

SÓPERS HOUSE LIMITED

TERMS & CONDITIONS

June 2026

Sópers House Limited

Media House

Sopers Road

Cuffley

EN6 4RY

Website: www.sopershouse.co.uk

Telephone: 01707 954 700

**SÓPERS
HOUSE.**

The Terms & Conditions set out below apply to all Members, Visitors and Tenants of Sopers House, by entering the Premises, occupying office space, using any Facilities, making a class booking, or day pass, holding any form of Membership, or otherwise accessing Sopers House Limited, you confirm that you have read, understood and agree to be bound by these Terms & Conditions.

Published Date: June 2026

1. Definitions

In these Terms & Conditions, unless the context otherwise requires:

Premises means Sopers House Limited at Sopers Road, Cuffley, Hertfordshire, EN6 4RY, including all internal and external areas under the Company's control.

Terms means these Terms & Conditions of Use and Membership, as amended from time to time

Company, we, us or our means Sopers House or in Sopers House Limited.

Facilities means all areas, services and amenities made available by Sopers House Limited, including but not limited to the gym, spa, studios, classes, co-working areas, café, reception areas, parking areas and any other communal or bookable spaces.

Lease means a formal signed Lease granted by Sopers House Limited to a company or similar entity who is permanently based in the Premises

Access Device means any fob, pass, wristband, digital access credential or other device or method used to gain entry to or exit from Sopers House or any part of it.

Member means any person holding a current membership, pass, package, class pack or other paid or authorised right to use any part of the Facilities.

Membership means any rolling monthly membership, unlimited membership, off-peak membership, gym membership, spa membership, class membership, co-working membership or other recurring arrangement offered by Sopers House.

Guest means any person attending Sopers House at the invitation of a Member, tenant or other authorised user, whether or not a fee is payable.

Visitor means any non-member or temporary attendee, including office guests, suppliers, day pass holders and guests (see above).

Booking System means the official Sópers House booking platform or application, where applicable, through which classes, services, memberships or facilities may be booked or managed.

Class means any studio class, gym class, wellness class, reformer pilates class, spinning class or other instructor-led session offered by Sópers House.

Class Credit means a credit allocated to a Member under a membership, package or class pack which may be redeemed against eligible Classes.

Class Pack Member means a person who purchases a fixed number of Class Credits rather than an unlimited membership.

Co-Working Member means a person authorised by Sópers House to use the co-working facilities.

Mind & Body means the payment and/or booking platform used by Sópers House for processing membership payments and managing bookings.

Off-Peak Membership means a membership restricted to specified times of use as set out in these Terms.

Spa Band or Wristband means the band issued by Sópers House for spa access and identification.

Unlimited Member means a Member whose Membership permits attendance at unlimited eligible Classes during the relevant membership month, subject to these Terms.

2. Membership Terms

2.1 Monthly Membership payments are taken automatically through Mind & Body using the debit or credit card nominated by the Member.

2.2 It is the Member's responsibility to ensure that payment details remain valid and up to date, including where a debit or credit card is due to expire.

2.3 If any Membership payment remains unpaid for more than 30 days, the Company may cancel the Membership and cancel any sessions or bookings attached to that Membership.

2.4 Monthly payments are taken in respect of the following month.

2.5 Sópers House reserves the right to increase Membership fees. Notice of any price increase will be given in writing, including by email.

2.6 Memberships are rolling monthly unless expressly stated otherwise.

2.7 All memberships require a minimum of one full month's written notice, aligned with the next payment date, to terminate.

2.8 Notice of termination must be submitted by email to memberships@sopershouse.co.uk

2.9 Cancellations are not processed mid-cycle.

2.10 Membership fees already paid are non-refundable. Where notice has been validly given after a payment has been taken, the Member may continue to use the relevant Membership benefits until the end of the paid period, subject to these Terms.

2.11 Memberships are personal to the Member and are not transferable.

2.12 The Company reserves the right to suspend or terminate a Membership, and associated booking rights, where in its reasonable opinion:

The Member is in breach of these Terms;

The Member's conduct creates a health and safety risk;

The Member's physical or mental condition makes participation unsafe for that Member or others; or continued access is otherwise inappropriate or unsafe.

