



**The
Dryden
Enterprise
Centre**

DRYDEN ENTERPRISE CENTRE MEMBER HANDBOOK

VERSION 2 – SUMMER 2022

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INTRODUCTION: OUR HANDBOOK

Our Handbook is an expanded and simplified version of the Terms and Conditions each member signs up to on joining the Dryden Enterprise Centre (DEC) and our community. With that, you're beholden to the behaviours outlined here just as you are to the Terms and Conditions.

We ask that when working in the DEC collaborative spaces, including public access spaces, event spaces, meeting rooms, flexible workspaces, designated desks, kitchens, and toilets, that members follow the actions set out in our Handbook.

The DEC isn't just a place to work. We're a community. Our members want to do excellent work in an inspiring space and get along while we're doing it. To make sure we're all working to the same goals it is important you read and understand the Handbook.

Working in partnership with our House Rules, which set out behaviours of people using the space, the Handbook sets operational expectations and shared standards that apply to all members of the DEC community, including any company, corporation or individual utilising space within the DEC ("members") either as a paid tenant or licensee, student of Nottingham Trent University or participant in NTU Enterprise programmes. This extends to workers for member organisations, including employees, contracted workers and consultants, trainees and workers on trial, probation, or placement.

Our handbook should always be applied alongside the laws and regulations of the countries in which we operate and other Nottingham Trent University and Dryden Enterprise Centre policies and standard operating procedures. If you think a conflict exists between this document and any laws, rules, or regulations, follow the applicable law, rule or regulation, and then reach out to the DEC's team for additional support and advice.

All services provided by the DEC should meet regulatory quality and safety standards set by Nottingham Trent University, as well as meeting DEC policies and standard operating procedures.

DRYDEN ENTERPRISE CENTRE CONTACT INFORMATION

Address: Dryden Enterprise Centre
Nottingham Trent University
Dryden Street
NG1 4FQ

Telephone: 0115 848 5000

E-mail: enterprise@ntu.ac.uk

Twitter: @ntuenterprise

HOURS OF OPERATION

The centre operates staffed hours from **08:00 to 18:00 Monday to Friday**.

The centre will be unmanned outside of these hours, on Bank Holidays and days of university closure.

Members will still be able to access the building outside of these hours using your key card for entry.

For security the building will be locked to external public access from **19:00 to 07:00** unless a pre-scheduled event is taking place within the centre. Please alert security using the number of the back of your key card if you wish to access the building outside of these hours (19:00 to 07:00).

OUR MISSION

Whether you're starting, growing, or not quite knowing, being part of the DEC connects you to a community of peers and a world-beating university. We believe in new ideas. We exist to ignite them.

Collaboration, compassion, and authenticity are essential. We value each other and the connections we bring. We're home to a collective that celebrates unique talents, passions, and backgrounds.

OUR VALUES


Collaboration: Working within the DEC and across NTU to widen networks. We collaborate to enable joint working that's mutually beneficial.

Connectivity: Linking members with organisations and individuals to add value. We bring people together to contribute to the success of businesses and endeavours.

Community: Combining members and partners for peer-to-peer development, the sharing of knowledge and experience. We support, build confidence, and create commercial opportunities.

OUR PEOPLE

DEC staff who are onsite to assist you include:

		
Katrina Starkie Space and Community Manager	Paul Webber Enterprise and Dryden Centre Administrator (am)	Open Post Enterprise and Dryden Centre Administrator (pm)

Our wider NTU Enterprise Team includes:

		
Michael Carr Executive Dean - Enterprise	Megan Powell Vreeswijk Head of Enterprise Innovation Centre	Diana Pasek-Atkinson Enterprise Advisor



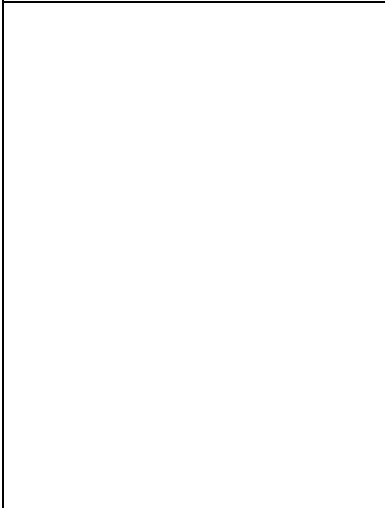
Jane Brown
Enterprise Advisor



Phil Clarke
**Student Liaison Enterprise
Advisor**



Adrian Williams
Enterprise Advisor



Susan Heath
Compliance Officer



Emma Henry
Project Coordinator
**Personal Assistant to Head
of Enterprise**



Deshaun Hancock
**Marketing and Events
Executive**



Frances Palmer
**Data Analysis and
Research Assistant**



Amy Ward
Marketing Assistant



TERMINOLOGY: WHAT WE CALL STUFF

You'll find different terms used by the Dryden Enterprise Centre Team, here's a guide to what they mean.

