

TERMS & CONDITIONS OF BOOKING & USE

By booking and/or using Social. Studio. Space, you agree to the following Terms & Conditions. They exist to protect the space, the people in it, and our sanity.

LEGAL ENTITY & TRADING NAME

Social. Studio. Space is a trading name operated by Chelsea Turnell and Kim Taylor acting as sole traders.

Any reference to “Social. Studio. Space”, “we”, “us”, or “our” within these Terms & Conditions refers to the owners trading under the name Social. Studio. Space.

1. BOOKINGS & PAYMENT

1.1 All bookings must be made via our official booking system unless agreed otherwise in writing.

1.2 Full payment is required at the time of booking unless stated otherwise.

1.3 A booking is not confirmed until payment has been received, and a confirmation email has been issued.

1.4 Bookings are non-transferable unless agreed in advance.

2. USE OF THE SPACE

2.1 Social. Studio. Space is a shared working environment.

2.2 You agree to use the space responsibly, respectfully, and only for lawful business purposes.

2.3 You may only use areas and facilities included in your booking.

2.4 Furniture, equipment, and room layouts must not be moved without permission.

2.5 If the furniture, equipment or room layout has been amended, at the end of your booking, all areas must be returned to the condition they were found in.

2.6 Any breakages, damage, or excessive mess may be charged to the booker.

3. EQUIPMENT USE

3.1 Any equipment, furniture, or facilities provided by Social. Studio. Space are made available for shared use and are provided as-is.

3.2 We do not guarantee that any equipment will be:

- Available at all times
- Free from faults
- Suitable for your specific purpose

3.3 Social. Studio. Space is not liable for:

- Equipment malfunction
- Technical faults
- Equipment being unavailable
- Interruptions to your work caused by equipment issues

3.4 No refunds, credits, or compensation will be issued due to equipment not functioning as expected.

3.5 Users are responsible for ensuring they bring any essential equipment required for their work.

3.6 Any faults or issues must be reported as soon as possible.

4. CLEANLINESS & TIDINESS

4.1 All users are responsible for keeping their work area, communal areas, kitchen, and studio tidy.

4.2 Please clean up after yourself. This includes desks, kitchen items, equipment, and toilets.

4.3 Items left behind may be disposed of without notice.

5. COMMUNAL AREAS & SHARED FACILITIES

Certain communal areas within the building are shared not only with Social. Studio. Space users, but also with other businesses and occupants within the same building who are not connected to Social. Studio. Space.

Social. Studio. Space does not control the use, availability, cleanliness, or behaviour of other occupants within these shared building areas and accepts no liability for issues arising from their use.

5.1 All communal areas (including but not limited to kitchens, toilets, seating areas, and shared equipment) are provided for shared use.

5.2 Users are responsible for using communal areas respectfully and for keeping them clean and tidy.

5.3 Any damage or breakages caused in communal areas by you or your guests may be charged to the booker.

5.4 Social. Studio. Space is not liable for:

- Communal facilities not functioning as expected
- Temporary unavailability of communal equipment or amenities
- Interruptions caused by faults or maintenance issues

5.5 No refunds, credits, or compensation will be issued due to communal facilities or amenities being unavailable or not functioning.

5.6 Any faults or issues should be reported as soon as possible.

5.7 You are responsible for any damage caused by you or your guests in any area of the premises, including communal areas.

6. GUESTS & CAPACITY

6.1 Only individuals included in your booking may use the space.

6.2 No additional or unannounced guests are permitted, unless agreed in advance (e.g. if you plan to hold client meetings).

6.3 Maximum occupancy limits must be adhered to at all times.

6.4 We reserve the right to refuse access or ask individuals to leave if these rules are breached. No refunds will be issued in these circumstances.

