BHIVE Pet Policy

COO Office · Oct 29, 2026

Good news for pet parents: you're welcome to bring your cat or dog to work in your private office at participating BHIVE centres. Here's how it works, and what we ask in return, so everyone enjoys a safe, clean, and comfortable workspace.

Document control

Field	Detail
Policy name	BHIVE Pet Policy
Version	3.0 (supersedes v2, Oct 2026)
Policy owner	COO Office
Reviewed by	VP – Operations and CS Head
Approved by	CEO, COO
Contributors	Marketing, Customer Success, Coworking Sales, Managed Office Sales, Housekeeping, Security
Applies to	Managed Office clients; Coworking clients in HoneyKomb units and private cabins (including deluxe cabins)
Does not apply to	Day Pass and Bulk Day Pass, Lounge users, Hot Desk, Meeting Room and Virtual Office customers, Dedicated Desk
Effective date	To be set on CEO/COO approval
Next review	6 months from effective date, then annually

1. Purpose

We know pets are family, and many of our clients would love to have them at work. This policy makes that possible in your private office, while keeping our centres safe, clean and comfortable for everyone around you. You'll get the same simple process at every BHIVE centre.

2. Scope

2.1 Who can bring a pet

- Managed Office clients.
- Coworking clients in HoneyKomb units.

- Coworking clients in private cabins, including deluxe cabins.

2.2 Not covered by this policy

- Dedicated desk clients.
- Day Pass and Bulk Day Pass users.
- Lounge and free-zone users, meeting room bookers and virtual office clients.
- Visitors and guests of our clients.
- BHIVE employees and vendor staff (a separate internal guideline will follow).

2.3 Centre eligibility

Pets are welcome at centres where the building's rules allow animals. Because each building owner sets these rules, not every centre can take part. The current list of pet-friendly centres is in Annex B and on our website, and your Centre Manager or Customer Success contact can confirm it for you.

3. How to get approval

To keep everyone comfortable, please wait for written approval from your Centre Manager before bringing your pet in. It's quick and simple:

1. Fill in the Pet Declaration Form (Annex A) for each pet, signed by your company's authorised signatory.
2. Attach your pet's current vaccination record, including anti-rabies, signed by a registered vet, and a recent photo.
3. Your Centre Manager checks that your cabin, and the route to it, suit your pet's size.
4. You'll hear back from us in writing within 3 working days.
5. Once approved, we share your pet's name, photo and hours with our Security and Housekeeping teams, so they can welcome your pet by name.

Your approval lasts 12 months, or until your pet's vaccination is due, whichever comes first. To renew, just send us the updated record. Approval covers one pet in one cabin, so if you get a new pet or move cabins, simply submit a fresh form.

4. Which pets can come in

We currently welcome domestic cats and dogs. If you'd like to bring another animal, speak to your Centre Manager and we'll review it with VP – Operations.

To keep your pet, and everyone else, healthy and happy, we ask that every pet is:

- Fully vaccinated, including anti-rabies, with records kept up to date.
- Free from contagious diseases, ticks and fleas.
- House-trained and toilet trained.
- Comfortable around people and other animals, with no history of biting or aggression.
- At least 6 months old.

One pet per cabin at a time works best for most spaces; your Centre Manager can approve more in writing. For larger breeds, we'll check together that your cabin has enough room for your pet and your team.

5. Where your pet can go

Your pet is welcome in your own office. Elsewhere in the centre, we ask that pets only pass through on the way in and out.

Area	Pets welcome?
Approved HoneyKomb unit or private cabin	Yes
Entrance, lobby, lifts, corridors	Passing through only, on a short leash or in a carrier
Open workstations and flexi zones	No
Meeting rooms, phone booths, conference rooms	No
Lounges, cafeterias, pantries, washrooms	No
Terraces, sports courts, event spaces	No
Another client's office	No

On the way through, please keep your pet on a leash or in a carrier, use the service lift where there is one, and give a little extra space to anyone who asks.

