



## Terms and Conditions of the Shared Kitchen

### 1. Introduction

Upon entering the Ace Shared Kitchen at Unit 21, Bawnogue Road, Clondalkin D22, all Shared Kitchen Users will have access to a comprehensive Standard Operating Procedure (SOP) guide. On the left wall upon entry to the unit. This document outlines detailed instructions on the proper utilisation, maintenance, and security protocols for the shared kitchen space.

### 2. Ace Enterprise Park Registration

Before becoming a Food Business Operator (FBO) in our Ace Shared Kitchen, interested parties must apply for a Monthly Membership at Ace Enterprise Park Bawnogue.

- First, please forward a personal introduction, primary contact details, and a short business bio to Ace Enterprise Park's Community & Marketing Manager, Kaitlin ([kaitlin@acepark.ie](mailto:kaitlin@acepark.ie)).
- Membership is then €50.00 per month and can be [signed up for online here](#). Once approved by Ace, automatic recurring invoices will be issued monthly, and membership fees must be paid in full before individuals can carry out the booking of any of the shared spaces on site.
  - **Please Note: Anyone who wishes to cancel or pause a Monthly Membership with Ace must contact a member of our staff via email at least 30 days prior to the next monthly payment.**
- Before using a space on Ace's site, one must also share a copy of an up-to-date insurance policy with our Head of Accounts, Mary ([mary@acepark.ie](mailto:mary@acepark.ie)).
  - Please ensure that the policy meets the following criteria:
    - Public liability insurance limit of indemnity €6.5m
    - Ace Enterprise Park to be indemnified under the policy
    - Employers' liability insurance, should you have employees
- A copy of EHO / FSAI Registration must also be forwarded to Mary with membership application.
- Upon the successful receipt of the above, your Monthly Membership will be approved and access will be granted to Ace's online booking diary.

### 3. Shared Kitchen Booking Process

- Desired dates / timeslots must be booked by Shared Kitchen Users through [the website](#). Bookings must also be paid for in full ahead of the selected date / time for access to the site to be permitted.
- Arrangements will then be made for any first-time Kitchen Users to collect a key fob from Ace Enterprise, along with the secure access code. **Should your assigned fob be misplaced or go unreturned at the end of your membership, a replacement charge of €50 will be levied against your account.**
- Shared Kitchen Users are then fully responsible for the facility during the designated booking period. **A minimum period of 3 hours is required with every Shared Kitchen booking.**
  - **Members can use the special discount code 'CleanKitchen' when booking for 3 or more hours. Enter this code at checkout to receive 30 minutes of your booking for FREE.** This extra time is intended to ensure the Shared Kitchen space is thoroughly cleaned to high standards without incurring extra costs.

#### 4. Hygiene and Cleaning

- Each Kitchen User is required to “clean as you go”. The Ace Operations team will perform deep cleans of the kitchen on a semi-regular basis, but it is the sole responsibility of the Kitchen User to maintain the space before, during and after your assigned booking.
- Should a Kitchen User discover on arrival that a room is not up to standard, they are to report this directly to the Ace Community & Marketing Manager – Kaitlin ([kaitlin@acepark.ie](mailto:kaitlin@acepark.ie)).
  - **Any Kitchen User reported to have left the Shared Kitchen in an unsatisfactory condition after their shift will incur a charge equivalent to one hour of kitchen usage. This fee covers the cost of our Ace Operations team cleaning the area on your behalf.**
- Cleaning materials and waste bins/bags are provided by Ace. However, Shared Kitchen Users are responsible for disposing of waste at the end of each booking.
  - The designated bins are located in the gated area of the carpark behind D Block. **To access the bins, use code 3805 and press the unlock key. Please ensure waste is sorted into the correct bins.** Instructions on which bin bag colour to use for the different types of waste are displayed on an infographic hanging on the side of the Shared Kitchen fridges. To maintain our commitment to sustainability at Ace Enterprise Park, improper disposal of waste will result in a fine charged to your account.
- **The Shared Kitchen includes a dedicated room for the Grease Trap, which must be cleaned daily / after each use by a Food Business Operator (FBO).** Written instructions, picture guides, and an instructional video on how to clean the Grease Trap are on display around the machinery in the Shared Kitchen.