7. CONTENT STUDIO USE (IF APPLICABLE)

- 7.1 Studio access is limited to the time booked.
 - 7.2 Food and drink are not permitted near studio equipment.
 - 7.3 Equipment must be used correctly and returned to its original position after use.
 - 7.4 You are responsible for any damage caused to studio equipment during your booking.
 - 7.5 Any breakages or faults must be reported immediately.
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8. PROHIBITED ACTIVITIES

- 8.1 Users must not engage in illegal, unsafe, or high-risk activities on the premises.
 - 8.2 This includes (but is not limited to):
 - Use of illegal substances
 - Activities requiring specialist licences without permission
 - Activities that invalidate building or business insurance
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9. MEETINGS, EVENTS & GROUP BOOKINGS

- 9.1 Meeting rooms and event spaces must be used only for the purpose and number of attendees agreed at booking.
- 9.2 Event organisers are responsible for:
 - Their guests' behaviour
 - Noise levels
 - Compliance with building rules
- 9.3 Additional cleaning or damage resulting from events may be charged.
- 9.4 Social. Studio. Space reserves the right to stop events that breach house rules or building regulations.

Health & Safety Responsibility

- 9.5 For meetings, group bookings, and shared sessions, the booker is responsible for ensuring that their use of the space is conducted safely and in compliance with relevant health and safety requirements.
 - 9.6 Social. Studio. Space does not assess, approve, or monitor individual meeting setups, layouts, activities, or equipment brought into the space.
 - 9.7 Any risks arising from the way the space is used during meetings or group bookings are the responsibility of the booker.
 - 9.8 Social. Studio. Space accepts no liability for injury, accidents, or incidents arising from meeting activities or group use of the space, except where required by law.
 - 9.9 The booker is responsible for the behaviour and safety of all attendees included in their booking.
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10. PRIVATE EVENTS & EVENT HIRE

Event Health & Safety Responsibility

- 10.1 The event organiser is solely responsible for ensuring that their event, activities, equipment, and layout comply with all relevant health and safety requirements and applicable

laws.

10.2 Social. Studio. Space does not inspect, approve, or assess individual event setups, activities, equipment, or risk assessments.

10.3 Any risk assessments, safety checks, licences, or permissions required for an event are the responsibility of the event organiser.

10.4 Social. Studio. Space accepts no liability for:

- Injury, accidents, or incidents arising from event activities
- Unsafe setups or equipment brought onto the premises
- Failure by the organiser to comply with health and safety requirements

10.5 The event organiser is responsible for the behaviour, safety, and actions of all attendees during the event.

11. ALCOHOL & CATERING (EVENTS)

Alcohol may not be brought onto or consumed on the premises unless expressly agreed in writing.

Any catering or refreshments are the responsibility of the organiser.

12. CHILDREN, PETS & VULNERABLE PERSONS

12.1 Social. Studio. Space is a working environment. Children and pets are not permitted unless expressly agreed in advance with Social. Studio. Space prior to the booking.

12.2 Where permission is granted for children to be on site, full responsibility for their safety, supervision, and welfare remains with the booker at all times. Social. Studio. Space accepts no responsibility or liability whatsoever in relation to the presence, safety, welfare, or conduct of any children on the premises.

12A. TUTORING, CLASSES & SUPERVISED CHILDREN'S SESSIONS

12A.1 Where the space is hired by a tutor, instructor, or session provider (the "Session Provider") who will be conducting sessions attended by children (whether or not accompanied by a parent or guardian), the following terms apply in full.

12A.2 The Session Provider is solely and entirely responsible for:

- The safety, supervision, and welfare of all children on the premises during their booking;
- Ensuring full compliance with all applicable safeguarding laws, regulations, and guidance, including (but not limited to) those relating to child protection and the supervision of minors;
- Carrying out and maintaining all necessary risk assessments in connection with their sessions and the presence of children on the premises;
- Obtaining and maintaining all relevant qualifications, certifications, DBS checks, licences, permissions, and insurance required by law or good practice to work with children;
- Ensuring that all health and safety requirements applicable to their sessions are identified and met;
- Obtaining appropriate consents from parents or guardians, including in relation to first aid, photography, and emergency procedures;
- Managing and communicating all drop-off and collection arrangements with parents or guardians directly;

- Holding appropriate public liability insurance that covers the presence of children at their sessions.

12A.3 The contract for any tuition, class, or session attended by a child is strictly between the Session Provider and the parent or guardian booking that session. Social. Studio. Space is not a party to that agreement and accepts no responsibility for the provision, quality, or safety of those sessions.