2.13 All memberships are personal to the Member and are non-transferable. Memberships may not be shared, assigned, sold, lent, or otherwise used by any other person. Any unauthorised use of a membership by a third party may result in suspension or termination of the membership without refund.

3. Application of these Terms

3.1 These Terms apply to all individuals accessing or using Sopers House, including but not limited to: office tenants and their staff; Members, including co-working, gym, spa and class members; Visitors, including office visitors and daily guest pass holders.

3.2 These Terms apply in addition to any specific membership plan, package terms, booking conditions, induction rules or club rules issued by Sopers House from time to time.

3.3 Sopers House reserves the right to amend or update these Terms at any time. Continued use of the Premises or Facilities after any amendment constitutes acceptance of the updated Terms.

4. General Access and Compliance

4.1 All users of Sópers House must comply with these Terms at all times.

4.2 Every Member and Visitor must tap in and tap out individually on each entry and exit, even when arriving or leaving as part of a group.

4.3 Compliance with access control procedures is a condition of entry and continued use of the Facilities.

4.4 Failure to comply with these Terms may result in refusal of entry, suspension, termination of Membership, removal from the Premises, or other action considered appropriate by the Company.

5. Access Control

5.1 Strict access control procedures are in place for security, compliance, health and safety, and operational management.

5.2 All individuals must tap in on entry and tap out on exit of every relevant area within the building, including but not limited to visitor areas, office areas, gym, spa and co-working spaces.

5.3 When leaving the building, all users must ensure that they are fully signed out of the system by tapping out at reception or at the rear door, where applicable.

5.4 The reception team may contact Members or Visitors where tap out procedures have not been properly completed.

5.5 Failure to comply with tap in / tap out requirements may result in suspension or termination of access or Membership.

6. Visitors

6.1 All Visitors must report to reception immediately upon arrival.

6.2 Visitors must sign in on arrival and sign out on departure, whether by sign-in book, tap in / tap out procedure, or such other process as reception may direct.

6.3 Co-workers and office visitors are subject to the same sign-in, sign-out and access control requirements as other Visitors.

6.4 Failure to comply with visitor procedures may result in refusal of entry or removal from the Premises.

7. Gym and Spa Access

7.1 Visitors to the gym and spa must also tap in and tap out at reception and must purchase any required day pass before using the Facilities.

7.2 Spa users will be issued with a Spa Band or Wristband, which must be worn at all times whilst using the spa facilities.

7.3 The Spa Band or Wristband must be securely attached to the wrist or ankle and must remain clearly visible at all times whilst using the spa facilities.

7.4 Spa Bands or Wristbands must be returned to reception upon leaving, and the user must complete the tap out procedure at reception or the rear door, where applicable.

7.5 Towels are issued at reception for use within the spa facilities only. All towels must be returned to reception immediately upon completion of spa use and prior to leaving the Premises.

7.6 Failure to return a towel issued by Sopers House may result in a charge of £10 per towel being applied to the Member, Tenant, or Visitor responsible for the towel.

7.7 Sopers House reserves the right to recover the cost of any unreturned towels and to suspend access to the Facilities where repeated failures to return towels occur.

7.8 Failure to wear, display or return a Spa Band or Wristband may result in denied access and/or a replacement charge of £10.

8. Guest Policy

8.1 Members are responsible for ensuring that all Guests are properly registered and paid for where applicable.

8.2 If unpaid Guests are found using the Facilities, any discounted rate shall not apply and the full applicable price will be charged.

8.3 Any Member found allowing unpaid or unauthorised Guests to access the Facilities may have their Membership revoked immediately and without refund.

8.4 Members are responsible for the conduct of their Guests whilst on the Premises.

9. Membership Freeze/Suspension

9.1 Memberships may be frozen for a minimum period of 1 month and a maximum period of 2 months.

9.2 During any period of suspension or freeze, the Member will not be entitled to book or attend Classes or otherwise use the suspended Membership benefits.

