YOUR EXECUTIVE SUITE

Terms & Conditions, *Privacy Policy & Booking Information*

Version: 1.1
Effective Date: 30.09.2026

1. BUSINESS INFORMATION

Business Name:

Your Executive Suite is a trading name of Infinite IT Solutions Limited.

Registered Address:

Suite 2, The Stables
6 Church Street
St Neots, PE19 2BU

Email Address:

hello@yourexecutivesuite.co.uk

Phone:

01480 584179

Website:

www.yourexecutivesuite.co.uk

2. ABOUT YOUR EXECUTIVE SUITE

Your Executive Suite provides a premium shared meeting and workspace for remote working, co-working, business meetings, client consultations and other professional uses.

The suite is designed to offer a comfortable, professional environment for individuals and organisations requiring flexible workspace in the centre of St Neots.

3. BOOKING TERMS

Memberships and bookings are made through our website using the Amelia booking platform. Full payment is required at the time of purchasing a membership.

Available Membership Options

- FLEX - £75 + VAT - 20 hours of shared access per one-month membership period.
- ACCESS - £150 + VAT - 60 hours of shared access per one-month membership period.

Memberships do not renew automatically. Customers wishing to continue after the membership expires must purchase a new membership.

Members may book their included hours progressively during the membership period using the Amelia Customer Panel. All bookings are subject to availability.

Unused hours expire at the end of the membership period and do not roll over.

Where additional hours are required during an active membership, up to 5 additional hours may be purchased at £8 + VAT per hour. Additional hours must be used within the same membership period and do not roll over.

A membership is not confirmed until payment has been successfully received. Upon confirmation, a confirmation email will be issued.

4. CANCELLATION & REFUND POLICY

Memberships provide a fixed allowance of hours for a one-month period. Unused included hours and unused additional hours are not refundable and expire at the end of the membership period.

Members should cancel or amend individual bookings through the Amelia Customer Panel as early as possible if they are unable to attend.

Venue Cancellation

In the unlikely event that Your Executive Suite is unable to provide a confirmed booked period, the affected hours will be returned to the member's available allowance where possible, or an alternative booking will be offered.

5. PERMITTED USE

The suite may be used for:

- Business meetings
- Client consultations
- Interviews
- Remote working
- Co-working
- Other professional uses compatible with a shared workspace

All activities must be lawful and professional in nature. Training sessions, workshops, networking events, presentations or other uses requiring exclusive occupation must be agreed separately with Your Executive Suite in advance.

6. CAPACITY

FLEX and ACCESS memberships provide shared access and do not provide exclusive use of the suite.

Up to three members may be booked into the suite at the same time. When fully booked, a member may therefore share the room with two other members. Members should expect normal working activity, including reasonable conversation, telephone or video calls and movement around the suite.

Where exclusive or private use is required, members must contact Your Executive Suite directly to arrange the booking. Exclusive bookings are subject to separate availability and charges.

7. FOOD & REFRESHMENTS

Guests are welcome to bring their own food and refreshments. The suite includes access to refreshment facilities.

Guests are expected to leave the space clean and tidy following use.

8. ALCOHOL POLICY

Alcohol is not permitted within the suite at any time without prior written approval.

Any unauthorised alcohol consumption may result in immediate termination of the booking without refund.

9. CHILDREN

Children are permitted within the suite when accompanied and supervised by a responsible adult at all times. The booking holder accepts full responsibility for the safety and behaviour of any children attending.

10. DAMAGE, CLEANING & MISSING EQUIPMENT

The booking holder is responsible for:

- Damage to furniture
- Damage to equipment
- Damage to fixtures and fittings
- Missing items
- Excessive cleaning requirements

Where damage occurs, Your Executive Suite reserves the right to recover reasonable repair, replacement or cleaning costs. Photographic evidence may be retained where required.

11. HEALTH & SAFETY

Guests must:

- Follow all health and safety instructions
- Keep fire exits clear
- Report hazards immediately
- Use equipment responsibly

Any unsafe behaviour may result in the booking being terminated.

12. CCTV POLICY

CCTV operates throughout the suite, shared hallways and external areas. It is used for:

- Crime prevention and security
- Health and safety
- Protection of property
- Investigation of incidents

Images may be shared with law enforcement authorities where legally required.

13. LOST PROPERTY

Items left behind following a booking will be retained for a reasonable period where practical. Your Executive Suite accepts no liability for lost or stolen items.

14. LIMITATION OF LIABILITY

To the maximum extent permitted by law, Your Executive Suite shall not be liable for:

- Loss of profits
- Loss of business
- Loss of data
- Indirect or consequential losses

Nothing in these terms limits liability where such limitation is prohibited by law.

15. FORCE MAJEURE

Your Executive Suite shall not be liable for any failure to fulfil its obligations due to circumstances beyond its reasonable control, including severe weather, utility failures, government restrictions, natural disasters, acts of terrorism, or public health emergencies.

16. CHECK-IN & CHECK-OUT TIMES

Bookings begin and end at the times specified at the point of reservation. Guests are asked to vacate the suite promptly at the end of their booked period.

Early Arrival

Early access cannot be guaranteed and will be offered at our discretion. Please contact us in advance if early arrival is required.

Overstay

Where a booking overruns without prior agreement, the additional time must be deducted from the member's available membership hours where possible. If the included allowance has been used, additional hours may be purchased in accordance with Section 3, subject to availability and the 5-hour maximum. Repeated or significant overstays may result in future bookings being declined.

17. ACCESS & KEY POLICY

Access arrangements will be confirmed at the time of or in advance of the booking.

Access credentials, codes, or keys are for the sole use of the named booking holder and must not be shared with unauthorised third parties.

