

## Room Rental – Process and agreement

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Whilst we're proud that Total Therapy Studios operates as a fully integrated clinic - with all of our team working together within one system - we also know that many local therapists practice on a part-time fashion, delivering their services across multiple locations. This means that instead of joining us as a full member of our team, they are looking for rooms to hire on a more flexible understanding.

This document contains information about how we work with therapists who would like to work in our Carfax premises with a regular booking or on an ad-hoc basis. It also contains information about our Associate Therapist programme, which a great way that we can support you through promotion.

### BASIC INFORMATION FOR ALL ROOM HIRE AT THE CARFAX

#### General terms of room hire at Total Therapy Studios

We're keen to work with as many people as possible, but are equally keen to ensure that a professional and appropriate environment is maintained and we all work as transparently as we can. With this in mind, here are the general terms of room hire for both regular or ad-hoc hirers.

- **All room hire – either ad-hoc or regular booking, is at the standard rate of £15 per hour. However if you're looking at renting a large number of hours (12 or more a week, for example) then concessions can be made.**
- Whilst we provide a broad range of therapies, it is important that services – and the people who provide them on our premises - are consistent with the Total Therapy Studios brand. Therefore we reserve the right to decide which services/therapies we provide through association. This may also be due to our strategy and intention around provision of some services within our direct management.
- The hirer has a responsibility for booking appointments, collecting payments from clients, and managing the client experience in line with our values.
- You are free to use couch roll, tissues, cleaning materials, tea/coffee/water etc. However, we do not provide a laundry service or other facilities. Please speak to us about any more specific services you might require.
- As we provide a meet and greet service for your clients, we require you to contact reception via email the night before your booked days to let us know your usage of the room the following day.
- The relationship is based around agreed services provision, and operating outside of this – in terms of delivery of different therapy modalities - may affect the ongoing relationship.
- This agreement is made with TTS Health Group Ltd the business, not the premises. Therefore in the event that TTS Health Group no longer trade or operate at either Denne Parade or Carfax, the agreement will be terminated.
- Expectation is that rooms are left clean and tidy, and as you would expect to find them.

## REGULAR RESERVED TIME SLOTS EVERY WEEK.

### Regular weekly room hire to deliver your therapies

The below applies if you would like to rent a room on a regular reserved basis, meaning that the room would be reserved for you at an agreed time every week. This would suit you if you have an existing or growing business and provides a professional treatment space and reception area for your clients.

- Minimum weekly hire is three hours. Anything below this falls into our 'ad hoc' room hire process outlined below.
- Minimum contract term will be three months, with a four week notice period of cancellation.
- Hire charge is will be payable in advance every month, with no discounts or compensations will be made for unused hours or holidays.
- Payment is to be made by bank transfer or standing order. An invoice will be provided at the start of each month and to be paid within seven days.
- The time slot will be allocated to you for your sole use, and will be blocked out on our system.
- Whilst we will endeavour to provide the same room every week, in the case of exceptional you may be in a different room. This will of course be appropriate for use by you, and we will endeavour to contact you around this if we can.
- The reception area should be manned during the time of your regular booking, however in the event of exceptional circumstances this may not be the case. Please note that keys to our facility are held in our key safe in Denne Parade. These should be returned to Denne Parade after use.

Naturally as we'll be reserving the room for your use, you don't need to use our online booking system to reserve the room. However, there may be circumstances where you may also book a room on an ad hoc basis in addition to your regular room hire. Therefore please take a look at the ad hoc room hire process below.

If you have a booking on a regular weekly basis with us, then you have the option to be included in our Associate Therapist programme free of charge. Please see below for details around this.

## AD HOC ROOM BOOKINGS

### A therapy room when you need it, on an ad hoc basis.

Booking one of our therapy rooms is perfect if you have clients to see for your own individual practice or business and require a professional therapy or clinic space on an ad hoc basis. This type of room hire is suitable for practitioners who are building up their business, or have irregular or flexible treatment times. This also suits therapists that only see a few clients a month.