6. Pet etiquette at work

- Your pet can stay in your cabin on its own for short breaks, such as lunch or a meeting, as long as it's toilet-trained and calm. For anything longer, someone from your team should be with them.
- Pets can join you during your regular working hours but can't stay overnight.
- Please help keep things calm, so barking, whining, scratching or odours don't disturb your neighbours.
- Pets need to stay friendly towards people and other animals at all times.
- If there's an accident, please clean it up straight away, whether in your office or on the way in, and let Housekeeping know so they can help.
- Please bring your pet food, water bowl, bedding, and waste bags, and keep them inside your office.
- Please don't bathe, groom, or feed your pet in common areas or washrooms.
- During centre events, fire drills or maintenance work, please check with your Centre Manager before bringing your pet in.

7. Your responsibilities

As a pet parent, you're responsible for your pet and anything it causes while at the centre. In practice, this means:

- **Damage:** If your pet damages furniture, flooring, fixtures or fit outs, the repair or replacement is charged to you.
- **Cleaning:** If your pet makes extra or deep cleaning, pest control or odour treatment necessary, during your stay or when you move out, the cost is charged to you.
- **Injury and damage:** You are liable for any damage or injury caused by your pet.
- **Pet safety:** You're responsible for your pet's health and safety on site, as BHIVE doesn't provide pet supervision or veterinary care. You agree that pets are brought on site entirely at your own risk. We will not be liable for any injury, illness, loss or death of a pet.
- **Billing:** Any charges are at actual cost, added to your next monthly invoice or adjusted against your security deposit when you move out.

Your signed Pet Declaration becomes an addendum to your client agreement.

8. If something goes wrong

If there's ever an incident involving your pet, such as a bite, injury, escape, aggression, illness or an accident in a common area, please tell your Centre Manager right away. Here's what happens next:

- Please take your pet out of the area straight away and, if we ask, out of the centre.
- Your Centre Manager records the incident within 24 hours.
- If anyone is bitten or hurt, your Centre Manager arranges first aid and medical help and shares your pet's vaccination status with the injured person.
- Every centre keeps a nearby vet clinic's contact at reception, just in case.
- If the fire alarm sounds, please evacuate your pet on a leash or in a carrier and follow the floor warden.

9. When we may need to reject, pause or withdraw permission

We want pets to stay welcome for everyone, so if the guidelines aren't followed, we may need to restrict or withdraw permission. Here's how we handle it:

What happened	What we'll do
First minor issue (noise, pet in a restricted area, pet left alone for long periods)	A written reminder to your authorised signatory
Second minor issue within 6 months	Permission paused for 30 days
Third minor issue within 6 months	Permission withdrawn
Bite, attack or serious injury.	Permission withdrawn straight away, and your pet goes home the same day
Vaccination record has expired	Your pet can come back as soon as you send an updated record
A neighbour raises a verified health concern	We review it with you within 3 working days, and may suggest a different cabin, adjusted hours, or

What happened	What we'll do
	withdraw permission

If a centre stops being pet-friendly for any reason, we may revoke permission on notice. This does not give you a right to terminate your contract with us or seek a reduction in fees or compensation.

We may also decline a request based on the size, temperament, or breed of a pet.

If permission is withdrawn, you're welcome to reapply after 6 months; VP – Operations reviews the request.

10. Service and assistance animals

If you or a team member relies on a trained service or assistance animal, we'll consider it at any centre and for any product, including open seating. Just share supporting documents with your Centre Manager, and VP – Operations will review it case by case. The health, etiquette and responsibility guidelines in sections 4 to 9 still apply.

11. How our teams support you

Behind the scenes, our Operations team follows a dedicated Pet SOP, signed off by VP – Operations, so you get the same experience at every centre. It covers:

- Cleaning routines for cabins with pets, plus a deep clean when you move out.
- How we handle noise, accidents, aggression, and allergy concerns.
- Clear escalation across Centre Manager, Security, Housekeeping, Customer Success and VP – Operations.
- Security recognising approved pets at the entrance.
- Recording incidents and reviewing them every month.
- Pet care built into our daily Operations and Housekeeping checklists.

