

## BHIVE MEETING ROOM BOOKING – TERMS & CONDITIONS

Please read carefully before confirming booking/ using meeting rooms at BHIVE Workspace. By clicking “I Agree”, you, the user (“User”/ “You”) accept the terms and conditions of booking and use of meeting rooms (“Terms and Conditions”), as provided by the BHIVE group entities, including Tusker Workspace Private Limited, BHIVE Zenith LLP, BHIVE Rowan Private Limited, and other related entities of the group, the providers of meeting room service (jointly / severally referred to as “BHIVE”) as below:

### 1. Booking & Confirmation

- Meeting rooms are available based on **real-time availability** shown in the BHIVE App.
- A booking is confirmed only after:
  - Successful credit application (for eligible members only), or
  - Confirmation under postpaid billing (for applicable members only), or
  - Successful pre-payment via payment gateway (for all users)
- If two users attempt to book the same slot, the slot is confirmed for the user who completes payment/confirmation first.
- If a slot becomes unavailable before confirmation, user must select a new time.

### 2. Pricing, Credits & Payment

#### For BHIVE Members

- Credits may be applied as per active contractual arrangement/ membership service agreement (“**Agreement**”) as executed between BHIVE and You.
- If credits are insufficient, remaining charges shall be billed post usage, or may require prepaid payment prior to usage (depending on the Agreement terms).
- Credits may reset or expire as per the Agreement.
- If the Agreement expires before the meeting date, credits also expire. Prepaid payment will be required for usage of meeting rooms prior to new agreement.

#### For External Customers

- Full payment (including GST) must be made upfront via payment gateway.
- Booking is confirmed only after successful payment authorization.

Note: User is solely responsible for entering correct billing details, including GSTIN (if applicable).

### 3. Cancellations & Refunds

#### Members (Postpaid)

- Cancellation allowed up to 30 minutes before meeting start.
- Charges will be adjusted as per the Agreement terms.

#### Prepaid Customers

- Cancellation allowed up to 24 hours before meeting start time. **Users must reach out to the BHIVE internal team to process the cancellation.**
- Refunds are processed automatically via payment gateway to the original payment method.
- Refund timelines: typically 3–5 business days (subject to payment gateway timelines). Cancellation within 24 hours of meeting start may require BHIVE support assistance, at additional cancellation charges.

**Important Note:** BHIVE reserves the right to cancel bookings for operational, safety, or compliance reasons. Eligible refunds or alternatives may be provided at BHIVE’s discretion.

### 4. Check-In & Entry Rules (External Bookings)

To ensure security:

- Booking user and attendees must verify via OTP and generate a dynamic QR pass.
- QR passes are valid:
  - 4 hours before meeting start, and
  - Up to 15 minutes after meeting ends
- Booking user's KYC (photo + ID proof) may be required before entry
- Entry is subject to capacity limits (Room Capacity + flexibility of up to 1 additional attendee)
- Gatekeepers may approve or deny entry for security or compliance reasons.

Entry may be denied for reasons including, but not limited to, any of the below:

- Invalid OTP
- Expired invite link
- Overcapacity
- Incomplete KYC
- Security concerns

## **5. Usage Guidelines**

By booking a meeting room, users agree to:

- Use the space only for lawful business purposes,
- Not exceed the room capacity,
- Not damage property or misuse facilities,
- Ensure all attendees comply with BHIVE policies,

Users may be charged for:

- Damage to property,
- Overtime usage beyond the booked slot,
- Policy violations

## **6. Credit Wallet (Members Only)**

- Users' Credit Wallet displays allocated, used, and remaining credits
- Credits reset monthly (unless otherwise stated in the Agreement)
- Eligible cancellations will reinstate used credits automatically
- Expired or unused credits cannot be carried forward unless contractually permitted

## **7. Data & Privacy**

- Booking details, OTP verification, KYC records, and check-in logs are securely stored
- Audit logs may need to be maintained for security, compliance and statutory requirements
- Refunds are processed only through verified payment gateway channels
- User agrees to BHIVE's Privacy Policy displayed on website and/or in the app.

## **8. Indemnity, Liability & Changes**

- BHIVE shall not be liable for payment gateway failures, technical interruptions, or incorrect information entered by users.
- Notwithstanding anything contained in the Terms & Conditions document, BHIVE's maximum liability, if any, is limited to the booking amount received from user.
- Users, including meeting rooms booking users and meeting room attendees, shall indemnify and keep indemnified BHIVE
- These terms may be updated from time to time. Continued use of the App constitutes acceptance of updated terms.

**9. By clicking “I Agree”, and continuing to book and/ or use meeting rooms, You confirm that:**

- You have read and understood these Terms and Conditions,
- You agree to billing, cancellation, KYC, and entry rules, and
- You accept all Terms and Conditions and meeting room policies of BHIVE.