



SoulSpace at The Boathouse

Terms & Conditions

1. About The Boathouse and SoulSpace Members

The Boathouse, Guildford is operated by SoulSpace Experiences Ltd.

SoulSpace Experiences Ltd manages

- *SoulSpace* at The Boathouse (sometimes referred to as the Club); the members club, coworking, space hire and organised events.
- Also, *The Boathouse Cafe*, a restaurant with terrace and garden.

SoulSpace at The Boathouse is for SoulSpace Members to use, with some access for Non-Members (space hire, drop-in coworking, organised ticketed events, open houses and invited as members' guests).

The Boathouse Cafe is open to the public.

As a part of your SoulSpace Membership, you may have access (subject to membership type) to The Residence, The Corner, The Attic, The Studio, The Gathering Rooms (subject to booking), The Soul Garden and any other spaces that we may designate from time to time as private /Member-only areas.

Members' guest passes also allow access to designated Member areas.

2. Membership Terms and Conditions / Details

1. To become a Member you must complete a sign-up form through the Nexodus platform. By completing, signing and submitting your form for Membership, you confirm that you have read and understood our terms and conditions (including our [privacy policy](#)) and agree to be bound by them.
2. If you are accepted for Membership the agreement so made shall be between (1) SoulSpace trading as SoulSpace Experiences Ltd (the operator/we/us/our) and (2) you, whose details are set-out in your sign-up form (Members/you/your).
3. Resident members are entitled to work from their allocated desk or within any of the communal areas throughout the building. Floating members may work at any unoccupied desk or communal area on the First Floor, but not those located in the Resident members area (Upper Ground Floor). SoulSpace reserves the right to reconfigure the space layouts at any time.
4. All memberships are non-transferrable and may only be used by the person named on the approved membership application form. Membership may be terminated if found being used for

access by anyone other than the applicable Member, and the misuse will be taken into consideration upon any request to renew a membership.

3. Our Contract

1. This, along with any other documents referred to in these terms and conditions, form the terms of the agreement (**Membership Agreement**) between the operator and you. It is the responsibility of the Member to read the terms with care prior to signing up to become a Member.
2. All Memberships are conditional upon agreeing to the terms and conditions, however, Membership is granted on a discretionary basis. We shall have sole discretion over who is and is not accepted as a Member of Soulspace.

4. Application Process

1. Prospective Members are required to complete an online sign-up form to become a Member.
2. All details provided (including name, address, and email) must be correct at the time of sign up and it is the responsibility of the Member to ensure these details are always up to date. If details change, the Member must update their contact information on Nexodus at the earliest opportunity.
3. We will use the personal details and information submitted to contact the Member as and when necessary.
4. Members will be on a 3 month (Resident) or 2 month (Floating) rolling contract. which works as their minimum time commitment.

5. Membership Term

1. The Membership Agreement shall begin on the date specified in the sign-up form as the commencement date (Commencement Date).
2. Providing you have paid your monthly Membership fees, the Membership Agreement shall automatically renew on a recurring basis for further periods of 2 (Floating) or 3 (Resident) months each (the Renewal Term(s)) until terminated or cancelled.
3. Your Membership fees shall be payable monthly in advance by direct debit. If the monthly payment is not so made, we may suspend or terminate your Membership. Members will be invoiced on the first of the month, with payment being taken on the seventh or next working day.
4. All Membership fees are subject to change in accordance with paragraph 6.4 below.
5. We may give written notice to any particular Member, on or before the end of the relevant Renewal Term, to terminate the Membership Agreement at the end of the relevant Renewal Term, as the case may be.
6. Members can cancel their Membership by providing us with not less than 2 months' written notice. The Membership Agreement will end on the date of its cancellation (the End Date) and the Member will have no rights to continue using any private areas or facilities of Soulspace at The Boathouse after the End Date nor have any other Member' rights.
7. At the end of the Membership term the Member's access to the Member portal will be terminated or changed to a Guest access if they continue to use and purchase other products.
8. No Tenancy: The Company provides Membership coworking services on an "as is" basis as a service and not as a lease of real property, and disclaim all warranties and conditions, whether express, implied or statutory, including, but not limited to, merchantability, title, quiet enjoyment, possession, fitness for a particular purpose or use, to the extent permitted by law. You hereby understand, agree and warrant that you are not a tenant and the Company is not a landlord and there is no tenancy relationship whatsoever as defined in any UK case law or legislation, rules, or regulations. A membership application, authorised and approved by Soulspace, creates a prepaid usage license allowing the Parties to use the provided amenities, in line with the T&Cs.