9.3 If a Member wishes to cease Membership beyond the maximum freeze period, the termination provisions in clause 8 shall apply.

10. Class Bookings, Attendance and Packs

10.1 All Classes must be pre-booked through the official Booking System.

10.2 Classes may also be cancelled through the Booking System. Members may contact reception or the membership support team, but the Company does not guarantee response times for email correspondence.

10.3 Relevant contact email addresses are:
reception@sopershouse.co.uk or memberships@sopershouse.co.uk

10.4 Class places are allocated on a first come, first served basis.

10.5 Members may book Classes up to one month in advance.

10.6 A waitlist may operate for fully booked Classes. Where a place becomes available, the Member may be automatically added to the Class and notified by email.

10.7 A minimum of 6 hours' notice is required to cancel a Class booking.

10.8 If a Member cancels late or fails to attend: Unlimited Members will be charged £10; and Class Pack Members will lose the relevant Class Credit.

10.9 Credits and pack limits must not be exceeded. Additional bookings beyond the applicable entitlement may incur a charge of £20 per Class.

10.10 Introductory offers and fixed packs expire in accordance with the terms applicable to that offer or pack.

10.11 Teachers or staff may refuse entry to any person arriving 5 minutes or more after the scheduled start time, including for health and safety reasons and where the warm-up has been missed.

10.12 Once a Class has started, additional participants may not be permitted to enter or join.

10.13 Members must wear appropriate clothing and equipment for the relevant Class. In particular: socks must be worn for Reformer Pilates.

11. Class Credits

11.1 Class Credits allocated as part of a Membership or package expire 12 months from the start date of the relevant contract or package, unless otherwise stated.

11.2 Class Credits must be used before their expiry date and cannot be redeemed after expiry.

11.3 Class Credits are personal to the Member and may not be shared, transferred or sold.

12. Unlimited Membership Terms

12.1 An Unlimited Membership permits the Member to attend unlimited eligible Classes each month, subject to availability and these Terms.

12.2 Unlimited Memberships are personal to the Member and may not be shared.

12.3 A Member may terminate an Unlimited Membership in accordance with clause 8 and may continue attending Classes until the end of the paid membership period.

12.4 If an Unlimited Member late cancels more than 5 Classes in any one month, Sopers House reserves the right to terminate or suspend that Membership.

12.5 If an Unlimited Member late cancels or no-shows within the cancellation period, the £10 late cancellation charge in clause 10.8 shall apply.

13. Off-Peak Memberships

13.1 Off-Peak Membership access is restricted to: after 6.00 pm Monday to Friday, save that 5.00 pm classes on Fridays are permitted; and all day on Saturdays and Sundays.

13.2 Any Class booked or attended outside the permitted Off-Peak times will incur a charge of £20 per Class.

14. Lease Memberships

14.1 Any Member who has the right to use the Sopers House facilities under the terms of a Lease (known as a 'Lease Member') granted to a Tenant in the building, must adhere to any terms governing membership, as set out in the Lease.

14.2 A Lease Members membership will only remain valid on the following:
They remain employed by the Tenant; The Tenant observes the limitation on Lease Members which is determined. They comply fully, at all terms with these terms and conditions.

14.3 Sopers House Limited reserves the right to reduce Lease Membership for reasons of, but not limited to, fire safety and expeditious and efficient use of the Premises, as determined in its sole discretion.

14.4 Each office within the Premises shall be allocated a number of gym Membership entitlements based on the SqFt or type of the office space occupied. The specific allocation applicable to each Tenant shall be set out in the relevant Lease agreement.

14.5 Where a Tenant requires gym access for additional staff beyond the allocated entitlement, additional Memberships may be purchased for eligible employees at a discounted rate, as determined by Sopers House from time to time. Any applicable discounting structure and eligibility criteria shall be set out in the relevant Lease,

14.6 All gym Membership allocations, entitlements, and any additional purchase options are subject to the terms of the Tenant's Lease, which shall take precedence in the event of any inconsistency with these Terms & Conditions.