12A.4 Social. Studio. Space accepts no liability whatsoever for:

- Any injury, accident, incident, illness, or harm suffered by any child on the premises;
- Any failure by the Session Provider to comply with safeguarding, child protection, or health and safety obligations;
- Any loss, damage, or claim arising from the conduct, supervision, or welfare of children during the Session Provider's booking;
- Any act or omission of the Session Provider, their staff, or any parent or guardian on the premises.

12A.5 Social. Studio. Space does not supervise, oversee, monitor, or take any responsibility for sessions conducted on the premises. The Session Provider operates entirely independently in the delivery of their services.

Waiting Parents & Guardians

12A.6 Parents or guardians who choose to remain on site during a session (for example, to wait in a communal area) do so entirely at their own discretion and risk. Social. Studio. Space accepts no responsibility for waiting parents or guardians on the premises.

12A.7 Parking for waiting parents or guardians is not guaranteed. Parking on site is limited, provided on a first come, first served basis, and does not form part of any booking or session arrangement. Parents and guardians should not assume that parking will be available. Social. Studio. Space accepts no liability for any inconvenience arising from limited or unavailable parking.

12A.8 It is the responsibility of the Session Provider to communicate parking limitations to parents and guardians in advance of sessions.

13. SIGNAGE & INSTRUCTIONS

13.1 Users must comply with all signage, notices, and instructions displayed within the space.

13.2 Failure to do so may result in removal from the premises without refund.

14. SHARED ENVIRONMENT DISCLAIMER

14.1 As part of a shared building, noise or disruption from other occupants may occur.

14.2 Social. Studio. Space is not responsible for:

- Noise from neighbouring offices
- Building works
- Maintenance activities
- Disruptions outside of our control

14.3 No refunds will be issued due to shared-building disturbances.

15. STORAGE & DELIVERIES

15.1 Storage of items on site is not permitted unless agreed in advance.

15.2 Social. Studio. Space is not responsible for deliveries, post, or packages sent to the premises.

15.3 Any items left without permission may be removed or disposed of.

16. PARKING

16.1 Free parking is available where stated.

16.2 Parking spaces are limited and provided on a first come, first served basis.

16.3 Parking availability is not guaranteed and does not form part of your booking contract.

16.4 No refunds will be issued if you are unable to park on site.

16.5 Vehicles must only be parked in designated spaces and must not block access routes or neighbouring properties.

16.6 We are not responsible for:

- Damage to vehicles
- Theft from vehicles
- Loss of belongings left in vehicles
- Parking fines or enforcement action

Vehicles & Parking at Owner's Risk

16.7 All vehicles are parked entirely at the owner's risk.

16.8 Social. Studio. Space is not responsible for:

- Damage to vehicles
- Theft or loss from vehicles
- Damage caused by other users, visitors, or third parties
- Damage arising from use of shared or communal parking areas

16.9 As parking areas may be shared with other building occupants, Social. Studio. Space accepts no liability for incidents occurring within these areas.

17. PERSONAL BELONGINGS & LIABILITY

17.1 All personal belongings are brought onto the premises at your own risk.

17.2 We are not liable for:

- Loss or theft of personal items
- Damage to belongings
- Items left unattended or overnight

17.3 You are responsible for your own equipment, data, and materials at all times.

18. ACCIDENTS, HEALTH & SAFETY & LIABILITY

18.1 You use the space at your own risk.

18.2 Social. Studio. Space is not liable for:

- Personal injury

- Accidents
- Illness
- Loss or damage arising from use of the space

18.3 You are responsible for:

- Your own health and safety
- Conducting your own risk assessments where required
- Ensuring your activities are safe and appropriate

18.4 Any accidents, hazards, or incidents must be reported immediately.

18.5 First Aid – A first aid kit is provided on site. It is the responsibility of all users to familiarise themselves with the location of the first aid kit upon arrival. Social. Studio. Space is not responsible for the administration of first aid or medical assistance.