6. Membership Fees and Payments

1. The Member must pay the Membership fees in monthly instalments by direct debit, in advance on the seventh day of each calendar month. All fees must be paid without deduction or set off.
2. We send all invoices to the Members electronically via Nexodus on the first of the month. Invoices shall become payable within seven days of issue.
3. If additional services (see paragraph 9 below) are provided by us, the Members shall pay the applicable fees and taxes for such additional services. Fees and taxes for additional services shall be invoiced and paid in full at time of purchase or in the case of large events in instalments in advance of the provision of any applicable additional services.
4. Unless we have otherwise agreed with you, we reserve the right to increase the Membership Fees payable from the start of each Renewal Term and shall provide Members with 30 days written notice of any increase. Under no circumstances will the fee for any one month be less than the fee for the immediately preceding month. Unless otherwise specified the changes will take place on the 1st of the following month after the end of the notice period.
5. We reserve the right in our absolute discretion to refuse any application for Membership as per paragraph 3.2 above.

We reserve the right to charge interest at the rate of 3 per cent above the base rate of Coutts Bank monthly on any overdue amounts.

We hold no financial data. All payments are made through third party software and we bare no responsibility for mishandling by said parties (Nexodus / Xero).

7. Membership Termination

1. We may terminate the Membership Agreement immediately if (a) the Members does not pay their Monthly Fee within seven days following the due date (whether formally demanded or not) or (b) the Member (including any person at Soulspace / The Boathouse with the Member's express or implied permission) is in breach of any of their obligations under the Membership Agreement. In either case, the Member acknowledges and agrees that access to the Club and other activities may be denied. In addition, if a Member cancels their direct debit or it becomes inactive, we are under no obligation to continue to provide Membership services or benefits to that Member, and the Member acknowledges and agrees that access to Soulspace at The Boathouse and other activities may be denied.
2. If we have genuine concerns that any act or omission of a Member has or might reasonably have the effect of damaging the reputation of Soulspace / The Boathouse or the Operator and/or its group companies, we may terminate the Membership Agreement by serving one month's written notice to that Member.
3. If this Membership Agreement is terminated under any of the provisions of this clause 7, such termination is without prejudice to the rights and remedies of either party in respect of any prior breach of any obligations under this Agreement, including the obligation to pay for any Additional Services.

8. Use of Soulspace at The Boathouse, Guildford.

Access to Soulspace at The Boathouse is only permitted during operational hours, and these times may vary from time to time.

Ordinary Operational Hours:

Resident Members

Monday-Friday, 8am-10pm.

Other Members & Guests

Monday-Friday, 8am-6pm.

Availability for Meeting & Events Bookings

Monday-Friday, 8am-10pm

Saturday and Sunday, 9am-10pm

In the instance of events/meeting rooms, access outside of these times will be by prior arrangement only, with a final closing time no later than 11pm.

Member Access

1. Access into and within the building is managed by an access control system. Digital keys are used, and members will be provided with the relevant access details upon commencement of their membership. Access permissions vary and are specific to each membership type. For guests visiting the building, a digital guest pass will be provided in advance or by reception upon entry to the building.
2. The access system may log the location of Members and Guests via the WiFi network as well as the use of keys to open doors and this is done for the security of all members.

Members Guest Access

1. Resident Membership includes three free Floating desk days per month admitting one guest on each, providing access to the Attic and the Studio. Guest passes and access for guests is subject to available space.
2. Soulspace has the right to further limit this number or refuse entry to any individual at any time.
3. Members' Guests are not permitted to be at Soulspace at any time without being accompanied by a Member.
4. Resident and Unlimited Floating Members can invite guests to The Studio during opening hours, without use of their guest passes, however, they may wish to reserve one of the Booths to ensure space.