14. Co-Working Space Etiquette

14.1 The co-working environment is not designated as a quiet space; however, all users must maintain a respectful and professional working atmosphere.

14.2 Members must be considerate of others when taking telephone or virtual calls and must keep noise levels to a reasonable minimum.

14.3 All co-workers must behave respectfully and avoid conduct likely to cause disruption to others.

15. Health and Safety

15.1 All use of the Facilities and participation in activities is at the user's own risk.

15.2 Users must ensure that they are medically fit and able to undertake any activity they choose to participate in.

15.3 Staff may refuse access to any Facility or activity where there is a health or safety concern.

15.4 Users must comply with all health and safety instructions, signage, induction requirements and reasonable directions given by staff.

16. Conduct and Behaviour

16.1 All users must behave respectfully towards staff, Members, Visitors and other users of the Premises.

16.2 Any improper, disorderly, abusive, unsafe or disruptive behaviour may result in suspension, termination, removal from the Premises or refusal of future access.

16.3 Failure to comply with access control rules, guest rules, booking rules, conduct standards or other provisions of these Terms may result in suspension or termination without refund.

17. Data Protection

17.1 Sopers House Limited processes personal data in accordance with applicable UK data protection legislation, including the UK GDPR and the Data Protection Act 2018.

17.2 Personal data collected may include, without limitation:
name; contact details; membership photograph; access records, including tap in / tap out logs; booking history; membership payment details; and CCTV footage.

17.3 Personal data is used for: Security and access control; health and safety compliance; and membership and facility management.

17.4 By using the Facilities, you acknowledge and agree that such personal data may be collected and processed for those purposes.

17.5 Personal data will be stored securely and retained only for as long as reasonably necessary for legal, regulatory and operational purposes.

17.6 Personal data will not be passed to third party organisations except where required by law or where reasonably necessary for the operation of the services.

18. Parking

18.1 Parking is not guaranteed.

18.2 Vehicles must be registered where required.

18.3 A 3-hour parking restriction applies in the front car park between 6.00 am and 6.00 pm Monday to Friday, including bank holidays.

18.4 Vehicle registration numbers must be entered on the iPad at reception.

18.5 No parking restrictions apply at weekends unless otherwise notified.

18.6 Sopers House is not responsible for parking fines, charges or penalties issued by third parties.

18.7 All vehicles are left at the owner's risk.

Liability & Lost Property

19.1 Users are responsible for their own property at all times whilst on the Premises or using the Facilities.

19.2 Sopers House Limited accepts no responsibility for any personal belongings that are lost, stolen, misplaced or damaged whilst on the Premises or whilst using the Facilities

19.3 Any property found within the Premises may be handed to Reception

19.4 Lost property will be retained for a maximum period of 7 days from the date on which it is handed to Reception, unless the Company determines that a longer retention period is appropriate.

19.5 Perishable items, food, beverages, toiletries, water bottles, underwear, swimwear and other hygiene-related items may be disposed of immediately or after a shorter period at the Company's discretion.

19.6 Items not claimed within the retention period may be donated to charity, recycled, disposed of, or otherwise dealt with at the Company's discretion without further notice.

20. Age Restrictions

20.1 Access to the gym and spa facilities is strictly limited to individuals aged 18 years and over.

20.2 Access to co-working spaces and Classes is permitted for individuals aged 16 years and over, provided that where required by Sopers House they are accompanied by a responsible adult.

20.3 Sopers House reserves the right to request valid proof of age and to refuse access where age requirements are not met.

20.4 Please refer to paragraph 26 for The Terrace & Brasserie age restrictions
Photo & Video Notice

21.1 Please note that photographs and video recordings may be taken at Sopers House for promotional and marketing purposes, including use on our website and social media platforms such as Facebook, Instagram, TikTok, and LinkedIn.

21.2 By attending Sopers House, you acknowledge and consent to the capture and use of your image, likeness, and/or voice in such materials without compensation.

