BITEUNITE HK FACILITY HOUSE RULES

Welcome to the BiteUnite Kitchen
BiteUnite is a shared kitchen and event space platform that provides spaces for individuals, chefs, and food entrepreneurs to work, collaborate, and showcase their culinary skills. As this space is shared by multiple users, it is essential that everyone respects the facilities, uses equipment responsibly, adheres to schedules, and communicates openly about their needs.

CONTENTS

PART A: Fees, Hours & Offboarding
PART B: Facilities
PART C: Event Space
PART D: Delivery / Pickup
PART E: Miscellaneous

PART A: FEES, HOURS & OFFBOARDING

Membership Fees

- **Membership plans and pricing are subject to change.**
- **Refer to BiteUnite Member Page for current fees.**

Offboarding

1. Submit Written Notice

Provide one month's written notice via email to account@biteunite.com to initiate the offboarding process.

2. Clear All References

Remove any mention of our kitchen name, address, and permit number from your website, social media profiles, packaging, and marketing materials. Once removed, please reply to this email account@biteunite.com with screenshots confirming the changes have been made across all platforms.

3. Final Space Check

Ensure all personal items are cleared from your storage, fridge, and freezer areas. The space must be cleaned and left in good condition. Please note that a cleaning fee of HK$200 will be charged if any areas are left unclean.

4. Offboarding Completion Meeting

On your last day, or within 5 working days after, you are required to meet with our team in person at the kitchen. During this meeting, you will walk us through all completed offboarding items — including cleared references, cleaned storage areas, and any remaining handover matters — so we can confirm everything is in order before closing out your membership.

Please contact us at account@biteunite.com to schedule this meeting in advance.

5. Deposit Return Policy

Your deposit will be refunded within one month of your offboarding completion meeting. Please note that all references to our permit number must be removed from your platforms before the refund process can begin.

6. No Membership Pauses

Please note that we do not offer a pause option for memberships. Should you wish to rejoin in the future, you are welcome to complete the membership process again.

7. FEHD Permit Removal

Once offboarding is confirmed, we will notify the Food and Environmental Hygiene Department (FEHD) to remove your business from our permit number.

You are prohibited from using our FEHD licence number immediately after your last day. Continued use of the permit number following membership termination may result in legal action and financial penalties.

Payment

- **Membership begins upon online subscription.**
- **Minimum commitment: 6 months.**
- **Fees are charged monthly. 10% late payment fee applies after 3 days.**
- **Application fee is non-refundable.**
- **A deposit is charged upon subscription and refunded upon successful offboarding.**

Booking the Kitchen via skedda.com

- **Kitchen access is 24/7 using a key and code.**
- **Booking is mandatory; stations are assigned on a first-come, first-serve basis.**
- **Each station accommodates a single individual. Additional individuals incur fees.**
- **Outside guests are not permitted.**
- **Filming or production activities require prior notice and a separate event space booking; unapproved filming is prohibited.**
- **Food production and packaging must occur within designated kitchen areas. BiteUnite is responsible for the kitchen operations, but members are responsible for all food they produce, especially for commercial products sold to the public.**
- **Bookings can be made via Skedda up to the paid cycle.**
- **Rescheduling is allowed up to 24 hours before the session.**
- **Unscheduled usage without notice will incur a 2-hour admin fee.**
- **The cleaning fee starts at $200 if the space is left messy.**

PART B: FACILITIES

- **Hygiene & Food Safety: Follow proper handwashing, attire, and local regulations.**
- **Equipment Usage: Clean equipment after use, avoid misuse, and report malfunctions.**
- **Cleaning & Sanitation: Clean up, label food properly, and follow cleaning schedules.**
- **Scheduling & Access: Book sessions at least 24 hours in advance; communicate changes promptly.**
- **Storage Policies: Label items, maintain proper temperature, and use designated storage areas.**

- **Waste Management: Segregate recyclables, compostables, and trash; follow disposal guidelines.**
- **Communication & Collaboration: Respect others, share resources, and maintain an organized workspace.**
- **Security & Safety: Follow emergency protocols, report concerns, and secure the facility.**

PART C: EVENT SPACE

- **Fee: 50% of the public rate.**
- **Outside guests are not permitted.**
- **Filming or production activities require prior notice and a separate event Minimum booking: 4 hours.**
- **Rescheduling or cancellation allowed up to 7 days before the event.**

PART D: DELIVERY / PICKUP

- **Members may use the location for pickup/delivery, but BiteUnite staff are not responsible for these operations.**
- **Any errors, delays, or issues are the member's sole responsibility.**
- **Staff should not be asked to manage delivery or orders; these are the member's responsibility.**

License & Permit Address

- **Members may use the address for commercial purposes during membership.**
- **After offboarding, remove our permit by your final day of membership.**
- **Membership fees continue until all references to BiteUnite are removed from products or social profiles.**

PART E: MISCELLANEOUS

Photo & Video Copyright

- **All photos/videos taken by BiteUnite staff are the property of BiteUnite.**

Contact

- **Kitchen inquiries: info@biteunite.com**

- **Membership/payment: account@biteunite.com**
- **Office hours: Monday–Friday, 10 AM – 4 PM local time.**
- **Staff should not be contacted via personal apps; official communication must go through the above emails. Verbal communication is not an official form of communication.**

Phone Contact (During Operation Hours Only)

- **HK: 2366 3231**