Code of Conduct & Usage

When accessing and using Soulspace at The Boathouse, all Members and Guests must:

- Conduct themselves in a manner suitable for a professional environment and act accordingly in line with our code of conduct. This covers the use of offensive and/or abusive language.
- Comply with all policies in place.
- Always comply with any management instructions and ensure every Soulspace team member is treated with courtesy and respect.
- Respect the privacy of all Members including guests, as well as all employees and contractors.
- Not take photographs of any other Members without permission.
- No pets are permitted within the building, including the café interior, except for assistance dogs or with the prior consent of the Soulspace Directors. Dogs are welcome in the external public areas of the site, provided they are always kept on a lead and that owners remove and responsibly dispose of any fouling. There are no animal waste bins on site.
- Not bring any non-prescription drugs or illegal substances into the Club.
- Not take any items from the Club.
- Settle all bills for Additional Services before leaving- there is no credit available and there will be no provisions for accounts.
- Resident Members only may use The Boathouse as their business postal address but not as their registered address. All post/couriers are received by reception to be collected by the Members – if not collected within one-hour items will be placed on Members' desks. Soulspace will accept no responsibility for parcels or post. Floating Members may not use the address or receive post. Soulspace will not store any mail or deliveries on behalf of members and accepts no responsibility for mail delivered.
- Members must not alter or make any additions to the coworking space or install any fixtures, fittings, cabling, IT or telecoms connections in or to desks and must maintain the space in the condition in which they are found at the start of a period of use, taking good care, and keeping

clean, tidy and clear of rubbish. In some circumstances Resident Members may need to add certain equipment or IT but they must inform Soulspace of the details of this.

- Not engage in any activity which may be or become a nuisance, annoyance, inconvenience, or disturbance to the Operator or to other Members or guests of the Club.
- Members and their guests should always be considerate to those around them, with regards to their behaviour, language and general conduct. They should ensure that conversations (in person, online or by phone) are maintained at a respectable level, so as to not disturb others around them. Soulspace is not responsible for the actions of members or their guests and has no obligation to get involved with any disputes.
- Not smoke (including vaping) anywhere inside The Boathouse or outside except in designated areas.
- Comply with all applicable laws and regulations.
- Be responsible for the conduct of their guests in the Club.
- Each Member acknowledges and accepts that from time-to-time the Operator may have to close the Club (or certain areas of the Club). The Operator will endeavour to provide Member with as much notice of any such closures as possible but are not obliged to compensate Members for any closures.
- Members are responsible for the electrical testing of any equipment they bring into The Boathouse, ensuring that all equipment is deemed safe for use.
- Members and their guests are responsible for all their personal belongings at all times whilst in the building. Soulspace will not be held responsible or liable for any loss or damage to personal belongings. Lockable desk storage is available to all Resident members. Floating members must ensure that all personal belongings are taken with them on leaving the building, as all Floating desks will be cleared at the end of each day.
- All office spaces have access to their own kitchen area, comprising a fridge, a dishwasher, an instant hot and cold water Quooker tap and a range of cutlery and crockery, with complimentary tea and coffee provided. Members are welcome to eat at their desks or they can make use of the on-site café. Members are expected to use the kitchen areas in a respectful way, keeping areas clean and tidy, for the benefit of everyone using the space.
- Members will have access to printing, scanning and photocopying facilities. Black and white printing is included within the membership packages, however Soulspace reserves the right to restrict the volume of printing if a member is deemed to be printing an excessive amount. A small amount of colour printing is included within the Resident membership package, however additional colour printing credits can be purchased through the member portal.