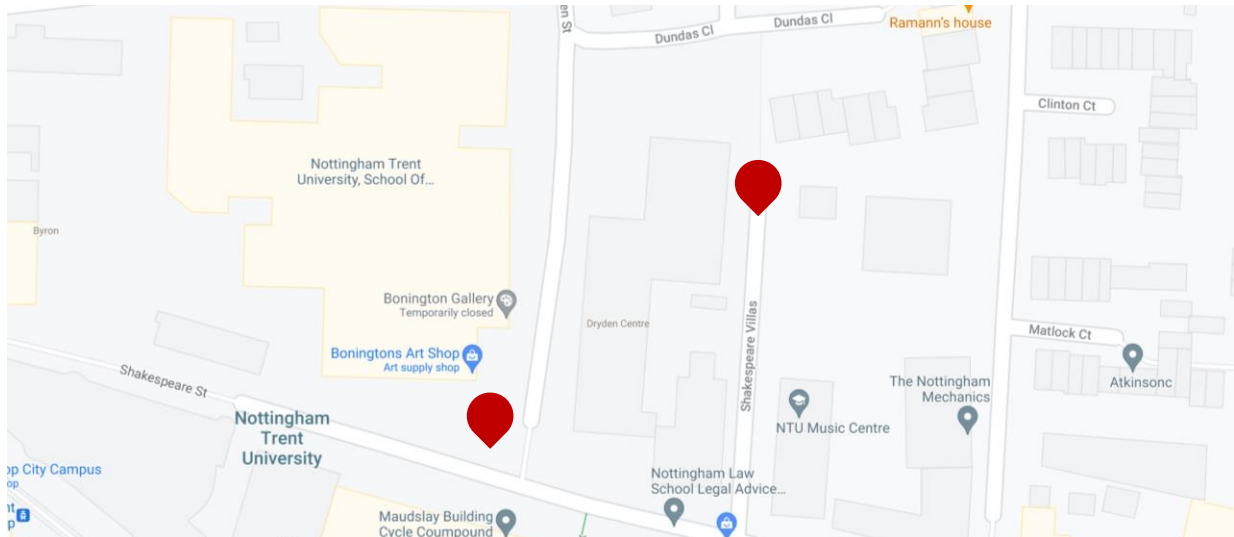
“DEC”	Abbreviation of the Dryden Enterprise Centre.
“Front of House”	The bit downstairs with the desk and tables. Is it a reception? Yes. Is it a meeting area? Also, yes. I've heard on the weekends it goes by 'Desky McDeskface' – either way here we're going to call it Front of House.
“Office Hours”	Monday – Friday 08:00 to 18:00 excluding Bank Holidays and University closure days. See hours of operation
“Common Area”	Areas of the DEC that members are entitled to access freely without an appointment or authorisation, including the Front of House area, and other areas to be designated by the company from time to time on the terms of this Handbook.
“Core Area(s)”	Central services located in the core of the DEC building, including toilets and shared kitchen spaces.
“Company”	The Dryden Enterprise Centre or NTU.
“Equipment”	Any equipment owned or controlled by The DEC or NTU.
“Facilities”	The facilities offered to members including AV equipment, meeting rooms, studios, kitchen equipment, office furniture etc.
“Guest”	Any guest of a member who is not themselves a member.
“Member”	A person, business or organisation accepted for membership. Basically, if you've got an access card to the building, you're in! Welcome.
“Licensee”	A member with a licence to use a flexible or designated desk.
“Tenant”	A member with a lease for standard or premium office space(s).
“Membership”	A member with the right to access the DEC and use the facilities in accordance with their lease or licence and any other rules provided by the company from time to time.
“Membership Cards or Access Pass”	The card issued when becoming a member, to gain entry to the DEC and the goodies inside.

References to “you” and “your” will refer to you as a member.

EMERGENCY PROCEDURES

In the event of an emergency, such as a fire, the alarm will sound. You will be expected to evacuate the building as quickly and as safely as possible. During staffed hours and events our team will be on hand to help, but it is expected members familiarise themselves with fire escapes and evacuation routes to evacuate independently.

Evacuation points are based on Dryden Street, outside Bonington Gallery and Shakespeare Villas opposite the NTU Music Centre. Points are outlined on the map below.



If you spot a fire, please trigger the closest manual fire alarm call point, and follow our evacuation procedure.

Fire tests will happen weekly, wherever possible you will be notified in advance. On occasion we will practice full fire drills with no advance warning.

