



SERVICE  
INFORMATION

WORK  
FROM  
TWENTY

# Tried & Tested

BY TWO DOCTORS NO LESS

## **DR F MOHAMED**

*I needed to undertake corrections to my PhD thesis and could not use my home due to lack of space what with all the books I needed. I learned about Work From Twenty and thought I would give it a go. I had calculated that it would take me around 8 days to do my work but my room at Twenty Nevern Square was so peaceful and conducive to working (maybe it's the Feng Shui principles at play within the rooms?!) that I finished it in 5 days and they had no issue with me checking out early. Thanks Twenty!*

## **DR Z SALOOJEE MBBS**


*My room came with good desk space, a private bathroom and wired internet (at my election). Everything I needed in one quiet space. If you need a place to work from check this place out!*





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YOU ARE HERE



Inquire about Working From  
Twenty



Read Service Information booklet

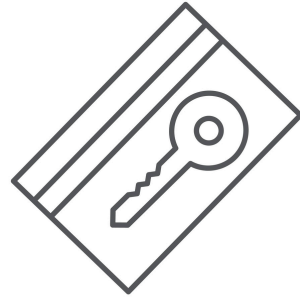


Call or Email us to book in your  
dates



Hotel runs qualifying checks

# The Process



We deliver your access keycard + instruction card

Access your hotel room during relevant hours



*Shhh...*

Enjoy private, quiet space with internet, desk, tea/coffee making facilities and complimentary bottled water



Collect your next access  
card before leaving



Your Room. Your  
Rules.

(within reason)

PAT ON BACK TIME



# Qualifying Checks

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## **LOCAL RESIDENTS**

The service is for local residents only and as such we require a copy of valid photo ID + proof of residence. The names should match

## **CREDIT CARD SECURITY**

We will also need to have a credit card on file in case of any damage to our property.

We will call you to ask for a credit card which we can preauthorise for £0.01GBP, a nominal amount but one that serves the purpose.

Phone calls are recorded for security but not at the transfer of payment information stage.

# Accessing The Service

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## **NEXT DAY ACCESS**

Once you've completed our checks, we'll drop off an envelope containing an access card to your home address right away so you have it in advance of when you need it

The card provides access to the hotel front door and to the room assigned to you

The envelope will also contain information to help you find your room, and get you going once you're there – and a handy number if you come unstuck!

## **HOURS OF OPERATION**

8.30am and 5.30pm Mon-Fri. .



NEVERN SQUARE





# Inside The Hotel

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## **SPACE OWNERSHIP**

You will be designated a discrete section of the hotel itself

Each Room is fully hotel-style cleaned between use (no intervention while in use) AND a minimum 72 hours 'lie empty' policy is observed

## **TECHNICAL NEEDS ADDRESSED**

WiFi –average speed of 10MB/s download and 2MB/s upload

Wired Internet –average speed of 35Mb/s download and 25Mb/s upload

On-site support

Printing – bring your own printer or email to us for an end of day return (chargeable)

Kindly note:

- Bed(s) have been removed
- Whilst we will do our utmost, we are unable to guarantee requests for particular floor or room



# Flexible Booking & Cancellation

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## OUR PROMISES

1. First day – not what you wanted? We'll refund you your money less the cleaning cost (£8)
2. Every day - 45 minute interruption guarantee – if we don't fix the issue within that time you're not paying for the day

## NO SUBSCRIPTION REQUIRED

We have a minimum commitment of three days (must be in same week)...beyond that there are zero tie ins

## CANCELLATION POLICY

48 hours\*. We reserve the right to charge for a day's use in breach.

Please return keycards within 3 working days of cancellation to avoid a £5 keycard charge.

\*from 8.30am on date of arrival

# Price Card

Two Simple Options



£30 / day

**ROOM WITH  
WIFI INTERNET**

Minimum charge / week = 3 days

**OR**



£40 / day

**ROOM WITH  
WIRED  
INTERNET**

Minimum charge / week = 3 days



# Terms of Use (1/2)

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## MARKETING TERMS

'Contact free' means no direct contact with other humans to a distance of at least 2metres. Indirect contact dealt with by cleaning measures, own area measures and social distancing protocols in place.

"WiFi and Wired internet speeds" presented are average MB/s speeds taken at three different times in the same day, from the desk area within a random sample of rooms. We warrant an average speed within a 15% margin of that marketed.

## HEALTH AND SAFETY

Customer warrants to observe all health and safety rules in place nationally (or locally as the case may be) and to comply with Hotel measures giving effect to these.

Under current rules to curb coronavirus transmission in force in England, hotels can offer accommodation to a person in certain scenarios, including one who needs it for work purposes or needs it to attend education or training.

Customer is responsible for ensuring that her use is compliant with permitted reasons. See further: <https://www.gov.uk/government/publications/further-businesses-and-premises-to-close/closing-certain-businesses-and-venues-in-england>

Hotel will make reasonable inquiry however customer indemnifies hotel against any loss to it owing to deceit or misrepresentation (wilful, negligent or unintentional).

Hotel is part of the government's track and trace programme and no alerts have been made to the Hotel of any persons, including staff members, having contracted the virus on the premises since hotel reopened following first national lockdown.

Hotel will take all reasonable steps to ensure customer's safety from infection from COVID-19 on premises, but it does not warrant that the premises, or use thereof, as free from the risk of infection. Customer agrees to hold Hotel harmless in the event of an infection suspected to have occurred at the Hotel.

# Terms of Use (2/2)

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## **T R A N S F E R**

Customer may not transfer the right of use to another individual.

## **V I S I T O R S**

Customer may not bring guests into the hotel. Surveillance is in operation and in such circumstances Customer and company will be asked to leave and face a hefty penalty charge. Depending on the circumstances, Hotel may also involve law enforcement agencies.

## **B E L O N G I N G S**

Articles left inside the hotel are done so at Customer's own risk. The rooms have electronic safes but Hotel is not responsible for goods left inside there or anywhere else in the hotel.

## **R I G H T   O F   R E S O L U T I O N**

Hotel has the right to change Customer's room in order to resolve an issue she may be facing.

GET IN TOUCH  
TODAY

020 7193 1968

[hotel@twentyavernsquare.co.uk](mailto:hotel@twentyavernsquare.co.uk)



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SQUARE

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