21.3 You further agree that Sopers House may use, reproduce, publish, and display such content for promotional purposes and waive any claims arising from or in connection with such use.

22. Meeting Room & Auditorium Hire

22.1 Meeting room and auditorium hire may be booked via the Sopers House website or by contacting Reception.

22.2 All bookings are subject to availability and shall only be confirmed upon receipt of full payment.

22.3 Cancellations made 48 hours or more before the booking time shall be entitled to a full refund or account credit.

22.4 Cancellations made less than 48 hours before the booking time shall be non-refundable.

22.5 All guests attending meeting room or auditorium bookings must sign in at Reception upon arrival.

22.6 External food, beverages, catering providers, or third-party suppliers are strictly prohibited unless authorised in writing by Sopers House.

23. Spa Rules & Usage

23.1 Spa opening and closing times are published on the Sópers House website, Routine maintenance carried out during Xmas and new year which will result in the Spa area being closed to all members and visitors – (exact dates communicated via emailed).

23.2 All users must shower before entering the swimming pool, plunge pool, sauna, or steam room.

23.3 Diving is strictly prohibited within the swimming pool.

23.4 Sópers House reserves the right to use the pool and spa facilities for classes, organised activities, maintenance, or operational purposes. Where reasonably practicable, advance notice will be provided.

23.5 All users must comply with any spa rules, signage, safety notices, and instructions displayed throughout the Premises.

23.6 The use of snorkels, fins, inflatables, floats, or similar equipment within the pool area is prohibited unless authorised by Sópers House.

23.7 Shaving, exfoliating, or the use of oils, lotions, or similar products within the spa facilities is prohibited.

23.8 Access to the spa facilities is restricted to persons aged 18 years and over unless participating in an authorised activity supervised by an instructor, lifeguard, or responsible adult approved by Sópers House.

23.9 Phones are not permitted in the Spa area

23.10 Users must adhere to any recommended time limits for sauna, steam room, and cold plunge usage.

23.11 Individuals with any medical condition that may be adversely affected by heat, steam, or cold-water immersion should consult a medical professional before using the facilities.

23.12 Glass containers are strictly prohibited within all spa areas. Drinks may only be brought into the spa in suitable non-glass containers.

23.13 Appropriate spa footwear, including flip-flops or sliders, is strongly recommended whilst using the spa facilities.

23.14 Towels provided by Sópers House remain the property of Sópers House and must be returned after use. Failure to return towels may result in charges, suspension of access, or termination of membership.

23.15 Lockers are provided for convenience only and are used entirely at the owner's risk.

23.16 Running within the spa area is prohibited due to wet surfaces and associated health and safety risks.

24. Gym Rules & Conduct

24.1 Members must conduct themselves in a safe, respectful, and considerate manner at all times.

24.2 Abusive, threatening, intimidating, discriminatory, offensive, disruptive, or otherwise inappropriate behaviour will not be tolerated.

24.3 Members must comply with all reasonable instructions issued by Sópers House staff, contractors, or representatives.

24.4 Appropriate fitness attire must be worn at all times whilst using the gym facilities.

24.5 Members must wear suitable upper-body clothing whilst within gym and training areas.

24.6 Suitable athletic footwear must be worn unless otherwise authorised by Sópers House.

24.7 Members are responsible for ensuring they are medically fit to undertake physical activity.

24.8 Members must exercise within their own physical capabilities and use equipment safely.

24.9 Members must use a towel during workouts and wipe down equipment after using the cleaning products provided.

24.10 Members must maintain appropriate personal hygiene standards whilst using the Facilities.

24.11 Any accident, injury, illness, damaged equipment, or unsafe condition must be reported to a member of staff immediately.

24.12 Equipment must only be used for its intended purpose and in accordance with any instructions provided.

24.13 All weights, bars, dumbbells, attachments, mats, and accessories must be returned to their designated storage areas immediately after use.

24.14 Equipment must not be deliberately dropped, misused, damaged, or subjected to excessive impact except where specifically permitted.