REFUGE POINTS

Refuge points are located at the top of each staircase. If there is an incident and you have difficulty following the evacuation procedure, please make your way to the refuge point and alert us using the call button. Remain in the refuge point until help arrives.

FIRST AID

If you require first aid, please call the security team on 0115 848 6462 - details are also on the reverse of your access card.

In the event of a medical emergency please call 999 and follow the instructions.

If you have an accident within the DEC, no matter how minor, please make the team aware so we can log it.

Members who are operating a business in the centre are required to carry out an assessment of first aid needs for yourself and your employees and/ or visitors where appropriate. This involves consideration of workplace hazards and risks, the size of

the organisation and other relevant factors, to determine what first-aid equipment, facilities and personnel should be provided.

ACCESS AND SECURITY

Public access to the building is to the Front of House area only. Further access is provided following successful application to become a member, wider access is then granted in line with your agreement as a licensee or tenant, or as a guest of a licensee or tenant.

You are not permitted to bring bicycles into the premises without the express consent of the company. No wheelies in the building please!






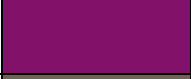

Important bit:

Notwithstanding any rights you may have as licensee or tenant the company reserves the right to remove you from any part of the premises that you do not have authority to access if you are found in such part of the premises.

If your name is not on the list – we'll ask you to leave.

ACCESS PASSES AND KEYS

Members will be issued with Access Passes and will have access to different areas of the building in line with their membership. In addition, members' lanyards will indicate their membership type as indicated below.

Membership	Lanyard	Access
NTU Enterprise Team		All areas
DEC Premium West		Core areas, 1 st , 2 nd and 3 rd floor west
DEC Premium East		Core areas, 1 st , 2 nd and 3 rd floor east
DEC Office & Dedicated		Core areas, 1 st and 2 nd floor
DEC Flexi		Core areas, 1 st and 2 nd floor
DEC Student		Core areas, 1 st and 2 nd floor
DEC Delegate, Guest & Visitor		Core areas and chaperoned access with DEC Member
DEC Partner		Core areas and chaperoned access with DEC Member

Members are permitted 4 guests at a time and your guests must be signed in to access a lanyard. Please report to front desk. For more information about guests please see ['guests'](#).

If you feel there is an unauthorised person within the DEC, please notify a member of the team immediately. If you are concerned or feel unsafe you can also contact the security team making use of their emergency contact if required. If you feel you are in immediate danger, or a crime is taking place contact 999 and request the police. We

understand that sometimes a pass might get lost or damaged, so we will issue a replacement, however, if it happens frequently, you will be charged £5 for each additional pass. If a card is replaced the previous card will be voided from our access system.

Dedicated desk members and office members will also have access to keys for drawers, and offices.

When using drawers please notify the DEC team to ensure we have a spare key with us (just in case) this will be kept in a secure key safe.

Office members will be supplied with two keys, a third key will be securely stored.

We store keys for security reasons. If we need access to facilities, and you are not present you will be given notice that we will be gaining access and our reasons for this. If we do need to gain access our security team will be present and, if you wish, bodycam footage will be captured as evidence of our access and the reason for it.

You are liable for all cards keys and passes provided to you for access to rooms or facilities. You must notify us immediately if keys or access passes are lost.

Spare keys will be on-hand if your keys do decide to go their own way; we can source replacements for you however, you will be charged £15 per replacement.

If there is a reason to believe keys may have been stolen, we would look to replace the lock and provide a new set of keys.

Your keys and access passes are yours; you must not lend them to any other party.

LOCKERS

Members with dedicated desks can use a DEC locker. You will need to supply your own padlock and let a member of our team know the number of the locker you wish to use.

If at any time we need access to your locker we will request this, and you must remove your lock. If necessary, our security team will remove locks. On termination of membership, you must remove your lock and your belongings.

CHANGES TO ACCESS

Wherever possible we will work to keep the DEC open during the opening hours, notwithstanding any rights you may have as licensee or tenant (as applicable), continuous access to the building can't always be guaranteed.

By using the space, you acknowledge and accept that we may be forced to close the building when it is necessary to do so, and that no refund of membership fees or any licence fee (where you are the licensee) or rent (where you are the tenant) will become payable as a result of such closure.

If we are instructed to close by government, local authority or government body due to a pandemic, terrorist attack, natural disaster or other such significant event, we will put your safety first and foremost and do everything within our power to give members access to the building and facilities as soon as it is safe and legal to do so.

You acknowledge and accept that the facilities may not always be available, and that no refund of membership fees will ever become payable because of such unavailability. We advise members to protect their enterprise through business interruption insurance.

We withhold the right to change, amend, or withdraw the published facilities at our discretion.