12. How we'll keep you informed

- **Marketing:** Our website and brochures will say, "Pets welcome in private offices", with a link to the list of pet-friendly centres.
- **Sales:** Our sales team will walk you through the policy before you sign up and during onboarding. Final approval always comes from your Centre Manager.
- **Customer Success:** Your Customer Success contact will share the policy with you and help with renewals.
- **Member handbook:** The approved policy will be part of your member handbook.
- **L&D:** Our centre, Security and Housekeeping teams are trained in the process before launching.

13. We'd love your feedback

We'll review this policy 6 months after launch, and every year after that, using your feedback and our incident records. If you have suggestions or concerns, just let your Centre Manager or Customer Success contact know.

Annex A: Pet Declaration Form

A simple one-page form, one per pet, handed to your Centre Manager with your pet's vaccination record and a photo.

Part	What you fill in
1. Your details	Company name, centre and cabin number, pet parent's name, mobile number and email
2. Your pet	Pet's name, cat or dog, breed and age, anti-rabies vaccine valid-until date
3. I agree to	Five tick boxes: keep your pet in your office and leashed in common areas; leave it alone only for short breaks and bring it only during working hours; clean up and pay for any damage or extra cleaning; keep vaccinations up to date; follow this policy, including its liability terms
4. Signatures	Authorised signatory and pet parent: name, signature, date
For BHIVE use	Decision, valid-until date, Centre Manager signature and date

Annex B: Pet-friendly centres

Pets are welcome in private offices at the following BHIVE centres. This list is kept up to date on our website.

CENTRE NAME	Pets Allowed (Yes / No)
BHIVE Business Lounge, HSR Sec 2	Yes
BHIVE Business Lounge, Church Street / BHIVE Cafe, Church Street	Yes
Honeykomb by BHIVE MG Road	Yes
Honeykomb by BHIVE Indiranagar	Yes
Honeykomb by BHIVE HSR 19th Main	Yes
Honeykomb by BHIVE HSR 27th Main	Yes
Honeykomb by BHIVE HSR Sector 6	Yes
BHIVE Workspace Koramangala 5th Block	Yes

BHIVE Workspace HSR Silk Board	Yes
BHIVE Workspace HSR 27th Main	Yes
BHIVE Workspace MG Road (Near Trinity Metro Station)	Yes
Garuda BHIVE Workspace BTM Layout Campus	Yes
BHIVE Premium Koramangala (Near Nexus Mall)	Yes
BHIVE Premium HSR Sector 6	Yes
BHIVE Premium HSR Campus	Yes
BHIVE Premium Whitefield Campus	Yes
BHIVE Premium CMH Road Campus Indiranagar	Yes
BHIVE Premium Ramanashree, MG Road	Yes
BHIVE Premium Bellandur Campus	Yes
BHIVE Platinum Church Street Campus	Yes
BHIVE Platinum Address Maker Campus Indiranagar	Yes
BHIVE Platinum HSR Sector 6	Yes
BHIVE Platinum 100ft Road, Indiranagar	Yes
BHIVE Platinum Old Airport Road Campus Indiranagar	Yes
BHIVE Platinum Concorde Whitefield Campus	Yes
BHIVE Premium Hamilton Business Park HSR Slik Board Campus	Yes
BHIVE Platinum Plus BKC, Mumbai	No
BHIVE Platinum Plus, Phoenix Asia Towers Hebbal	No
BHIVE Premium Jayanagar 4th Block	No
BHIVE Premium Brigade Metropolis Mahadevpura Summit-A	No
BHIVE Premium Brigade Metropolis Mahadevpura Summit-B	No

Please note that we reserve the right to update this policy at any time, and all updates shall be published on our official website.