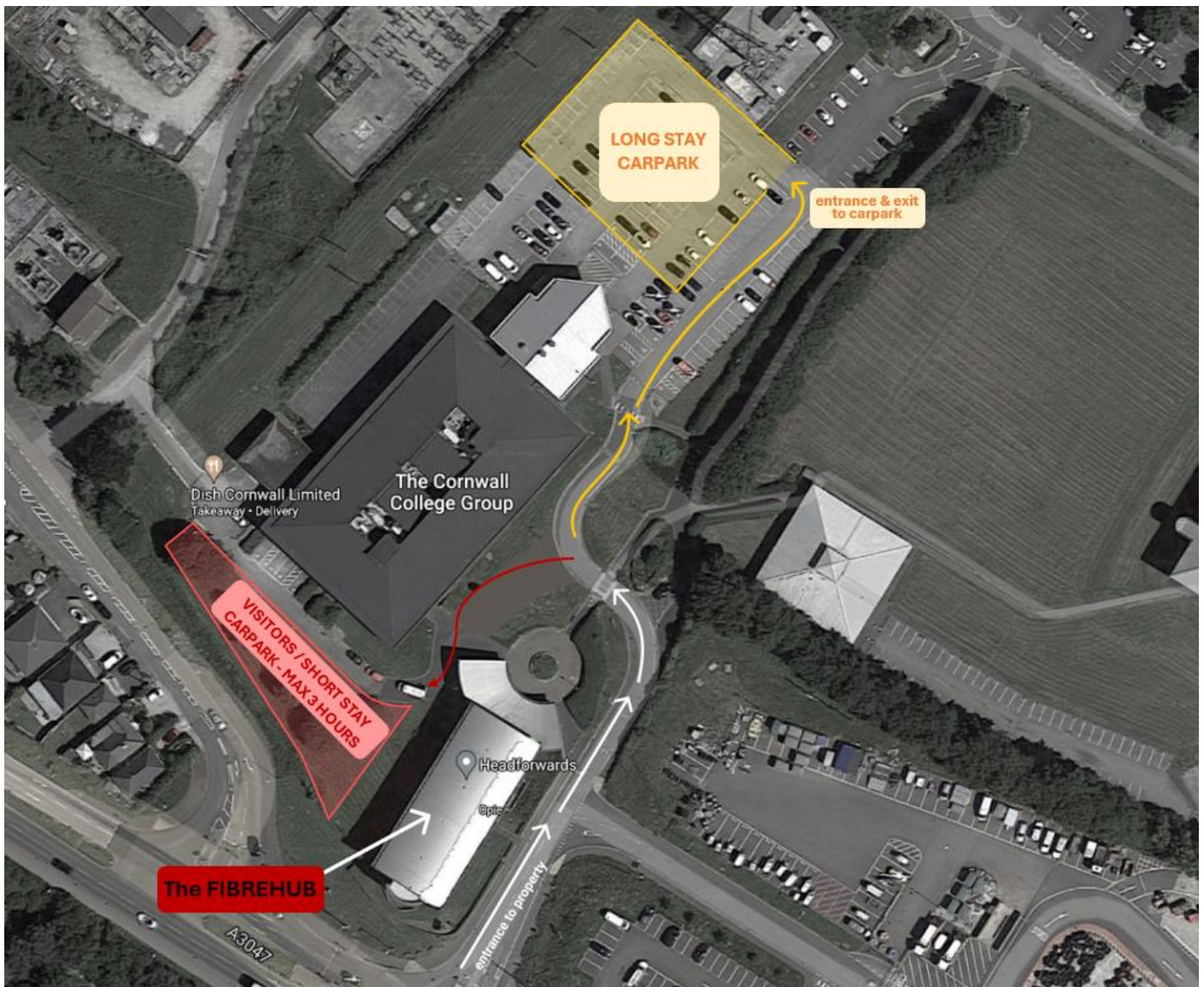
#### SHORT STAY - maximum 3 hours

Located directly outside of the building. As you drive in the main entrance, look out for the red FibreHub signage directing you to the left. Blue Badge parking\* and Tesla charging bays are located in this carpark.

*\*Blue Badge parking longer than 3 hours – please register your vehicle at reception.*

#### LONG STAY - please register your vehicle at reception if you are using this carpark

As you drive in the main entrance follow the road around to your right towards the College and Penhaligon building. The long stay carpark is located on the left and is identified as the fenced off area.



## The building and cafe

Our opening times are 8am-5:30pm Monday-Friday. **Please vacate by this time (unless previously agreed) as the building is on an access control system.** Our café N I M B U S offers a delicious range of coffees, cakes and lunches, and is open 8am-4pm Monday-Friday.

Most of our bookable spaces are on the upper floors of the building, we have a lift for anyone who is unable to use the stairs – *please ensure you have made us aware of any guests with a disability so that we can make any necessary arrangements that might be required.*

## Arrival and signing in

On arrival all visitors must report to our front desk, located on the ground floor. Here you will be asked to sign in, issued with a visitors lanyard (and access card where required) and then met by your host (if applicable) or shown to your booked space. **PLEASE REGISTER YOUR VEHICLE HERE IF YOU ARE USING THE LONG STAY CARPARK or YOU ARE USING BLUE BADGE PARKING FOR MORE THAN 3 HOURS.**

## Your booked space

Your meeting, event or hot desk space will have been prepared ahead of your arrival and any pre-ordered catering will be ready for you at the agreed times. Our meeting and event spaces all have screens to present and/or video conference and the option of a whiteboard and flipchart.

You will be able to connect your own equipment to our screens and monitors via the HDMI or USB-C cables provided - please ensure you bring suitable adapters if your device does not have these fittings.

Please let the facilities team know if there is anything additional you require on the day, or if something isn't working as expected.

## Hot desking

Please be aware that the space is set up as a shared working space and we therefore ask you to be mindful of others. If you wish to make a phone / video call, we ask that you use one of the separate private spaces for this purpose. Please make your payment at the front desk on arrival or let us know if you require an invoice.

## BOOKING CANCELLATION POLICY

### Cancelling or rescheduling

Bookings may be cancelled or rescheduled without a fee by notifying the facilities team at least **48 hours** prior to the scheduled booking. To cancel or reschedule please contact us as soon as possible (details below)

### Late cancellation

Cancellations are considered 'late' when a booking is not cancelled or rescheduled **at least 48 hours** prior to the scheduled booking. Late cancellations will result in a cancellation fee of 50% of the room/space hire cost.

### Missed bookings / no-shows

A no-show or missed booking that we have not been made aware of will result in a missed booking fee of 100% of the room/space hire cost.

### Cancellations made by us

If for any reason we must cancel your scheduled booking, we will notify you as soon as possible and work to reschedule the booking. If we cancel a booking after the invoice has been paid, a full refund will be given.

### Catering cancellations

Upon cancelling a booking with us, we will notify N I M B U S with regards to any catering that had been booked alongside. Late cancellation and missed bookings / no shows fees apply as per the above.

**We look forward to welcoming you to the FibreHub**