

Alumni Centres Terms and Conditions of Use

The Alumni Centres are for the exclusive use of London Business School alumni. The Centres are free to use and open 7 days a week, from 8am to 10pm except during School closure periods. Access to the Alumni Centres and the Alumni Boardroom require an Alumni Card.

Occasionally, the School may close the Alumni Centres as the space may be required for School events. Notification of closure will be publicly shared in the Centres in advance of the closure dates.

Use of the Alumni Centres is conditional on your acceptance of these Terms and Conditions. If you do not agree to comply with these Terms and Conditions, you must not use the Alumni Centres.

1. Definitions

In these Terms and Conditions:

‘Alumni Centre’ means the exclusive alumni space in the North Building and the Sammy Ofer Centre.

The Alumni Centre in the North Building is composed of two distinct areas:

- a. The lounge area (“Alumni Lounge”) featuring comfortable couches, chairs and tables
- b. The Quiet Space room in which working desks and power outlets are available

The Alumni Centre in the Sammy Ofer Centre is comprised of three distinct areas:

- a) The entrance lounge
- b) The Alumni Boardroom (upper floor)
- c) The desks area in the upper floor

‘Alumnus/alumni’ means a person or group of people who has alumni status having completed a qualifying programme and paying all fees due to the School in respect of their qualifying programme, or who has had Honorary Alumni Status conferred on them by the School.

‘We’ means London Business School, its employees, departments or representatives.

‘Terms and Conditions’ means these terms and conditions of use for the Alumni Centres, as amended from time to time.

‘School’ means London Business School, Regent's Park, London NW1 4SA, United Kingdom.

2. Interpretation

The Terms and Conditions set out general principles for acceptable behaviour in connection with your use of the Alumni Centres. To the extent that these Terms and Conditions do not address a particular aspect of Alumni Centre usage, you must act in such a way as to:

- a. Observe the [Alumni Code of Conduct](#).
- b. Show respect to fellow users of the Alumni Centres and LBS staff
- c. Maintain and build trust within the alumni community
- d. Observe the confidentiality of information and materials supplied by the School.

3. Overall use of the Alumni Centres

The Alumni Centre has been designed as an informal drop in space for alumni, with additional areas designed for quiet working. Access and use of the Alumni Centres is restricted to alumni who have a valid alumni card. Alumni guests or partners are not permitted to use the Centres without prior consent from the Alumni Engagement Team.

In no circumstance is it permissible to use the Alumni Centres for overnight accommodation.

When using the Alumni Centres and Quiet Spaces, alumni are requested to:

- a. Keep noise levels to a considerate level in the Alumni Lounge. Keep noise levels to a minimum in the Quiet Spaces. Group work and phone calls are not permitted in the Quiet Spaces.
 - o All phone calls lasting more than 15 minutes should be taken in the public areas on Campus, minimising disturbance.
 - o No phone calls should be taken using a speaker phone.
 - o Volume level when using headphones must always be kept to a minimum.
- b. Tidy your belongings away from the tables when you are leaving the Centre for more than 30 minutes.
- c. Be considerate of those around you when eating or drinking in the Alumni Lounge. Consuming food in the Quiet Spaces is not permitted:
 - o Only closed cup drinks or bottled water may be consumed in the Quiet Space.
 - o No hot food is to be brought into the Alumni Centre.
- d. Keep your area clean and tidy and take any rubbish with you when you leave.
- e. It is at the discretion of the Alumni Engagement team to determine whether an individual's frequent use of the Quiet Space impacts other alumni's ability to utilise the space.
- f. Alumni cannot make a booking on behalf of a fellow alum.
- g. There are desktop mounted power outlets on each desk.
- h. **Booking the Alumni Boardroom is required and is a separate process. The Alumni Boardroom can be booked by emailing alumnirelations@london.edu.**

4. Violation of the Alumni Centres Terms and Conditions of Use

Any alleged violations of the Alumni Centres Terms and Conditions of Use should be made in writing as soon as possible to the Executive Director of Alumni Engagement at alumnirelations@london.edu, detailing the parties involved and alleged violation. All comments and complaints will be investigated and treated with confidentiality, respect and equality.

All complaints will be addressed following an agreed process, as set out below:

- a. All complaints will be logged and presented to the Executive Director of Alumni Engagement. The Executive Director of Alumni Engagement or their assigned proxy, will contact the complainant and other named parties within 5 working days of the receipt of the complaint. All parties will have their views heard equally and a resolution will be sought at this stage.
- b. All alumni are asked to consider carefully any complaint against a fellow alumnus/alumna and maintain respect and confidentiality whilst undertaking the complaint process.
- c. The Executive Director of Alumni Engagement or their assigned proxy, will have the ultimate authority to agree the resolution of all complaints.
- d. Alumni found to have violated the Alumni Centres Terms and Conditions of Use may have their Alumni Card access withdrawn or all their alumni benefits temporarily or permanently suspended. As per the Provision of Alumni Services and Benefits, the School may decline to provide alumni Benefits to members of the alumni community and may suspend or withdraw the provision of alumni benefits to them (in whole or in part, temporarily or permanently) if a material breach of any rules issued by the School in relation to the use of its facilities, equipment or services, or the [Alumni Code of Conduct](#).