



# The Harlow<sup>®</sup>

THERAPY & COACHING

**Clinic rooms to rent for health and wellbeing professionals**

No. 1 Cardale Park, Beckwith Head Road, Harrogate HG3 1RZ



**ENTRANCE →**

**(For accessible entrance use main building reception)**

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The Harlow is open:  
8am-9pm Monday - Thursday and 8am-5pm on a Friday

# Welcome to The Harlow

Welcome to The Harlow! A beautiful space for health and wellbeing professionals to work as Independent Service Providers. Our comfortable and stylish rooms are available to rent on an hourly, half day or daily basis.

The Harlow is located in a convenient place off Otley Road in Harrogate. We have plenty of parking for you and your clients. There is a kitchen with hot drinks available and seating area to take a break.

We have a working week managed reception covering also weekday evenings. Please read further for more details on these times. Our receptionist will greet your clients and make them comfortable while they are waiting.

We are proud of our calming environment, with gentle soft music playing in the reception area ensuring your clients feel welcomed when they arrive.

Please read below for pricing and all we have to offer. Please do book in to have a look for yourself at the available spaces.

We look forward to welcoming you as an Independent Service Provider to The Harlow soon.

Best wishes  
James & Laura



# The Space

We have ten beautifully designed, rooms designed to enhance wellness, comfort and security. Each room is designed specifically for individuals, children, couples, groups or training. Depending on the package and room you take these can be equipped with toys or a clinical bed. Click [here](#) to request a visit to come and see what we have to offer.



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# Pricing

## Option 1\*: Furnished Room hire

Hourly rate	£18 p/h plus VAT
Day rate	£115 + VAT for an 8 hour day
Half day rate	£57.50 + VAT for a 4 hour half day

\*If you are a corporate or charity organisation please contact us on [management@the-harlow.co.uk](mailto:management@the-harlow.co.uk)

## What's Included

Private, premium fully furnished consulting room suitable for therapy, assessment or clinical use
Managed Reception/waiting area access for clients and families
Wi-Fi / high-speed internet included as standard
Use of communal spaces (toilets, waiting areas, kitchen and lounge area)
Secure entry system / building access during agreed hours
Professional cleaning included (see terms and conditions)
DDA compliant accessible site

Access to on-site parking with ANPR providing security in the car park, and CCTV across entrance and exit doors

Compliance support (fire drills, building risk assessments, etc.)

Refreshments for clients

## **Option 2\*: Furnished Room Hire with equipment and materials e.g. toys and art materials: Room 10 & 11**

Hourly rate	£23 per hour + VAT
Day rate	£147 + VAT for an 8 hour day
Half day rate	£73.60 + VAT for a 4 hour day

\*If you are a corporate or charity organisation please contact us on [management@the-harlow.co.uk](mailto:management@the-harlow.co.uk)

### **What's Included**

Includes everything in option 1 PLUS:

Access to shared equipment (flip charts, toys, games and art and writing materials where required including replenishment of those materials, clinical couch depending on room use)

# Registration & Marketing Packages

To rent our clinic spaces you first need to register with us as an Independent Service Provider. There is a fee for this which covers administration time. With your registration, there are a range of marketing packages available to you. These can be bought on registration or after you have started using the space.

Registration & Start-up fee	Registration fee (one of fee) + listing on The Harlow website directory	£50 + VAT
Basic +	As above + own flyers provided by you in the reception area for 1 year	£75 + VAT
Standard Marketing Pack	As above + one social-media post + inclusion in monthly email newsletter	£125 + VAT
Enhanced Marketing Pack	As above + one social-media post, + inclusion in another monthly email newsletter + featured highlighted listing on the website for one year	£200 + VAT

# Terms & Conditions

## Room Rental – Cancellation & Room Use Policy

For Professional Room or Desk Rental at The Harlow Operated by Leckby Holdings

This Room Tenancy Agreement (“Agreement”) is made between:  
The Operator: Leckby Holdings (“the Operator”) and The Independent Service Provider: [Practitioner/Business Name] (“the Independent Service Provider”) Together, “the Parties”.

By booking or using any room or other facilities operated by the Operator, the Independent Service Provider agrees to the terms of this Agreement.

### 1. Purpose of agreement

This Agreement outlines the terms under which the Independent Service Provider hires therapy, consulting or professional workspace rooms from the Operator for the delivery of professional services.

The Operator provides room or desk use only. The Independent Service Provider remains fully responsible for their own clinical, professional, business, and legal obligations.