18.6 Fire Safety & Emergency Procedures - In the event of an emergency or fire alarm:

- Exit the building immediately via the stairs
- Proceed to the fire muster point located in the car park downstairs

It is the responsibility of the booker and all attendees to make themselves aware of emergency exits and procedures.

18.7 Liability - Use of the space is entirely at your own risk. Social. Studio. Space accepts no liability for injury, illness, or accidents occurring on the premises, except where required by law.

18.8 Please ensure you familiarise yourself with all aspects of this policy and read the information book located in the office on your arrival. It is the responsibility of the booker to do this.

19. BUSINESS INSURANCE & RESPONSIBILITY

19.1 You are solely responsible for your business activities while using the space.

19.2 You must ensure you have appropriate:

- Business insurance
- Public liability insurance (where applicable)
- Professional indemnity insurance (where applicable)

19.3 Social. Studio. Space accepts no responsibility for your business operations, clients, or outcomes.

20. DATA PROTECTION & GDPR

20.1 You are responsible for complying with all applicable data protection and GDPR regulations relating to your business.

20.2 Social. Studio. Space is not responsible for:

- How you collect, store, process, or handle personal data
- Any GDPR breaches relating to your business activities

20.3 Any data processed using your devices, systems, or paperwork is your responsibility alone.

21. PHOTOGRAPHY & SOCIAL MEDIA

21.1 From time to time, we may take photos or videos within the space for marketing and social media purposes.

21.2 By using the space, you acknowledge that:

- You may appear in background or working shots
- These images may be used on our website and social media

21.3 If you do not wish to appear in any imagery, please notify us in advance and we will do our best to accommodate this.

22. REFERRALS, ADDITIONAL SERVICES, SUPPORT & THIRD-PARTY PROVIDERS

22.1 We may recommend or refer you to third-party businesses or service providers.

22.2 Any engagement with third-party providers is entirely at your own discretion.

22.3 Social. Studio. Space is not responsible for:

- The quality of third-party services
- The outcome of any work
- Any disputes, agreements, or relationships formed

Any agreement is strictly between you and the third party.

Additional Services, On-Site Support & Third-Party Providers

22.4 Social. Studio. Space may from time to time:

- Offer on-site support services
- Promote, recommend, or refer external service providers
- Host services delivered by third-party businesses

22.5 Any additional or support services are provided independently of Social. Studio. Space, unless explicitly stated otherwise in writing.

22.6 Social. Studio. Space is not responsible or liable for:

- The quality of services provided by third parties
- Advice, guidance, or outcomes resulting from additional services
- Any loss, damage, or disputes arising from these services
- The conduct, actions, or omissions of external providers

22.7 Any agreement, payment, or working relationship formed with a third-party provider is strictly between you and that provider.

22.8 Social. Studio. Space does not guarantee results, outcomes, or suitability of any additional services offered or promoted.

22.9 No refunds, credits, or compensation will be issued by Social. Studio. Space for issues arising from additional or third-party services.

23. BEHAVIOUR

23.1 Users must behave in a professional, respectful, and lawful manner at all times.

23.2 Disruptive, unsafe, or inappropriate behaviour will not be tolerated.

23.3 We reserve the right to ask any user to leave immediately without refund if behaviour is deemed unacceptable.

24. ACCESS & SECURITY

24.1 Access details are provided prior to your booking.

24.2 Access information must not be shared with anyone else.

24.3 Misuse of access may result in immediate termination of your booking without refund.

25. SHARED BUILDING / NEIGHBOUR CONDUCT

25.1 Social. Studio. Space operates within a building shared with other businesses.

25.2 Users must not:

- Cause disturbance or nuisance to neighbouring offices
- Obstruct communal walkways, entrances, or shared facilities
- Use shared areas in a way that interferes with other occupants

25.3 Any behaviour that results in complaints from neighbouring businesses or building management may result in immediate termination of your booking without refund.

26. COMPLIANCE WITH BUILDING RULES

26.1 Users must comply with all building regulations, policies, and instructions issued by building management.

26.2 Social. Studio. Space is not responsible for restrictions imposed by building management.

26.3 Failure to comply may result in removal from the premises without refund.

27. INTERNET & WIFI

27.1 Wi-Fi access is provided as a complimentary service and is not guaranteed to be uninterrupted, error-free, or suitable for specific business needs.

