

Hourly Therapy Room

TERMS AND CONDITIONS

Professional room hire at SOUL Wellness Hub & Cafe

Provider	SOUL Wellness C.I.C., trading as SOUL Wellness Hub & Cafe
Company number	15059642
Registered office	The Former Methodist Church, Burnley Road, Sowerby Bridge, United Kingdom, HX6 2TL
Contact	info@soulwellnesshub.com +44 1422 836973
Effective date	11 September 2026
Hire period	As shown at checkout and in the confirmation
Cancellation notice	24 hours
Cancellation fee	£1.50 (includes administration and payment processing)
Permitted use	Therapy or related professional activity approved at booking

These terms apply when a therapist or other professional user ("Hirer") hires a room from SOUL. The confirmation identifies the room, permitted use, date, time, occupancy, price and included equipment. If the Hirer acts wholly or mainly for business purposes, consumer cancellation rights may not apply. Mandatory rights take priority where the Hirer is legally a consumer.

1. Booking, payment and cancellation

Full payment is required to secure the booking unless agreed otherwise. Cancel or reschedule at least 24 hours before the start time to receive a refund to the original payment method or credit issued as a voucher, in either case less the fixed £1.50 cancellation administration fee. The fee covers cancellation administration and any payment-processing cost that SOUL cannot recover; no separate processing fee is added. It does not apply where SOUL cancels or a full refund is required by law. For a later cancellation or no-show, SOUL may recover reasonably unavoidable loss up to the hire price after taking reasonable steps to rehire the room. Any administration or payment-processing cost is included within that amount and is not added again.

2. Permitted use and timing

- Use the room only for the purpose agreed at booking and do not exceed the stated occupancy.
- Set-up and clear-down must occur within the booked time. Additional time may be charged at the applicable rate if available.
- Do not create excessive noise, nuisance, obstruction, unlawful activity or a material safety risk.
- Alcohol must not be brought onto, supplied, sold or consumed anywhere on the premises. Food purchased elsewhere must not be consumed on the premises, unless agreed by us as a reasonable adjustment, required for a medical need or infant feeding, or otherwise required by law.

- Candles, incense, sage and similar items are permitted when safely supervised, placed on a stable heat-resistant surface, kept away from combustible materials and fully extinguished before leaving. Follow staff fire-safety instructions. Illegal drugs are not permitted. Smoke or haze machines and other hazardous equipment require prior written approval.
- Leave the room clean, tidy and substantially as provided. Report damage or hazards promptly.
- SOUL may enter in an emergency, for urgent safety or maintenance, or after reasonable notice where practicable.

3. Professional responsibilities

The Hirer is solely responsible for their clients, professional services, consent procedures, records, safeguarding and regulatory compliance. The Hirer must maintain qualifications, registrations, licences and insurance reasonably required for their work and provide evidence on request. The Hirer must make clear that their independent service is not supplied by SOUL.

The Hirer must comply with data-protection law for information they control and must not leave personal or health information unsecured. If either party processes information for the other, the parties must document their respective data-protection roles where required.

4. Damage and additional costs

The Hirer is responsible for reasonable, evidenced direct costs caused by deliberate or negligent damage, missing items, excessive cleaning or unauthorised overrun. SOUL will explain and evidence a proposed charge before charging a stored payment method. This is not a penalty and excludes loss caused by SOUL's own failure to use reasonable care.

5. SOUL responsibilities

SOUL will take reasonable care to provide the room clean, functional and available at the booked time. If it cannot do so, the Hirer may choose a reasonable alternative, credit or refund. We do not guarantee uninterrupted access where disruption is outside our reasonable control, but will take reasonable steps to minimise it.

6. Liability

Each party is responsible for foreseeable loss caused by its breach or negligence. The Hirer is responsible for claims arising from professional services they supply, except to the extent caused by SOUL. Neither party excludes liability for death or personal injury caused by negligence, fraud or fraudulent misrepresentation, or anything else that cannot lawfully be excluded.

For a business Hirer only, neither party is liable for indirect or consequential loss, or loss of profit, revenue or business opportunity, except where exclusion is unlawful.

7. Ending use and legal terms

SOUL may stop use immediately for serious safety risk, unlawful activity, abuse, material breach or non-payment. Where a breach can reasonably be corrected, SOUL will normally explain it and allow an opportunity to do so. Any refund or charge will be assessed fairly in light of services supplied and actual loss. England and Wales law applies, subject to mandatory rights.