

Client Terms & Working Practices

(Between Lab Space Connect Ltd and the Client)

These terms explain how Lab Space Connect Ltd (“LSC”) works with companies seeking laboratory, innovation and office space. They are designed to ensure a clear, efficient search process and to avoid the common industry issues around duplicate introductions and commission disputes.

1. Our Role

The London lab market is small, specialist and relationship-driven.

LSC acts as an independent, operator-agnostic broker. We work across the full London life-sciences market and provide clients with market-wide options, real-time availability and preferential rates negotiated through long-standing relationships with operators.

We do not charge clients for our service; we will quickly collate a comprehensive report based on your specific needs from our industry knowledge saving you time in researching multiple providers (who may not have the right capabilities or any remaining occupancy for your timeframe). LSC is one single point of contact for you to delegate your lab search to, so you are free to focus on the needs of your business.

We receive an introductory commission from the operator when a successful introduction results in an occupancy agreement.

The sector prefers one point of contact per company. Working with multiple brokers does not increase access or improve pricing. Using multiple brokers or making parallel direct enquiries can create other issues:

- Duplicate introductions, which operators reject immediately
- Confusion over who represents the client
- Delays in viewing access
- Commission disputes between brokers
- Operators refusing to progress the enquiry
- Duplication of workload for all parties involved (Clients, Providers and LSC)

Going direct to operators does not result in better pricing or preferential terms. Because LSC places hundreds of clients across London, operators provide us with:

- Preferential rates

- Early access to upcoming availability
- Off-market opportunities
- Faster responses and priority viewings

Clients do not lose anything by working through LSC; they gain efficiency and market neutrality.

4. Transparency

To avoid duplicate introductions and ensure we only present buildings where we can add value, clients must tell us upfront if they have:

- already contacted an operator
- submitted an enquiry form
- viewed a building
- received a proposal
- begun negotiations

5. Client service

You provide your requirements (size, biosafety level, timelines, budget, location preferences) and LSC will:

- We conduct a market-wide search across all relevant operators.
- We present a shortlist of suitable options.
- We arrange viewings and manage introductions.
- We support you through proposals, comparisons and negotiations.

You choose the space that best fits your needs.

6. Client responsibilities

To ensure a smooth and efficient process, clients agree to:

- Work with LSC as their primary point of contact for the buildings we introduce
- Avoid making duplicate direct enquiries to operators for those buildings
- Notify LSC immediately if they have already engaged with any operator
- Provide accurate information about their requirements

- Keep LSC informed of any changes to timelines, budgets or team size

7. Confidentiality

LSC treats all client information as confidential and only shares details with operators for the purpose of arranging viewings and proposals.

8. No obligation

There is no obligation to take space through LSC.

If none of the options are suitable, you are free to walk away at any time.

9. Fair use

LSC invests significant time and expertise into each search.

We ask clients to use the service in good faith and avoid parallel processes that undermine the efficiency and neutrality we provide.