27.2 Social. Studio. Space is not responsible for slow speeds, outages, or connectivity issues.

27.3 No refunds, credits, or compensation will be issued due to Wi-Fi issues.

27.4 Users are responsible for having their own backup internet if required.

28. FORCE MAJEURE & EVENTS OUTSIDE OUR CONTROL

28.1 Social. Studio. Space shall not be liable for any failure or delay in providing access to the space, facilities, or services where such failure or delay is caused by events outside of our reasonable control.

28.2 This includes, but is not limited to:

- Power outages or electrical failure
- Internet or telecommunications outages
- Building-wide issues or closures
- Fire alarms or emergency evacuations
- Flooding, severe weather, or natural events
- Actions or restrictions imposed by building management, landlords, or utility providers
- Acts of God, government action, strikes, or emergencies

28.3 In such circumstances, Social. Studio. Space will not be liable for:

- Loss of business or income
- Disruption to work or events
- Cancellation or interruption of bookings

28.4 No refunds, credits, or compensation will be issued for disruption or cancellation caused by events outside our reasonable control.

28.5 Where reasonably possible, Social. Studio. Space may offer an alternative date or solution at its discretion. This does not create an obligation to do so.

29. CANCELLATIONS & REFUNDS

29.1 Cancellation terms are displayed at the time of booking.

29.2 Bookings may be cancelled with more than 48 hours' notice prior to the booking start time.

29.3 Cancellations made more than 48 hours in advance will receive a full refund.

29.4 Cancellations made within 48 hours of the booking start time will not be refunded.

29.5 No refunds will be issued for:

- Late cancellations
- No-shows
- Parking availability
- Change of personal circumstances

29.6 In the event we need to cancel your booking, a full refund will be issued or an alternative date offered.

29.7 Social. Studio. Space will not be responsible for any subsequent loss of earnings in relation to cancellation of your booking.

PRIVATE EVENT HIRE/BESPOKE HIRE – CANCELLATION POLICY

29.8 Private event hire and bespoke hire bookings are non-refundable. By confirming a private hire booking, you accept that no refund will be issued in the event of cancellation, regardless of the notice given.

29.9 In the event of cancellation, Social. Studio. Space. will make reasonable efforts to re-let the slot. If the slot is successfully filled at the same or greater value, a refund of the amount recovered (minus any administrative costs and payment processing fees) will be issued at our discretion. This does not create an obligation to re-let, nor a guarantee of any refund.

29.10 Cancellation must be submitted in writing. A cancellation is not confirmed until acknowledged by Social. Studio. Space. in writing.

29.11 Social. Studio. Space. will not be responsible for any loss of earnings, ticket sales, supplier costs, or other expenses incurred by the organiser in connection with their event or its cancellation.

29.12 In the event that Social. Studio. Space must cancel a confirmed private hire booking, a full refund will be issued. No further compensation will be payable.

Amendments to Bookings

29.13 Bookings may be amended (for example, date or time changes) up to 48 hours before the booking start time, subject to availability.

29.14 Amendment requests made within 48 hours of the booking start time are not guaranteed and may be refused.

Exceptional Circumstances

29.15 If you experience exceptional or unforeseen circumstances, you must contact Social. Studio. Space as soon as possible.

29.16 Any refund, credit, or amendment offered due to exceptional circumstances is made entirely at our discretion and does not set a precedent for future bookings.

30. RIGHT TO REFUSE SERVICE

30.1 Social. Studio. Space reserves the right to refuse bookings or terminate access at its discretion.

30.2 This includes (but is not limited to):

- Breach of Terms & Conditions
 - Unsafe or disruptive behaviour
 - Risk to the space, people, or reputation
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31. CHANGES TO TERMS

31.1 We reserve the right to amend these Terms & Conditions at any time.

31.2 The version in place at the time of booking will apply.

32. GOVERNING LAW

32.1 These Terms & Conditions are governed by the laws of England and Wales.