SIGNING IN

To help us keep track of who is in the building, especially in the event of an emergency, we ask members and visitors to sign in. Visit a member of the team to sign in on arrival. Please ensure you remember to sign out (and return a pass if you have it) on departure.

Please present any guests on their arrival to the Front Desk to be signed in. Guests will be given an access card, and this will be logged.

All data is stored securely in accordance with GDPR and [NTU's privacy policy](#). For more information please see ['your data'](#).

OUT OF HOURS ACCESS

Members of the DEC can access the building out of hours, 24 hours a day, 7 days a week, unless external factors act to prevent this (please see ['changes to access'](#)).

If you require out of hours' access, please ensure the security team are made aware.

LONE WORKING

If you are working in the building out of hours you may find yourself alone. As the building is new it's likely not to be haunted, so that's a bonus, but even without the presence of ethereal spirits it's important to keep safe. We've outlined some best practice for members to follow.

Where relevant, tell your line manager the hours you intend to work. We know we have a few go getting entrepreneurs in the building who may work alone and answer to no one (go you!), so please also ensure you tell a friend or family member what time you expect to return home if you will be working unusual hours.

If you live alone have a nominated person who you will contact.

Have emergency contact numbers on your phone so you're able to contact people quickly if you need to. Also, remember our [emergency procedures](#), if you need extra help.

If you are working alone in the DEC:

- Ensure all windows and doors are secured to prevent unauthorised access.
- Make sure fire escape routes are available to you and not locked.

- Should the fire alarm activate whilst you are in the office alone you must leave the building immediately by the nearest fire exit.

On departure, check to ensure there are no other people in the building before calling security to set the alarm.

Ensure that there is adequate illumination available to be able to leave the building safely and leave the building by the front door.

POST

Members who have a dedicated desk or office space can use the DEC as their business address, and their post can be delivered to us. Flexible members are unable to use the DEC as their address, and we do not offer a virtual office service.

Post that is delivered to the DEC will be deposited at the front desk each day. Please check in with the Front of House team for your post. If post is not collected within a couple of days, the Front of House team will contact you to request you collect your post.

If post has not been collected within 4 weeks, and you have been unable to provide a reason for this (you might be on a lovely long holiday you lucky thing) we will return to sender.

Members who can use the address are able to have parcels delivered, however please be mindful of other members and our post room – the odd Amazon package here and there is all well and good but maybe get that 5 piece Le Creuset set sent home eh?

We do not offer a franking service for outgoing mail. The nearest post box is in the Victoria Shopping Centre, a 5-minute walk away.

THE BUILDING

Our mi casa es su casa, but please don't put your washing on the radiators... this is a place to work first and foremost so you are always expected to treat the premises with respect and care. Therefore:

- Don't drop litter
- Report any damage to the DEC team as soon as you can, including spillages. Accidents happen, we won't be mad – but not telling us is not cool.
- Don't graffiti or cause any other criminal damage (also not cool)

You must comply with your obligations as licensee or tenant (as applicable) as set out in the legal documents shared with you. If you've not read them, take ten minutes to do it, they're super important! Ask the DEC team if you have any questions, we're here to help.

Don't behave recklessly or dangerously, in a way likely to cause injury to yourself or to other members. Follow NTU's health and safety and fire safety rules, to keep you and fellow members safe.

You must participate fully in any fire or healthy and safety drills; because we're into keeping it real they usually won't be planned so be prepared.

While we appreciate accidents happen, if damage is caused due to your negligence the company reserves the right to charge you for any damage caused.

DESKS

Desks in the DEC are colour coded. Please ensure you use the correct desk in relation to your membership.

White desks and tables with light bars (except those within premium 3rd floor spaces) are for flexible members. When available, all members can also use these spaces for collaborative working.

Beige desks are dedicated desks and are licenced to dedicated desk members only. Unless you are licenced to use it, do not use a dedicated desk.

Anthracite desks are for office members only.

MEETING ROOMS, CONFERENCES AND EVENTS

Meeting rooms, conference and event spaces are booked and reserved on a first-come, first-served basis. Depending on your membership you may be given some access to meeting spaces each month, outside of this time meeting spaces are chargeable at an hourly rate. Please liaise with the DEC team for a quote.

AV EQUIPMENT

Users will have access to audio visual equipment in meeting and event spaces. To connect to equipment, you need to be connected to the dec-member or dec-guest WiFi networks. For more information on how to connect see [WiFi](#). All equipment can mirror Apple or Microsoft devices or be used as a stand-alone computer.

If you're struggling to connect to a screen, please check the unit is on. This is the most common mistake people make, so best to check first. The white power light on the front of the computer unit (behind the left on the screen) should be on. If you can't see a light (don't go towards it!) just press it.

Basic instructions to connect devices are below, but you're not on your own (unless you come in on the weekend you crazy cat!) and DEC team members can support you where needed to connect your device.