- Minimum Room Rental is for one hour.
- Bookings for therapy rooms can be made up to one month in advance, and also with as little as 24 hours notice.

- Please leave 30 minutes between any room bookings, which will allow another therapist to vacate the room and time for you to prepare.
- Different therapy rooms can be booked, depending on your needs, details of which are available on our website.
- If the use of the room is during our normal reception hours, then please let us know the name of the client so our receptionists can provide appropriate welcome.
- All room bookings are managed by our online booking system. Whilst we don't offer full support on this, we'll show you how it all works, and help if we can. Details around this system will be provided.
- When a room is booked, you'll receive an email confirmation and an email reminder sent 24 hours before. Your clients will not receive automatic notification.
- At the end of each month, we will invoice you for any room hires that you have made. Payment should be within seven days via bank transfer.
- The reception area may be manned during the time of your room hire, however this may not always be the case. Please note that keys to our facility are held in our key safe in Denne Parade, and these should be returned to Denne Parade after use.
- If you cancel the booking with less than 24 hours, the full cost of the rental will be charged.
- Cancellation charges will not apply for hourly rentals with more than 24 hours notice.

#### WORKING WITH US BY ASSOCIATION

### Our Associate Therapist Programme

Naturally we want anyone who works in our premises to be successful, and therefore if you use Total Therapy Studios as a base we are also keen to provide the opportunity to be promoted by us as an Associate Therapist.

For a nominal fee every month of just £15, we will:

- Feature you on our website as an Associate Therapist. This means that clients who visit our website will see that it is a service provided, and will have access to your contact details so that they can speak to you to find out how you can help. You will be featured in the therapy section, with phone number, email address, web address, social links as appropriate. You will also feature in the team section as an Associate Therapist.
- Recommend you as appropriate if clients ask about your services.
- Engage with you on social media as appropriate and in line with our overall strategy. This could look like sharing, commenting, posting etc.

The cost of this will be charged on a monthly basis, and should be paid by bank transfer within seven days.

As above, this offer to be included as an Associate Therapist is available free of charge to those therapists who rent a room with us on a regular basis. Please speak to us if you'd like to be included.

## STUDIO HIRE

### Two multi-purpose spaces for hire across our two sites in Horsham.

Booking one of our studio spaces is ideal if you'd like to hold your own event or group session at our facility. Of course, if you'd like to work in partnership with us co-hosting an event, then please drop us a line as we have a different profile and agreement for this.

As hiring the studio space will generally be for one-off events, please contact us to discuss specific requirements. It is also important that events held are in line with our standing as a clinical facility, and therefore we reserve the right to decide if an event is appropriate.

#### General Terms

- **Studio hire is at a rate of £20 per hour in Carfax, or £30 per hour in the Denne Parade.**
- Studio booking can be made up to one year in advance.
- All studio hire bookings are made under the understanding that Total Therapy Studios have no responsibility for bookings or payments for your event or clients. Events or therapy business must therefore be advertised with your own contact and business details. However, please let us know these details so we can respond to client enquiries appropriately.
- We'll confirm your booking within 72 hours of it being made.
- In the event that the hirer is using either facility outside of opening and manned reception hours the hirer is to make themselves familiar with the health and safety regulations and fire policy for their relevant location and must inform all attendees of these at the start of their hire.
- Keysafe instructions for Denne Parade will be provided on a confirmation email or by text.
- Keys for Carfax for one off studio events will be given to the hirer where required and should be posted through the letterbox after use.
- Hirers must not exceed the numbers stated on their booking form.
- All hirers must have the relevant qualifications and professional liability insurance for their activities. These will need to be provided on request where relevant.
- All Hirers are required to tidy up and clean where appropriate after their hire. All equipment must be returned as found or a charge may be levied.
- TTS Health Group Ltd reserves the right to refuse hire where activities are deemed unsuitable for the nature of the premises.

#### How to book

- If you'd like to make a booking to use the studio then please contact Sarah via email - [sdm@totaltherapistudios.co.uk](mailto:sdm@totaltherapistudios.co.uk). Please include requested date and time, along with detailed information about the session you would like to deliver.