### 2. Liability & Indemnity

The Independent Service Provider acknowledges that the Operator:

- is not responsible for the services delivered by any Independent Service Provider whether physically located at The Harlow or delivered by any other means in any location
- provides room space only
- does not provide clinical oversight, supervision, or professional advice
- is not liable for:
  - loss, theft, or damage to personal or business property
  - client behaviour or incidents
  - any harm, injury, or loss howsoever caused
  - financial, reputational, or operational losses
  - personal injury arising from the Independent Service Provider’s activities

# Terms & Conditions

The Independent Service Provider is responsible for:

- Any service they provide howsoever offered
- The health and safety and security of themselves and their clients using The Harlow
- Following all health, safety and security policies and processes in place from the Operator or 1 Cardale (The Owners), abiding by these at all times and ensuring any service users are advised of the same
- Maintenance of public liability and professional indemnity insurance,
- Maintenance of any legally required mandates in order to practise, i.e mandatory professional registration
- Provision of all documentation required by the Operator, at its request and within timeframes requested
- All training, education and supervision requirements
- Any damage to furniture, equipment, fixtures, fittings, or décor and the costs of repair or replacement
- Reporting any issues immediately
- All GDPR and UK Data protection compliance, including (but not limited to):
  - Secure handling/storage of client data
  - Processing of client data
  - Confidentiality
  - Ensuring no client related or sensitive materials and/or data are left on-site at any time

Any breach of any of the above may result in termination of this Agreement.

The Independent Service Provider uses the premises at their own risk.

The Independent Service Provider agrees to indemnify the Operator against any claims arising from their practice or clients.

# Terms & Conditions

## 3. Status of Independent Service Provider

The Independent Service Provider confirms that they are:

- self-employed or operating as a representative of their own legal entity
- not an employee or representative of the Operator
- fully responsible for their own tax, insurance, regulatory duties, and clinical standards
- solely responsible for the services delivered to their clients
- solely responsible for determining scope of practise, competency, training and education needs for continued fitness to practise

This Agreement does not create employment, partnership, agency, or joint venture arrangements.

## 4. Onboarding & Compliance Requirements

Before accessing or using any room or facility, the Independent Service Provider must complete the Operator's onboarding and compliance process, including:

- submitting all required documents
- participating in induction processes
- acknowledging all relevant policies

The Independent Service Provider must provide documents, and professional registration information, as requested in the Independent Service Provider registration form.

### 4.1 Ongoing Compliance

The Independent Service Provider must:

- provide updated insurance documents before expiry
- remain compliant with legal and regulatory obligations at all times
- maintain valid professional registration (if applicable)
- notify the Operator immediately of any changes to professional status or restrictions

Failure to comply may result in booking suspension or termination of this Agreement.

# Terms & Conditions

## 5. Conflict of Interest

Independent Service Providers are not permitted to undertake any practices at The Harlow site that are a conflict of interest to Evolve Psychology's Services, the clinical partner of Leckby Holdings. These include assessments for neurodevelopmental conditions such as autism and ADHD and Specific Learning Difficulties dyslexia and dyscalculia and titration services for ADHD. Leckby Holdings reserves the right to amend this definition of conflict of interest at any time.

## 6. Professional Conduct & Zero Tolerance Policy

The Independent Service Provider agrees to:

- act in accordance with their profession's code of conduct
- behave in a respectful, professional manner towards clients, staff, and other room users
- not engage in discriminatory, intimidating, abusive, or inappropriate behaviour
- ensure clients act appropriately in shared areas
- maintain confidentiality and adhere to GDPR requirements

The Operator enforces a zero-tolerance policy towards inappropriate conduct. Breaches may result in immediate termination of room access.

## 7. Room Use & Condition Requirements

The Independent Service Provider must:

- arrive and depart within their booked time
- leave rooms clean, tidy, and in the original layout
- remove all personal materials and client belongings
- not leave clinical waste, rubbish, food/drink, or documents behind
- ensure the environment is safe and professional
- the kitchen spaces are for breaks and/or social use only. These are not to be used as a workspace

# Terms & Conditions

## 7.1 Cleaning Charges

Where the Operator must carry out additional cleaning due to the Independent Service Provider's use, the following fees apply:

- Standard cleaning: £20
- Deep cleaning: £50
- Specialist cleaning (e.g., spills, stains, bodily fluids): £50+

Fees must be paid before further bookings are permitted.

## 8. Health & Safety, Safeguarding & Lone Working

The Independent Service Provider agrees to:

- comply with all Operator health and safety procedures
- supervise all clients while on the premises
- report hazards, incidents, or maintenance needs promptly
- not use prohibited, hazardous, or unapproved materials in rooms

The operator strongly advises all Service Users to hold and regularly review relevant policies and procedures applicable to their business practises. These may include (but are not limited to):

- a) risk assessments
- b) clinical policies (i.e training, education, supervision, scope of practise)
- c) operational policies (ie. lone working, infection control)

Leckby Holdings, its clinical partners and any other affiliated entity will not be held responsible for circumstances arising from Independent Service Providers failure to comply with current Health and & Safety legislation, rules and regulations and industry best practise guidance.

The Operator may suspend access if safety concerns arise.

# Terms & Conditions

## 9. Cancellation Policy

This applies to hourly, half-day, full-day and monthly bookings.