9. Included for Members plus Additional Services and Activities

Included in the first batch of 2023 memberships are the following:

Resident

Fixed desk and locker in The Residence or The Corner – ability to leave equipment

Open Mon-Fri 8am-10pm

£500 Gathering Room Credit per Month

Access to The Studio – our Members' informal space

3 free Floating desk days per month for colleagues / friends use

30% off standard Floating (hot) desk day rate booking

15% off any additional Gathering Room booking

15% off any event space booking

10% off food and drink at The Boathouse Cafe

FREE B&W & Colour Printing & Copying

Free Monthly Members Events & Workshops

15% Discount on one pair of tickets at Soulspace Public Events.

Free Bike Racks

Floating Unlimited Use

Unlimited Access to The Attic our Floating (hot desk) members space
Open Mon-Fri 8am-6pm
£240 Gathering Room Credit per Month
Access to The Studio – our Members informal space
30% off standard Floating (hot) desk day rate booking
15% off any additional Gathering Room booking
15% off any event space booking
10% off food and drink at The Boathouse Cafe
FREE B&W Printing & Copying
Free Monthly Members Events & Workshops
15% Discount on one pair of tickets at Soulspace Public Events.

Floating Medium Use

12 Days Access to The Attic our Floating (hot desk) members space
Open Mon-Fri 8am-6pm
£160 Gathering Room Credit per Month
Access to The Studio – our Members informal space
30% off standard Floating (hot) desk day rate booking
15% off any additional Gathering Room booking
15% off any event space booking
10% off food and drink at The Boathouse Cafe
FREE B&W Printing & Copying
Free Monthly Members Events & Workshops
15% Discount on one pair of tickets at Soulspace Public Events.

Floating Light Use

6 Days Access to The Attic our Floating (hot desk) members space
Open Mon-Fri 8am-6pm
£90 Gathering Room Credit per Month
Access to The Studio – our Members informal space
30% off standard Floating (hot) desk day rate booking
15% off any additional Gathering Room booking
15% off any event space booking
10% off food and drink at The Boathouse Cafe
FREE B&W Printing & Copying
Free Monthly Members Events & Workshops
15% Discount on one pair of tickets at Soulspace Public Events.

Community Membership

30% off standard Floating (hot) desk day rate booking
15% off any additional Gathering Room booking
15% off any event space booking
10% off food and drink at The Boathouse Cafe
FREE B&W Printing & Copying
Free Monthly Members Events & Workshops
15% Discount on one pair of tickets at Soulspace Public Events

Limitations

1. Monthly Gathering Room credit benefits and free desk days included in Memberships must be used that month and will not roll over to the following month if not utilised.
2. Adhoc Credits may be given for assorted reasons with different expiration dates, but this should be made clear on receipt.
3. Members may only purchase one pair of tickets per event with their Members' discount to Soulspace events.
4. Members may only use their discount at The Boathouse Café when they are present and MUST NOT give their Members Card / Code to others to use.
5. Members must use their Printing privileges to reasonable amounts that befit a small business and remember that Soulspace works hard to be environmentally conscious.
6. Discounts on event space bookings do not include catering.

7. Gathering Room money credits may only be used to purchase time in The Gathering Rooms and for no other room or products.
8. Floating Members are encouraged to reserve a space in the Attic online before they visit on days they wish to use the space. If they do not book in, Soulspace cannot guarantee that there will be a space for them if the space is full though we do our best to accommodate Members.

Additional services

1. Additional services may be purchased from us if there is availability. Prices will vary depending on content and activity and all prices will be displayed on the website and Nexodus Member portal.
2. Participation in any additional services or activities must be booked and paid for in advance.
3. Additional services and activities may be limited to certain Memberships.
4. It is a requirement to attend booked classes or activities. If circumstances arise that mean a Member is unable to attend activities, they must notify the Club immediately. If the cancellation is not made 24 hours before the event, we are not guaranteed to give refunds or reapply credits to a Members' account.
5. When registering for activities Members must ensure that they are contactable and that all details are up to date as per paragraph 4.2 of these terms and conditions. If these involve guests, they are also responsible for their guests contact details.

