



Funded by  
UK Government



Sandwell  
Business Growth



# **Start Up Hub Terms and Conditions**

(V.4 May 2025)



Welcome to Sandwell Start Up Hub. These Terms and Conditions govern your use of the Hub provided by Sandwell Council. By accessing or using the Hub, you agree to be bound by these Terms.

## 1. TENANCY CONDITION

Sandwell Start-Up Hub is funded through UK Shared Prosperity Funds and is free to Sandwell start-up businesses and entrepreneurs who have been trading for less than 2 years (free for twelve months from sign-up and before March 2026).

## 2. DESCRIPTION OF THE HUB

The Sandwell Start-Up Hub is an open-plan, hot-desk office space, equipped with 60 desks, free WiFi, and kitchen facilities. There, you can work alongside and collaborate with fellow entrepreneurs, and access meeting rooms. Access to the office space is controlled and secure, with dedicated reception staff there to assist you. The Sandwell Business Growth Team advisors also host networking events and workshops from the Hub.

We reserve the right to modify, suspend, or discontinue any part of the Hub at any time.

## 3. OPENING HOURS

The Start Hub is available, and the reception is staffed Monday-Friday from 09:00-17.00. The building will close at 17:00 by which time you must have vacated the premises. The building will be closed on all Public Holidays and other compulsory closure days as imposed by Sandwell Council.



## 4. ACCOUNT REGISTRATION AND SECURITY

To access desks/rooms and event space of the Hub, you will be required to create an account on My Sandwell:

<https://my.sandwell.gov.uk/ssauth/register>

You are responsible for maintaining the confidentiality of your account information and for all activities that occur under your account.

You agree to provide accurate, current, and complete information during the registration process and to update such information to keep it accurate, current, and complete.

## 5. User Conduct

You agree to use the Hub in compliance with all applicable laws and regulations.

You may not use the Hub for any unlawful or prohibited purpose, including but not limited to the dissemination of harmful content, spamming, or engaging in any activity that disrupts or interferes with the Hub's functionality. Please ensure meeting rooms are left in the same condition as you found them. Kindly restore the room layout to its original setup. Additionally, please return any used cups to the kitchen area.

## 6. Content

You agree not to upload or share any content that is illegal, defamatory, infringing, or otherwise violates these Terms.



## 7. Privacy

Your use of the Hub is also governed by our Privacy Policy <https://sandwellbusinessgrowth.com/privacy-policy/>, which is incorporated by reference into these Terms.

## 8. Termination

We reserve the right to suspend or terminate your access to the Hub at our sole discretion, without prior notice, for any violation of these Terms.

## 9. Changes to Terms

We may update these terms from time to time, and you will be notified of any changes. Your continued use of the Hub after the changes will constitute your acceptance of the updated Terms.

## 10. Contact information

If you have any questions about these terms, please contact:

Sandwell Business Growth Team

Sandwell MBC

[Sandwell\\_startuphub@sandwell.gov.uk](mailto:Sandwell_startuphub@sandwell.gov.uk)

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