Connecting an Apple device:

If using an Apple device select 'APPLE TV' on the panel at the bottom left of the screen and look for 'screen mirroring' on your device.

You will be given a display option beginning with 'dec' on your device. Select screen option and a code will be given to pair the screen. Enter the code on your device and you're all set.

Please note, if you mirror your device any external camera equipment won't work and your device camera will be used.

Connecting a Windows or android device:

If using a windows or android device select 'MIRACAST' or 'WIDI' on the panel at the bottom left of the screen and press the windows icon and 'K' on your device.

You will be given a display option beginning with 'dec' on your device. Follow the onscreen instructions and you're all set.

Please note, if you mirror your device any external camera equipment won't work and your device camera will be used.

Using screens as a PC:

If you have an NTU username and password, you can use this to log into the screens. If you do not have a username and password, you can use NTU Present.

Username: NTUPresent

Password: present

The screen will operate as a PC and you will be able to access any cloud-based programmes and files as an NTU user. If using NTU present

OTHER EQUIPMENT

Want to borrow that nice toaster? Sorry boo no can do. You may not take equipment off the premises without the prior written consent of the DEC team.

FILMING AND PHOTOGRAPY

The DEC and the people in it (including you!) are really nice to look at, so from time to time we might want to capture footage or images of the building and people using the facilities. You will be notified of any photography taking place where your image may be captured, and you can decline to be involved if you wish.

Members may also use the space for filming and photography for your own materials. If using any spaces that are not in private offices for filming and photography, please notify a member of the DEC team at least 5 working days before you would like to use the space. We will be able to let you know if the space is available and speak to other members about your request.

When filming and/ or photography is taking place we will endeavour to ensure privacy is maintained, however, please double check any papers or screens that may be on show do not

STATIONERY AND PRINTING

If you're in a bind and you need to borrow a pencil, we can help you, just ask a member of the Front of House team (but please no chewing). We also have a stock of stationery available for you to purchase if you'd like to own your very own pencil and give it a good chew, or write something down, whatever we won't judge. Head to the front desk and ask a member of the team.

Costs are outlined below:

Notepad	50p	Post-it-notes	£1
Pencil	35p	Tabletop flip chart	£5
Ballpoint pen	£1	3 pack sharpies	£1.50

We'd like to reduce paper usage as much as possible, but we know from time to time you will need to print something. Our Front of House team can also print documents for you. Please send your file to a member of the team to arrange printing. Please be mindful that we will only offer print from time to time, and frequent printing will be charged.

KITCHENS

There are kitchens in the core areas you can use. The kitchen at the Front of House is for staff only (it's not as good so don't worry you aren't missing out). Each space houses two fridges, a microwave, toaster, dishwasher, water boiler and filtered water outlet.

If anything in the kitchen is broken, please let a member of the team know. If you need help operating any of the equipment, we'll be happy to lend you a hand.

Kitchens will be cleaned regularly, but appliances won't. If you make a mess of something, please clean it up.

Microwave and toaster

It's a microwave and toaster, you put bread in one and nothing metal in either (if you're into soggy bread you can put that in the microwave too – whatever tickles your pickle). Please don't leave them unoccupied while you cook stuff, just in case. Please be mindful of other users and don't cook anything that's super stinky and clean up any mess. We're not into mess, punishment will be severe and instant.

Boiling and filtered water

Instant boiling water is available for hot drinks and instant noodles, just push the button (on the right) and the lever simultaneously on the machine. Be careful, it is boiling. Filtered water is available for cold drinks and not-so-instant noodles, at either an ambient temperature or ice-cold. Push the button to select your choice.



Fridges

There are two fridge freezers in each kitchen. As with all the kitchen equipment they are shared with all members so please be mindful of what you put in the fridge. Don't take food or drink that doesn't belong to you. Don't leave food so long that it goes bad. Label up whatever you can to avoid confusion.

Fridges will be checked regularly and anything that has gone past its use by date will be disposed of. If your auntie's pickle jar holds sentimental value but you've left hummus in there that's now got its own micro-climate, we're sorry, it might go in the bin. This is your fair warning.

Bins

The DEC is an eco-build. It means we're trying to be as sustainable as possible and a big part of this is correctly segmenting waste. There are bins for recyclable waste, non-recyclable waste, and caddies for compost. Follow the guidance on the bins to correctly dispose of your rubbish.

Important bit:

Do not put coffee grounds down the sink. It will block the sink. Not even a bit, not even once. Put your coffee grounds in the compost caddy, not the sink. Coffee grounds should never go down the sink. Just don't do it.