#### 5. Health and Safety

- A Health and Safety Statement (specific to the Shared Kitchen) has been developed by Ace Enterprise Park, a copy of which will be available to each FBO on site.
  - This Statement accounts for all the potential hazards and risks that any tenants may be exposed to during the course of their duties at Ace Enterprise Shared Kitchen. It also outlines the responsibilities of FBOs in ensuring compliance with safety practices, to reduce the likelihood of accidents occurring.
- The FBO must maintain the necessary documents and records based on the principles of HACCP for inspection by the regulatory authority.
  - The workflow of the kitchen has been designed in such a way as to enable you to produce your foods effectively and safely, without the fear of cross-contamination. It is the responsibility of each FBO to maintain the highest levels of Food Safety and Hygiene and ensure all output is safe to consume by end consumers.
  - Should an FBO be inspected/audited by a representative of a Regulatory Authority, it is a condition of their agreement that they advise Ace Enterprise of this visit and forward a copy of the subsequent report to Ace Enterprise Park.
- A First Aid Kit is provided in Unit 21 and is to be left in the Shared Kitchen at all times. A list of emergency contact numbers is also prominently displayed for your reference.
- Fire evacuation procedures, as well as instructions on how to use the supplied fire extinguishers, are also on display in the Shared Kitchen.
- If a Shared Kitchen User is working alone, a Risk Assessment on lone working must be completed by the Shared Kitchen User (example Risk Assessment template is provided in the Appendix below).
- Any accidents / incidents must be recorded and brought to the attention of the Ace Enterprise staff immediately.

- Each Shared Kitchen User is solely responsible for developing a Risk Assessment specific to their type of cooking, addressing and mitigating all identified risks. A sample Risk Assessment is provided in the Appendix below for your reference.

## 6. Security

- The space is alarmed and will unlock with your fob on entry to Unit 21.
- Each Shared Kitchen User will be issued with their own fob and code to deactivate the alarm.
  - **Please Note: A record of the Fob number issued to Shared Kitchen User will be recorded for safety & security purposes.**
- Each Shared Kitchen User will need to advise ACE Enterprise Park of their mobile number so that access to the site through the secure Access Gate can be permitted. This gate is closed outside of typical business operating hours.
- If Kitchen Users are operating in the space after 10 pm at night, **you must enter the designated code into the alarm panel at 10 pm and every hour, on the hour, thereafter.** If this is not done and Ace incurs a “call out” charge after hours from the alarm monitoring company, subsequent costs will be transferred to the account of the Shared Kitchen User.
  - **Designated Alarm Code for Shared Kitchen: 5514**
- Both the security and fire alarm systems are inspected and maintained regularly by Ace and affiliated teams.

## 7. Storage Facilities

- Ace Enterprise Park provides the standard equipment needed to operate your business from our kitchen. You are welcome to bring your own equipment as well. **However, all equipment and items left in the kitchen for a long-term period must be cleaned and maintained to uphold the overall hygiene of our EHO Approved, Food Safe Shared Kitchen.**
- The Ace team will regularly dispose of anything that appears to be a significant health risk. **Any equipment, ingredients, or items that you bring in and do not label as yours will be assumed to be shared with all patrons. Please try to keep your equipment in one area with shelves that are close together and always clearly labelled as yours.**

## 8. WC Facilities

A private toilet for Shared Kitchen Users is located immediately outside of Unit 21. Attached to C Block, Toilet 1 is clearly marked as the designated toilet for Kitchen Users. For added security, this bathroom is locked at the close of business on Friday afternoons and reopened first thing Monday morning. **If you are using the space in Unit 21 over the weekend, you will need both your key fob and the designated toilet door key for access to Toilet 1.** The toilet key is kept by the washing sinks in Unit 21 at all times.

## 9. Reporting Procedure

- In the event of an emergency, the Shared Kitchen User will make direct contact with the relevant authority, contact details for whom are displayed both in Unit and in the Appendix below.
- In the case of equipment breakdown, the Shared Kitchen must contact the Community & Marketing Manager or Facilities Manager at Ace Enterprise Park, who will then contact the designated Service Engineer.
- If any Shared Kitchen User wishes to raise a complaint or concern about issues faced in the unit, please contact the Community & Marketing Manager in the first instance. Please take photographs and provide relevant evidence of any queries / concerns in your email.