10. Others (all users of the space that do not have Resident, Floating or Community Memberships)

1. Guests will need to be pre-booked by a registered Member through the membership portal. Upon booking, a digital guest pass will be assigned to the guest, through the member's account, which will enable access to the relevant permitted areas within the building. Guest passes are valid for one day only, on the date booked through the portal.
2. Members are fully responsible for the actions and conduct of their guests at all times whilst on site at The Boathouse. Guests are expected to adhere to the same expectations and responsibilities as members, as set-out in these Terms and Conditions.
3. No children (defined as, a person under 18 years of age) will be allowed within the building (with the exception of the café area) unless for a specialised event, an event states a lower age inclusion or written prior approval has been granted by Soulspace.

11. Contractors.

1. During the normal management of the Club we will hire, either on a temporary or permanent basis, people to run, assist with or create classes, workshops, activities, or events.
2. All measures will be put into practice to ensure so far as we are able the suitability of anyone hired.
3. In line with paragraph 8 of these terms and conditions the privacy of contractors must be respected and, as such, they must not be contacted outside of the Club unless given express permission.
4. Whilst every effort is made by us to give satisfaction to Members by requiring reasonable standards of skill, talent, integrity, and reliability from contractors the Operator is not liable for any loss, expense, damage or delay arising from any failure to provide a contractor for all or part of any activity, for any accidents or damage to property, or for any perceived lack of skill of the contractors. For the avoidance of doubt, we do not exclude liability for death or personal injury arising from our own negligence.

11. Wifi

1. Wifi is available throughout Soulspace at The Boathouse and is a free service, however, it is strictly made available only for lawful activities that are in line with our **IT policy**.

12. Conditions and Restrictions

1. Membership is subject to availability at the time of application and is discretionary as per paragraph 3.2 in these terms and conditions.
2. The Member and any guests are responsible for themselves, their compliance with all policies, terms and rules, as well as all belongings at all times while at the Club, or during any classes or activity.
3. We are not responsible for any accidents, injuries, theft of property or perceived wrongdoing to any Members or their guests whilst they are at Soulspace.
4. In order to maintain a healthy environment for all, Members, Guests, Contractors and Others must not attend the Club if unwell and must leave immediately if they become unwell whilst at the Club.
5. By signing the terms and conditions of Membership, Member acknowledge that the Club is a safe and suitable space. Member further acknowledge that they have voluntarily assumed the risk of such losses and waive any claims against the Operator for such losses.
6. Soulspace at The Boathouse reserves the right to change the Terms and Conditions as and when the need arises. Members will be notified of any changes to the Terms & Conditions in writing.

13. Filming and Photography

Filming and photography will take place within The Boathouse. By entering the Club you acknowledge that you have been informed that you may be filmed, photographed and recorded at the Club. You agree to grant Soulspace the right to film, photograph and record you and use your likeness and voice without compensation, credit or other consideration in the production and exploitation of the Club. If you do not wish to be photographed, recorded, or appear under these conditions, you should reconsider your membership.

There is CCTV throughout the building which records videos for members' safety and acknowledgement of these terms and conditions approves this.

14. Security

The building is protected, both inside and out, by an advanced security system, comprising access-controlled doors and a managed CCTV system. Members and guests however take full responsibility for their belongings, as per Section 12.

15. Insurance

Soulspace carries Liability and Business Personal Property insurance which does not cover Members' property. As a user, you are not required but it is strongly suggested that you carry a Renters / Workspace Insurance policy to cover your own equipment while using our space. That policy may cover your current residence/office, as well as the premises of Soulspace.

16. Complaints

1. If a Member has a complaint of any kind, please feel free to contact us at members@soulspace.co.uk.

17. Privacy Policy

1. By entering into the Membership Agreement, we and you shall comply with our respective data protection obligations as set out in our Privacy Policy which is contained on our website (www.soulspace.co.uk).

2. If required by the applicable law, we will notify you of any material or substantive changes to this Privacy Policy.

18. Sever-Ability.

In the event that any provision or portion of this T&Cs is determined to be invalid, illegal or unenforceable for any reason, in whole or in part, the remaining provisions of this T&Cs shall be unaffected thereby and shall remain in full force and effect to the fullest extent permitted by applicable law.