Sinks and Dishwasher

Each kitchen has a sink and dishwasher. The hot tap in the sink is no joke, it's HOT, be careful. Please don't leave your dirty pots in the sink. Please don't leave your wet pots on the draining board. This is the sort of stuff that makes office life a bore, just don't. You're better than that. As previously noted, we're not into mess, punishment will be severe and instant.

There are dishwashers you can use, but if you do choose to use the dishwasher don't just pop your dirty pots inside to fester and go on your merry way. Get them washed, get them put away, feel that glorious feeling of a job well done and the good vibes the universe will bestow upon you.

Hydration Station

Tea and coffee is available at the hydration station for you and your guests to use. Please be mindful of other guests and leave this area clean and tidy, let us know if we're running low on anything so we can top it up.

FOOD AND CATERING

The DEC has no onsite catering provision. You are welcome to bring food onsite and eat at your desk or any of the communal areas. In keeping with the House Rules and the guidance set out in this Handbook please be considerate of other members and ensure spaces are left clean and tidy after the consumption of food and drink. Make sure you properly dispose of any waste and clean up any crumbs and spills.

You can also order food to be delivered to the DEC. If you have food delivered, please ensure you can come and meet your delivery driver when your food arrives.

If you are hosting an event at the DEC you can order catering to be delivered and we will keep this in our kitchen until required. If you need any support please ask a member of the Front of House team.

DOORS AND WINDOWS

The main entrance door and access doors to core areas are controlled by a card access panel. Internal automatic doors open slowly to allow wheelchair users the time and space to move safely. Please do not pull these doors to override the automation as it can break them – we know it's tempting – just take the extra couple of seconds to reflect on the scale of the universe and how amazing it is that of all of the possibilities out there you have come to exist in the here and now.

Some doors, for example doors to The Deck, operate on a twist lock. If you open these doors, please be sure to lock them once you are finished in the space.

Windows open via a twist handle. If you want to open a window and find it is locked please notify a member of the team and we can open it for you. Please ensure you close windows when you leave, or you may be visited by the pigeon of shame – don't say we didn't warn you.

LIGHTS

To help preserve energy lights in the building will turn off after 20 minutes if no movement is detected. Sometimes, if you're working alone and you're keeping very still, the lights may also go out – sorry about that – maybe just a quick wiggle every 20 minutes so you're not plunged into darkness.

Most lights are also dimmable, simply press and hold switches to dim the lights to the desired level. Good for preventing screen glare or creating 'ambience'.

TOILETS

Toilets are located on each floor in the core of the building. You will see symbols that denote accessible toilets and toilets for wheelchair users. Some toilets are fitted with emergency alert systems. Should you have difficulty please pull the chord and wait for a member of the team.

Our toilets are for anyone and all (hence the octopus) we're an inclusive lot so whatever you identify as or with is cool with us, just put the seat down when you're finished. Remember to close the door when you leave too.



Cleaning and Hygiene

Regular cleaning of communal spaces is undertaken by the NTU cleaning team. If your desk is being cleaned staff will not touch any of your equipment and will clean around it to avoid any accidental damage. So, if you want it clean, keep it tidy!

At your request our cleaning team can also clean your office space. You will need to allow access for cleaning to take place (as in you need to tell us you're okay with the cleaners entering your office space). Alternatively, you can clean your office space at your convenience.

Back in the halcyon days of 2019 who'd have thought we'd need to write something about washing your hands. But here we are.

Wash your hands after you've been to the toilet, or picked your nose, or coughed or sneezed. Eating something? Wash your hands. Touched another human? Get them mitts in the sink. You know the drill.

While we're here and we're talking all things being clean, please also keep the toilets clean, if you've made a mess it's your responsibility to clean it up. If some creature leaves a mess, please make a member of the team aware so we can arrange cleaning and enact a curse or enchantment.

REQUESTING CLEANING

If you spot something that needs a bit of a clean and you think it's been missed, please let a member of the team know and we can put in a cleaning request.

REPORTING FAULTS

If you notice something is damaged or broken around the building, please let a member of the team know so we can report it and request a fix. As our building is new, we are aware that some snags might crop up from time to time – your help in spotting them and getting things fixed is appreciated.

WIFI

Our WiFi is super-fast and super secure (win). You will need to join our WiFi networks to connect to the AV equipment onsite. You can use the WiFi Network subject to NTU's WiFi [Terms and Conditions](#), in line with reasonable usage. We reserve the right to withdraw your access to the Wifi Network if we consider your use to be in breach of those Terms and Conditions.

Guest WiFi

Guest WiFi is accessible through dec-guest. You don't need a username or password to access this network, when you open your browser you will be prompted to enter your details and, on successful completion, you will be given access to our guest network.