### 9.1 Hourly / Ad-Hoc Bookings

- More than 48 hours' notice: No charge
- 24–48 hours' notice: 50% fee
- Less than 24 hours: 100% fee
- No-show: 100% fee

### 9.2 Half-Day / Full-Day Bookings

- More than 72 hours' notice: No charge
- 48–72 hours' notice: 50% fee
- Less than 48 hours: 100% fee

### 9.3 Monthly Bookings

- One full calendar month's notice required for cancellations
- No refunds or pro-rata reductions for unused portions

### 9.4 Operator-Initiated Cancellations- see section 11

## 10. Keys, Access & Security

When provided with keys, codes, or electronic access:

- details must be kept secure
- clients must never be given independent access
- the building must be left secure and locked (as appropriate)
- lost keys or fobs may incur a replacement charge
- any actual/potential security breaches must be reported immediately

# Terms & Conditions

At 1 Cardale, on behalf of the operator, they provide car parking spaces for those using The Harlow building. Cars are parked at the owner's risk and neither 1 Cardale, nor the operator accepts responsibility for any damage loss or theft arising from its use. It is the Ind's responsibility to ensure ANPR data is up to date to avoid charges related to the use of car parking. The Independent Service Providers is responsible for ensuring any clients are aware of the parking restrictions and comply fully with information requests relating to ANPR data. The operator will not be held responsible for any fines arising from the use of the car park.

## 11. Operator-Initiated Cancellations

While the Operator makes every effort to ensure that all bookings proceed as planned, there may be circumstances where the Operator is required to cancel or amend a room reservation. The Operator will only do so where necessary and will provide as much notice as reasonably possible.

Examples of situations in which the Operator may need to cancel or alter a booking include, but are not limited to:

- Health and safety concerns, including hazards, emergency repairs, or compromised building safety
- Unexpected maintenance issues, such as plumbing failures, heating/electrical faults, or structural concerns
- Building access issues, including loss of utilities, fire alarms, or security failures
- Extreme weather conditions causing unsafe travel or building use
- Operator staffing issues, where safe supervision of the premises cannot be ensured
- Room unavailability due to damage caused by another building user. Please note in rare cases this may lead to unavoidable short notice re-assignment or cancellation of room booking.
- Emergency closure mandated by external authorities (e.g., fire service, police, environmental health)
- Any incident that poses a risk to clients, staff, or building users

These circumstances are rare but may occur to ensure safety and compliance with legal obligations.

# Terms & Conditions

## 12. What the Operator Will Do

If the Operator must cancel or alter a room reservation, the following steps will be taken:

1. Provide Notice:
2. The Operator will contact the Independent Service Provider as soon as the issue is identified, using the contact details provided during onboarding.
3. Offer an Alternative (Where Possible):
4. This may include:
  - A comparable room at the same site
  - A different time or day, subject to availability
5. Refund or Credit:
6. If an alternative cannot be offered or accepted, the Operator will:
  - Issue a full refund for the affected booking, or
  - Apply a credit to the Independent Service Provider's account for future use
7. No Additional Liability:
8. The Operator is not liable for:
  - Loss of earnings
  - Client cancellation fees
  - Travel expenses
  - Reputational damage
  - Any other indirect or consequential loss

Refunds relate strictly to the room booking fee.

### 12.1 Frequency of Cancellations

Operator-initiated cancellations are expected to be rare. Should multiple cancellations occur within a short timeframe, the Operator will review building procedures to minimise recurrence where possible.

### 12.2 Communication Requirements

It is the responsibility of the Independent Service Provider to ensure their contact details are accurate and up to date so that they can be notified promptly in the event of a cancellation.

# Terms & Conditions

## 13. Termination

The Operator may terminate this Agreement immediately if the Independent Service Providers fails to uphold any of the requirements in the terms and conditions or registration document.

The Independent Service Provider may terminate the Agreement according to the appropriate notice periods for their booking arrangements.

## 14. Acceptance of Terms

By signing this Agreement or by booking or using the Operator's facilities, the Independent Service Provider confirms acceptance of these terms and agrees to comply fully. The Independent Service Providers agrees to Leckby Holdings holding and processing their personal data for the purposes of this Agreement. This information will be kept for 12 months from the last date of room use at The Harlow. After this time the data will be destroyed. The Independent Service Providers will need to re-register with The Harlow if they wish to use the space after this time.

The Harlow is open:  
8am-9pm Monday - Thursday and 8am-5pm on a Friday



# Register With Us!

We hope that you would like to join us at The Harlow.

[Please click here to request a visit](#)

[Please click here to register as an  
Independent Service Provider](#)

Contact [enquiries@theharlow.co.uk](mailto:enquiries@theharlow.co.uk)  
for other queries





# The Harlow<sup>®</sup>

THERAPY & COACHING

The Harlow is operated by Leckby Holdings

