



# Heads of Terms

Hello, we are so excited to begin sharing this co-working space with you! Here's a summary of the key points in our contract so you can get a good idea of how we work, what you can expect of us, and what we expect from you as a member.

## Costs, amenities & our requirements

We at Fizzy Collective are a co-working hair and beauty space, creating a community of freelance creatives who can book out the space as and when they need it, hour by hour. We use a co-working app called Optix, which you can download and gives you full control over when you book in. Optix offers flexible payment options, retail POS and a social platform to communicate with other members.

Membership is £100 a month, which gives you access to four hours of free bookable time, and a reduced hourly booking rate of £18 an hour. If you need storage, you can rent a locker for £10 a month - this fits your trolley and has two shelves for colour and products - apart from this storage fee, your membership and hourly rate covers all costs! If you feel like you can't commit to a monthly membership, Fizzy Collective can be booked out by non-members for £25 an hour per station. Membership also gives you access to perks like free member - member hourly fees, social events, annual headshots, reduced fees for hosting workshops and social media spotlights.

To become a member you must have PLI insurance to cover the services you provide, as well as the relevant qualifications and certificates. These need to be sent to Fizzy Collective during the onboarding process. Time to dig around for your old certificates!

Fizzy Collective provides core consumables, hygiene equipment, recycling services and a lockable space to store your kit, beyond this you need to provide anything else to carry out your services. Please make sure any items, tools and products are labelled and do not borrow other Members' items.

Before leaving for the day please clean and sanitise any stations, shared space and equipment so it feels fresh and lovely for whoever is using Fizzy next.

We have worked hard to create a beautiful space to work in, as well as a lovely backdrop for your photos - as a member, please have an active social media page so we can promote you and your beautiful work! Within your bio, please tag @fizzy.collective and tag us on any relevant posts. Please sign our media release form so that your image can be used across Fizzy Collective platforms as well as other members, if happy to do so.



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## Client bookings & payments

You will look after your clients from booking to payment - and you don't need to worry about running out of teabags or washing the towels! We recommend using services such as Treatwell, Booksy or Fresha. To protect your time and maximise our rental model, please enforce a 48 cancellation policy with a minimum of £20 per hour of service to cover the hourly rental and your administrative time. We cannot make exceptions to our cancellation policy so it must be enforced through your clients. It's rubbish we know, so we have drafted a cancellation policy which you are free to use.

As you are a freelance member of Fizzy Collective, you will be in charge of your payments - if you are taking payments in person, we recommend using a business banking app such as Monzo or Stripe - if you have a newer phone you can use that as the card reader, or use a card reader like Dojo or Square.

As a freelance member, your clients are your responsibility, if your client has a complaint or grievance they need to take this up with you. We will of course be here to support you as much as we can but the resolution of any problems to do with the service they received is down to you.

If a client has a complaint about the premises or management then, of course, that's on us.

## Community

We are aiming to create a community for freelancers within Bristol, where you can grow your business and skills. We would love for you as a member to host skills workshops, or take part in creative workshops and social events.

Fizzy Collective is a multi use space with other stylists and therapists, and due to this we all need to be understanding of every person's own experiences, feelings and limitations. This extends into how we treat the shared space and members' clients - please be respectful and kind at all times, in real life and online.

Most of all, please be a 'sociable Member' - be kind, considerate and welcoming through your treatment of the space and actions towards other members and clients. We are so excited for you to join us!