24.15 Members must not reserve or monopolise equipment whilst using other areas of the gym.

24.16 Sopers House reserves the right to restrict access to any equipment where considered necessary for health, safety, maintenance, or operational reasons.

24.17 Mobile phones may be used provided they do not disturb other users.

24.18 Photography, filming, live streaming, or recording must not infringe the privacy, comfort, or safety of other members, visitors, or staff.

24.19 Sopers House reserves the right to require any individual to cease recording activities or delete content where it reasonably believes that the privacy, safety, or wellbeing of others has been compromised.

24.20 The Flex Gym at Sopers House may operate on an unmanned basis at certain times. All members and guests using the gym do so at their own risk and are responsible for their personal safety, wellbeing, conduct, and belongings at all times.

24.21 In the event of an emergency, users should utilise the emergency phone located by the main gym entrance and contact the emergency services where appropriate. Any accidents, injuries, or incidents must be reported to Reception as soon as possible and recorded in the Accident Book. First aid kits are available at Reception and adjacent to the emergency phone within the gym.

24.22 Sopers House accepts no liability for any injury, loss, damage, or theft arising from or in connection with use of the gym facilities, except where such liability cannot be excluded by law.

26. The Terrace Restaurant & Brasserie – Restaurant Hire (Group Bookings, Dining & Events)

26.1 A £2,000 deposit is required for all private hire bookings.

26.2 The deposit shall be treated as a pre-payment and shall be redeemable against the final food and beverage bill on the day of hire.

26.3 The Terrace Restaurant & Brasserie cancellation policy applies (see Clause 26.4).

26.4 Cancellations

26.4.1 Cancellations made 10 or more days prior to the booking date shall be entitled to a 100% refund of the deposit.

26.4.2 Cancellations made between 5 and 9 days prior to the booking date shall be entitled

to a 50% refund of the deposit.

26.4.3 Cancellations made less than 5 days prior to the booking date, or failure to attend, shall result in the deposit being forfeited in full.

26.5 Events, Risk Assessment & Acceptance

26.5.1 Certain bookings and events may be subject to a risk assessment and operational review depending on their size, nature, or requirements.

26.5.2 Sopers House reserves the right to refuse, amend, or cancel any booking where it reasonably considers this necessary for health and safety, operational capacity, or venue suitability.

26.5.3 All bookings and events shall be subject to final approval by Sopers House management.

26.5.4 By confirming a booking, the organiser agrees to comply with all applicable venue rules, policies, and operational requirements.

26.6 Timing & Punctuality

26.6.1 All bookings shall be adhered to strictly at the agreed reservation time.

26.6.2 Sopers House reserves the right to reduce, shorten, or cancel bookings where significant delay occurs, particularly where this impacts other reservations or venue operations.

26.6.3 No extension of booking time shall be guaranteed in the event of late arrival.

26.7 Catering

26.7.1 External catering shall be strictly prohibited.

26.7.2 All food and beverage services shall be provided exclusively by Sopers House or its authorised suppliers.

27 Sopers House Application

27.1 Membership may include a discount in Sopers House Food and Beverages departments, when ordered via the Sopers House app which can be downloaded via relevant application stores. Sopers House App subject to exclusions and any promotional conditions in force. Sopers House reserves the rights to add/or remove any discounts at any time.

28 General

28.1 Users shall comply with all applicable Sopers House rules, policies, booking conditions, induction requirements, and published terms.

28.2 Where there is any inconsistency between these Terms and any specific membership, package, or promotional terms, Sopers House shall determine which terms shall apply, except where overridden by mandatory law.

28.3 If any provision of these Terms is found to be invalid or unenforceable, the remaining provisions shall continue in full force and effect.

28.4 No failure or delay by Sopers House in exercising any right or enforcing any provision shall constitute a waiver of such right or provision.

28.5 These Terms shall be governed by and construed in accordance with the law of England and Wales, and the courts of England and Wales shall have exclusive jurisdiction.

I/We agree to the above Terms & Conditions.

Signature

Name:.....

Date:...../...../.....