In the event that access credentials are lost, compromised, or shared without authorisation, Your Executive Suite reserves the right to change access arrangements at its discretion. Any reasonable costs may be recovered from the booking holder.

The booking holder is responsible for ensuring the suite is properly secured upon departure.

18. NOISE & CONDUCT POLICY

Your Executive Suite is a shared workspace within a shared building. Guests are expected to be considerate of other members and neighbouring occupants at all times.

The following are required of all guests:

- Maintain a reasonable noise level within the suite and in shared areas
- Avoid loud music, raised voices, or disruptive behaviour
- Keep shared areas tidy and free from obstruction
- Treat other members, the building and its facilities with respect

Your Executive Suite reserves the right to terminate a booking without refund where guests are found to be acting in a manner that is disruptive or causing disturbance to others.

19. RIGHT OF ENTRY

Whilst Your Executive Suite respects the privacy of all bookings, we reserve the right for authorised staff or representatives to enter the suite during a booking in the following circumstances:

- In the event of a fire, medical emergency, or other urgent safety concern
- Where there is reasonable belief that damage to the property is occurring
- Where there is reasonable belief that the suite is being used in breach of these Terms
- To carry out essential maintenance where prior notice has been given where practicable

In non-emergency situations, reasonable notice will be given before entry.

20. EQUIPMENT & TECHNOLOGY

Where the suite is equipped with audio-visual equipment, screens, presentation technology, or other facilities, guests are welcome to use these during their booking.

Guests must:

- Use all equipment responsibly and in accordance with any instructions provided
- Not tamper with, reconfigure, or attempt to repair any equipment
- Report any equipment faults or damage immediately

Wi-Fi access is provided as a courtesy. Your Executive Suite does not guarantee any specific speed, availability, or continuity of the internet connection. We accept no liability for loss or inconvenience caused by Wi-Fi interruption or failure. Wi-Fi must not be used for unlawful purposes, including the downloading or distribution of illegal content.

The booking holder accepts responsibility for any damage caused to equipment during their booking. Costs for repair or replacement may be recovered in accordance with Section 10.

21. PARKING

Parking is available free of charge for members using the suite, subject to availability. Members must park considerately and follow any parking instructions provided by Your Executive Suite. Additional or dedicated parking cannot be guaranteed.

22. PHOTOGRAPHY & FILMING

Guests are permitted to photograph or film within the suite for their own personal or business records, provided this does not interfere with or capture other members without their permission.

Any photography or filming intended for commercial use, social media publication, or marketing purposes must be agreed with Your Executive Suite in advance.

Your Executive Suite may occasionally photograph or film the space for marketing purposes. We will not photograph or film identifiable guests without prior consent.

23. DISPUTE RESOLUTION

In the event of a dispute or complaint, we ask that guests contact us in the first instance using the contact details provided. We will endeavour to resolve all concerns promptly and fairly.

Where a resolution cannot be reached directly, the parties may agree to refer the matter to a recognised mediator before pursuing formal legal action. Nothing in this clause restricts either party's right to seek urgent injunctive relief from a court where necessary.

24. WEBSITE TERMS OF USE

By using our website, you agree not to:

- Attempt unauthorised access to systems
- Introduce malicious software
- Interfere with website operation
- Use content without permission

25. INTELLECTUAL PROPERTY

All branding, logos, website content and marketing materials belonging to Your Executive Suite remain the property of Your Executive Suite unless otherwise stated.

26. ACCESSIBILITY STATEMENT

We aim to make our venue and website accessible to all users wherever reasonably practicable.

27. INFORMATION WE COLLECT

We collect the following information solely for the purpose of managing memberships, bookings and providing our services:

- Name
- Email address
- Telephone number
- Billing information
- Membership and booking information

28. HOW WE USE YOUR INFORMATION

Your information may be used to:

- Process memberships, bookings and payments
- Communicate regarding memberships and bookings
- Respond to enquiries
- Meet legal and accounting obligations

We do not sell personal information.

29. PAYMENT PROCESSING

Payments are securely processed by Stripe. Your Executive Suite does not store full payment card information on its systems. For further information, please refer to Stripe's Privacy Policy.

30. BOOKING PLATFORM

Memberships and bookings are managed using Amelia Booking. Information entered during the membership, booking or Customer Panel process may be processed and stored within the Amelia booking system.

31. WEBSITE ANALYTICS & TRACKING

Your Executive Suite uses Google Analytics 4 and Google Tag Manager to help us understand how visitors use our website and improve our website and services. These technologies may use cookies or similar technologies. Where consent is required for non-essential cookies, visitors will be given the opportunity to make their choice through the website's cookie controls.

32. DATA RETENTION

Personal information will only be retained for as long as reasonably necessary to manage memberships and bookings, comply with legal obligations, and maintain accounting records. Data no longer required will be securely deleted.

33. YOUR RIGHTS

Under UK GDPR, you may request:

- Access to your data, correction of inaccurate data, deletion of data where applicable, restriction of processing, data portability, and objection to processing

Requests should be submitted using the contact details provided.

34. COMPLAINTS

If you have concerns regarding how your information is handled, please contact us first.

You also have the right to complain to the Information Commissioner's Office (ICO). Website: https://ico.org.uk

35. CONTACT INFORMATION

Email: hello@yourexecutivesuite.co.uk

Phone: 01480 584179

Website: www.yourexecutivesuite.co.uk

Registered Address:

Suite 2, The Stables
6 Church Street
St Neots, PE19 2BU

36. GOVERNING LAW

These Terms & Conditions and Privacy Policy are governed by the laws of England and Wales. Any disputes shall be subject to the exclusive jurisdiction of the courts of England and Wales.