

Co Working Hot Desks

TERMS AND CONDITIONS

Individual drop-in working | £5 per day | No deposit

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
Hot-desk access	£5 per person per day, subject to availability
Booking deposit	None
Availability	Opening hours and private bookings may affect access
Regular use	Ask us about monthly payments or long-term individual desk rental

Please read these terms before using a hot desk in the Co-Working Space. They apply only to individual drop-in use. Private hire of the whole Co-Working Space is covered by the SOUL Event Space Hire Terms and Conditions. The receipt or check-in record identifies the date, price and any agreed extras. The SOUL General Terms and Conditions also apply where the user is legally a consumer. Mandatory legal rights always take priority.

1. Access and payment

Hot-desk access is available only when a desk is free and the Co-Working Space is open for drop-in use. Unless SOUL confirms a reservation in writing, an enquiry or planned visit does not reserve a desk. Access may be refused when the area is full or unavailable.

No booking deposit applies. Hot-desk use costs £5 per person per day and is normally paid on arrival before use. The fee provides access for that day during the permitted opening hours; it does not provide a dedicated desk, storage, private office or exclusive use of the room. Prices include VAT where applicable.

A user may not transfer, share or resell their access. SOUL may ask a user to confirm their name and payment when entering or returning to the workspace.

2. Availability cancellations and closures

A planned but unpaid drop-in visit may be cancelled without charge. If SOUL has accepted advance payment for a particular day, the user should cancel by a clear statement before access begins. SOUL will provide a refund or account credit, subject only to any actual, non-recoverable payment-processing fee that was disclosed before payment and may lawfully be passed on.

SOUL may close the hot-desk area or make it unavailable when the whole Co-Working Space has been privately booked. Availability may also change because of opening hours, capacity, events, maintenance, safety or circumstances outside SOUL's reasonable control. Users should check availability before travelling, especially if they need a desk at a particular time.

If SOUL cannot provide hot-desk access for a day that it has specifically reserved and taken payment for, the user may choose a reasonable alternative date, account credit or a full refund of the affected payment. SOUL will not deduct an administration or payment-processing fee where SOUL is responsible for the cancellation.

3. Hot desk facilities

The Co-Working Space is a quiet work area adjacent to the Café. Hot-desk users have access to an available shared desk or seat, a wall-mounted whiteboard and Wi-Fi. Printer and laminator use costs extra per sheet at the rate displayed at the time of use.

Published internet speeds of approximately 280 Mbps download and 50 Mbps upload are indicative only. Speed, coverage and availability may vary and uninterrupted service is not guaranteed. Users are responsible for saving and backing up their work and for deciding whether to use a virtual private network or other security measures.

4. Regular use and individual desk rental

Anyone who wants to use a hot desk regularly, make monthly payments or rent an individual desk for a longer period should contact SOUL to discuss availability and price. An enquiry does not reserve a desk. Any monthly or long-term arrangement must be confirmed separately in writing and may have additional terms covering payment, access, storage and notice.

5. Quiet use access and conduct

- Use the workspace only during permitted hours and leave promptly when the hot-desk area or premises closes.
- Keep calls, meetings and audio at a reasonable volume. Use headphones where appropriate and do not materially disrupt Café customers, other workers, staff or neighbours.
- Do not exceed the capacity stated by SOUL, obstruct access routes, reserve unbooked seats or use areas outside the confirmed workspace without permission.
- Smoking, vaping, illegal drugs, harassment, threatening behaviour, unlawful material and intoxication that creates a safety or conduct risk are not permitted.
- Alcohol must not be brought onto 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. Users may purchase food and drink from SOUL.
- Take reasonable care around computers, documents, plugs and cables, and clean spills immediately or tell staff.
- Follow reasonable staff instructions, including a request to move or leave because the area is closing or a private booking is due to begin.

6. Internet equipment and information security

Users must use internet access lawfully and fairly and must not attempt to bypass security, access another person's device or account, distribute malware, infringe intellectual-property rights or carry out activity that may damage SOUL's systems or reputation. SOUL may restrict access to protect users, networks or legal compliance.

Users must follow instructions for the whiteboard, printer, laminator, power supplies and other shared items, and report defects or damage promptly. SOUL does not provide IT support unless expressly agreed.

The workspace is not a confidential environment. Users are responsible for screens, calls, papers, passwords and personal or client information. Confidential material must not be left unattended. Each party must comply with data-protection law for information it controls.

7. Property cleaning and damage

Users must leave the workspace clean, tidy and substantially as provided, remove their property and waste as instructed, and return shared items after use. SOUL is not responsible for property left unattended except to the extent loss or damage is caused by its breach or failure to use reasonable care.

A user is responsible for reasonable, evidenced direct repair, replacement, excessive-cleaning and loss-of-use costs caused by their breach, deliberate act or negligence. Charges exclude ordinary wear, routine cleaning and loss caused by SOUL's failure to use reasonable care. SOUL will explain and evidence a proposed charge and allow a reasonable opportunity to respond.

8. SOUL responsibilities and suspension of use

SOUL will take reasonable care to keep the workspace and equipment under its control safe and functional. It may refuse entry, suspend internet access or require a user to leave for non-payment, serious disruption, abuse, unlawful activity, a material breach or a safety or security risk. Where reasonably possible, SOUL will explain a correctable breach first. Any refund or charge will reflect the service supplied, responsibility and actual loss.

For disruption outside its reasonable control, SOUL will take reasonable steps to minimise the effect and offer an alternative, credit or refund where required by the agreement or law.

9. Liability

Each party is responsible for foreseeable loss caused by its breach or negligence. SOUL does not guarantee that internet access or shared equipment will meet a particular business or technical need. Nothing excludes or limits liability for death or personal injury caused by negligence, fraud or fraudulent misrepresentation, or anything else that cannot lawfully be excluded.

For a business user only, neither party is liable for indirect or consequential loss, or loss of profit, revenue, data or business opportunity, where that exclusion is lawful. Users remain responsible for suitable backups, device security and the services they provide to their own clients.

10. Complaints and legal terms

Raise concerns promptly using the contact details above. These terms and any hot-desk receipt or written reservation form the drop-in agreement. They take priority over the SOUL General Terms if they conflict on a hot-desk matter, subject to mandatory law. A separately confirmed monthly or long-term desk arrangement may have additional terms. If part is unenforceable, the remainder continues. A delay enforcing a right is not a waiver. The laws of England and Wales govern the agreement. A consumer may also use any court with mandatory jurisdiction where they live.