Member WiFi

Member WiFi will be set up for members to the space. When given access to the network dec-member you will be given a username and password. This will need to be renewed every 30 days by a member of the team. If your renewal hasn't been completed automatically, please let us know and we will renew access for you.

Staff and Student WiFi

NTU staff and students can make use of the ntu-wifi network with no interruptions. Look for NTU WiFi on your available networks.

TRAVEL AND CAR PARKING

There is no onsite parking and you cannot park cars directly outside or block any entrances or doors, nor can you wait outside with the engine running.

The nearest public car park is Trinity Square, around 3 minutes' walk away. You can get contract car parking through Nottingham City Council. More information is [here](#). There is also on street parking nearby and you can pay by meter.

The nearest free car park is located at the Forest Park and Ride and is around a 20-minute walk away.

The nearest tram stop is located at Nottingham Trent University. The nearest bus stop is located on South Sherwood Street. Both locations are around 3 minutes' walk from the DEC.

Please be considerate of local residents living near the DEC and be polite and quiet at all times when leaving or accessing the DEC, we've made a promise not to cause or be a nuisance to any adjoining or neighbouring landowners or occupiers and we need your help to keep it.

DRUGS AND ALCOHOL

You can have an alcoholic drink on the premises, but you are expected to exercise restraint when consuming alcohol in the DEC. We don't want to clean up anything that's come out of your body, and we're not really supposed to carry anyone...

If you do get a bit too merry, we reserve the right to request that you leave the DEC if you have, in our opinion, used alcohol irresponsibly.

When it comes to drugs we're not messing around. We reserve the right to terminate your membership with immediate effect if we have reason to suspect that you have brought illegal substances onto the premises or consumed illegal substances on the premises.

We reserve the right to refuse your entry onto the premises or to request you to leave the premises, if we consider you to be intoxicated and likely to cause disturbance to the company staff or to other users and/ or members.



We reserve the right to remove you from the premises if we consider you to have consumed too much alcohol or be otherwise intoxicated and likely to cause a disturbance, or offence to the company staff or to other users and occupiers of the premises.

GUESTS

Members are permitted 4 guests at a time and your guests must be signed in to access a lanyard. Please ask your guests to report to the front desk before they access the building. Wherever possible, guests should only be given access onsite during operating hours. If you bring guests onsite outside of these hours, please ensure they are kept with you and you notify our security team.

All the rules outlined here, which are stated as applying to you, apply equally to your guests. So, consequences of any breaches of the Terms carried out by guests apply equally to you. Basically, if your guests misbehave you will be liable for their actions.

Guests must observe the DEC sign-in policies and all other rules relating to the premises.

Guests may only remain on the premises while accompanied by you and must leave if you leave. Once the purpose of a guest's visit has been fulfilled the guest will be expected to leave.

We reserve the right to refuse entry to guests or to request a guest to leave the premises, at its own discretion and without needing to provide a reason.

FREQUENT GUESTS

If someone signing is as a guest or coming to the DEC as a visitor attends the DEC frequently (more than one a week) and does not become a member, we reserve the right to refuse further admission unless they successfully obtain the correct membership.

CHILDREN

The DEC is a place for business first and foremost, but we appreciate from time to time you might want your family to see where you work, or you might need to bring a youngster with you to keep an eye on them for a few hours. For that reason, children are permitted onto the premises but during office hours only. We ask you only to bring children onto the premises where you consider that it is essential.

You must keep control of any children you bring here, and you will be held responsible or liable (where applicable) for any damage nuisance or disturbance caused by children while they are on the premises.

The building hasn't been designed or furnished with children in mind, so please take care; there are sharp edges and hard surfaces around that will definitely dent a child.

ANIMALS

Except for service animals, pets are not permitted on the premises.



Our building is close to the Arboretum Park, and as a result neighbouring wildlife may visit from time to time, so please keep windows closed when you are away from your desk and don't leave food unattended on The Deck. A squirrel is cute until it's stealing your lunch, and nobody wants to find a pigeon on their keyboard.

BUILDING TOURS

The DEC is a really cool place, so we wouldn't be surprised if you want to show it off, but we can't have everyone touring around the place while people are trying to work! So, if you'd like to arrange a building tour please let us know and we can sort something out for you.

PAYMENT

Unless you're a student or part of a partnership scheme all membership must be paid for in advance for you to get access to the DEC.

We reserve the right to change and review all prices quoted for the use of the facilities and for membership.

You must pay for the use of facilities in advance whenever requested.

WHAT HAPPENS WHEN YOU DON'T FOLLOW THE RULES

If you break the rules, you also break our hearts, and we can, at our discretion;

- Immediately terminate your membership.
- Refuse to renew your membership.
- Terminate your lease/ licence and your associated rights and position as a member and request that you immediately leave the building.
- Order you to pay a fine or a payment covering any damage caused.