## 10. Cancellation Policy

Cancellations or amendments to bookings must be emailed to Ace Enterprise Park at least 72 business hours before the scheduled booking time for a full credit return to your Ace account. Notice between 48 and 72 business hours qualifies for a 50% credit. Bookings not cancelled at least 48 hours prior to the scheduled start time are not eligible for any credit return and will be charged in full.

*This is Version 2 of the Terms & Conditions of the Ace Shared Kitchen, updated as of 24<sup>th</sup> June 2024.*

*For any further information around the items in this document, please contact the Community & Marketing Manager. See contact details below.*

## Appendices

### 1. Emergency and Key Contact Details (Also on Display in Unit 21 – Shared Kitchen)

#### (a) What is an Emergency?

An Emergency is an incident or occurrence on site that can cause risk to life or significant risk to property. Some examples are;

- Fire – if a fire alarm is activated, Ace Enterprise Park’s Facilities Manager must be informed
- Flood or burst pipes

#### (b) Emergency Contacts:

**24/7 Support & Security Emergency:** 086 836 9355

**Monitoring (ReSure) Alarms:** 01 691 7100

**Clondalkin Garda Station:** 01 666 7600

**Bawnogue Front Access Gate:** 086 042 5011

**Local Fire Station (Tallaght):** 01 222 4000

**Emergency Number:** 999 or 112

#### (c) Ace Staff Contacts

**Ace Staff are only available on weekends or bank holidays in case of emergencies i.e. fire or flood.**

**Community Manager:** **Kaitlin Brozek**  
Mobile: 086 776 5741  
Email: [kaitlin@acepark.ie](mailto:kaitlin@acepark.ie)  
When to contact: Contact Kaitlin with any queries around bookings, operations, marketing requests, collaboration opportunities, alternative spaces on Ace’s site, and more. If you are in doubt about whom to contact, Kaitlin is a great first option!

**Facilities Manager:** **Mick Gaffney**  
Mobile: 083 109 7035  
Email: [mick@acepark.ie](mailto:mick@acepark.ie)  
When to contact: Contact Mick with any queries related to Ace facilities, access codes, building infrastructure, doors, security, or alarm activations.



## 2. Sample Risk Assessment\*

\*Each Shared Kitchen User is required to complete their own Risk Assessment to have on hand when they / their employees are using Unit 21. **You as the Shared Kitchen User are liable for identifying and mitigating these risks, as well as having sufficient and up-to-date insurance to practice in our shared space.**

Hazard	Group Potentially Affected	Risk	Procedure	Person(s) Responsible	Noted by Staff (initial)
Kettle	All Users	Burns	<ul style="list-style-type: none"> <li>• Ensure the socket to the kettle is turned off when not in use</li> <li>• If the kettle has a cord, check that it is kept out of the way from being tripped / kicked / stepped on by other Shared Kitchen Users in the space</li> <li>• Place kettle in a location where individuals are not at risk of incidentally touching the hot piece of equipment</li> </ul>	Kettle Operator	Ace Admin
Fire	...				
Specialist Equipment	...				

## Consent to Shared Kitchen Terms & Conditions

By signing below, you acknowledge that you have carefully read, understood, and agree to abide by the Terms & Conditions outlined by Ace Enterprise Park in this document. You further affirm that all information provided by you is accurate and complete to the best of your knowledge. Your signature serves as your consent to be bound by the terms herein, and you understand that failure to comply may result in penalties or termination of access to the Shared Kitchen space.

If you have any further questions, please do not hesitate to contact the Ace Enterprise Park team before signing.

Print Name \_\_\_\_\_ Signature \_\_\_\_\_

Date Signed \_\_\_\_\_

**After signing above, please download this page (Page 7) and forward it to our Head of Accounts, Mary, at [mary@acepark.ie](mailto:mary@acepark.ie).** This will allow Ace Enterprise Park to save your consent in your Ace Membership file.