If your membership is terminated, we will be under no obligation to refund any fees paid.

TERMINATION OF MEMBERSHIP

Membership will end upon expiry of your licence or lease, or at the end of your enterprise course.

The company reserves the right to terminate membership before this time if:

- you breach your obligations in the Handbook or House Rules and/or carry breach of the terms considered, in the company's sole discretion, to be significant or fundamental
- you behave in such a way that the company considers to be detrimental to other users or occupiers of the Premises or to the company, and fail to rectify such behaviour adequately following the issue of a written warning



- you are convicted of a crime, or in our opinion, represent a danger to other users or occupiers of the DEC
- you become bankrupt or insolvent
- you cease to engage with the University and Enterprise Community
- you fail to pay money owed to the company by the due date and remain in arrears despite warnings from the company to make payments by a due date

WHAT HAPPENS WHEN MEMBERSHIP IS TERMINATED

Upon termination of your membership, you must:

- return all Access Cards in your possession.
- return all property in your possession that belongs to the Company.
- Get the heck off our property.

In the event that you have left property in the DEC, following your departure from the premises and the termination or suspension of your membership for any reason, we will make reasonable endeavours to locate and to hold such property until you can arrange to collect it.

If you fail to collect any such property for a period of over 4 weeks, we reserve the right to dispose of such property as it sees fit.

Upon termination of membership your Access Card will be deactivated and we'll pretend you never existed. Sometimes it do be like that.

COMPLAINTS

If you are unhappy with any element of the service we provide, you can make a complaint in relation to both NTU and the DEC, our staff, the facilities or any other relevant issue by writing to the company in accordance with our complaints procedure.

In addition, you can also raise a complaint against a fellow member of the DEC Community if you feel they are in breach of the House Rules, terms and conditions and this Handbook.

When it comes to any complaints our objectives are focussed on:

- Being community focused
- Being open and accountable
- Acting fairly and proportionately
- Putting things right
- Looking for continuous improvement

All complaints will be treated in the strictest confidence.

The process for complaints is as follows:

Step 1: Review

Once an issue is flagged, we will review the complaint as quickly as possible to make sure we fully understand the complaint and clarify the problem.

We will ensure the complaint is documented in writing, identifying areas for concern and any witnesses.

Step 2: Grievance Procedure

Should it be deemed necessary to escalate the complaint we will follow our grievance procedure. This starts by asking the complainant to attend a wider meeting with our team. Initially we will try and solve the problem informally if appropriate.

Step 3: Formal Investigation

If we don't feel the issue can be solved informally, we will begin a formal investigation. An investigator will be appointed. Any person acting as an investigator will stay impartial and only document the facts, not personal views.

The complainant will be made aware of how long this will take and the next steps, so they can be sure their complaint is being handled properly.

We will gather all the information we can regarding the complaint, this may include taking statements from everyone involved.

Step 4: Meeting

After the investigation has taken place, a meeting will be arranged with the complainant.

The complaint will be discussed objectively, and we will encourage a problem-solving approach.

The complainant will need to be informed of the outcome of the investigation and have this confirmed in writing to ensure any recommendations are actioned.

We may advise the complainant of any recommendations, but we will not discuss any action that has been taken against any other persons.

Step 5: Appeal

If the complainant does not feel the outcome of the complaint is sufficient, they may be given the opportunity to appeal. If they wish to appeal, this should be confirmed in writing.

The complainant has the right to be accompanied during the hearing.

After the meeting, the complainant will be made aware of the outcome in writing.

When it comes to complaints, we aim for each case be addressed in a comfortable manner with an agreed outcome that leaves all parties satisfied.



LIABILITY

We accept no responsibility or liability for the loss or theft of, or damage caused to, your personal property while on the premises.

You will be liable for any damage caused to the premises or to any facilities or equipment by you or by your Guests. You break it, you've bought it.

YOUR DATA

You consent to NTU collecting, processing and storing data for administrative and management purposes and for other purposes connected with your membership or application for membership.

You acknowledge that you have obtained the express consent of any individual whose data you have provided to NTU for collecting, processing and storage for administrative and management purposes, and for other purposes connected with your membership or application for membership.

Important bit:

All data will be held in accordance with the data protection legislation. For more information on how the Company will manage your data please see our privacy notice <https://www.ntu.ac.uk/policies/the-hive-privacy-notice>.

AMENDMENT AND WAIVER

Dryden Enterprise Centre and Nottingham Trent University reserve the right to change and update our handbook whenever required. You will be bound by any changes or amendments and must therefore keep aware of them. Make a brew and have a read every now and then.

Dryden Enterprise Centre reserves the right to amend, alter, or terminate this Member Handbook at any time for any reason.