

Referral Programme Terms & Conditions

EFFECTIVE 30 SEPTEMBER 2026 VERSION 1.1

FlowSpace (Company No. 12786708), registered at 3 Arlington Road, Teddington, TW11 8NL ("FlowSpace", "we", "us")

1. About these terms

These terms govern the FlowSpace Referral Programme. By submitting a referral you ("the Referrer") accept these terms. There are two referral types, each with its own reward structure:

On-demand referrals - referrals of individuals or companies who book desks, meeting rooms, day offices or event space through FlowSpace.

Office referrals - referrals of companies looking for an office, where FlowSpace acts on a search and placement basis.

2. On-demand / booking referrals

- 1. Invitation and discount.** Once we receive your referral, we will invite the referred party to sign up for a FlowSpace account and offer them 10% off their first eligible booking.
- 2. Your reward.** Once the referred party completes their first eligible paid booking, FlowSpace will deposit **8 FlowSpace credits** into your FlowSpace account after the 14-day cancellation window has passed.
- 3. Using your credit.** Credit is applied against future FlowSpace bookings. It has no cash value, is non-transferable and cannot be exchanged for cash or refunded.
- 4. One reward per referred party.** Credit is issued once per newly referred account, on their first completed booking only.
- 5. New customers only.** Referrals of existing FlowSpace account holders, or of people who have previously booked with us, are not eligible.

3. Office referrals

1. **Eligibility and consent.** A referral is valid for the specific company you refer. You must have that company's permission to share their details with us and to connect them to FlowSpace. Your referral remains live for 90 days from the date we receive it, or longer if extended by FlowSpace at our discretion.
2. **Our process.** Our team will contact the referred company to understand and support their requirements.
3. **Your fee.** If we successfully place the referred company, you will receive 1% of their total contract value for the first 12 months of the contract, capped at £3,000.

4. **Notification and payment.**

Once the deal completes, we will notify you and confirm the payment terms.

We pay you in line with how we are paid on the deal - so if we are paid upfront, you are paid upfront; if we are paid monthly, you are paid monthly.

We will request your bank account details, and we will send you a confirmation email recapping the referral and the payment for our accounting records.

5. **Contract value.** "Total contract value" means the net licence or rent fee payable by the referred company over the first 12 months of the term, excluding VAT, service charges, deposits, fit-out costs and any other pass-through or one-off charges.
6. **Confirmation at submission.** We will confirm whether your referral is accepted at the point you submit it, so you know where you stand before we make contact. We will only decline a referral if we are already actively in touch with that company. Once confirmed, the referral is accepted and clause 3.3 applies if we place them.
7. **No fee is payable if:**
 - we declined the referral at submission because we were already actively in touch with that company;
 - no placement completes within the referral window; or
 - the deal is cancelled or the referred company fails to pay us, in which case any corresponding referral payment is withheld or, if already paid, repayable.
8. **Duplicate referrals.** Where the same company is referred by more than one party, the first referral received in writing takes priority.

4. General

1. **Payments and tax.** All referral payments are gross. You are responsible for your own tax, National Insurance and any VAT position arising from payments you receive. If you are VAT-registered, please tell us and invoice accordingly.
2. **Who can refer.** The programme is open to individuals and businesses. Current FlowSpace employees and contractors are not eligible unless a separate written commission arrangement is in place, which will take precedence over these terms.
3. **Conduct.** Referrals must be made honestly. Spam, misrepresentation of FlowSpace, unauthorised use of our brand or paid advertising on our name will void any reward and may result in removal from the programme.
4. **Not an agency.** Nothing in these terms creates an employment, partnership, agency or joint venture relationship. You have no authority to negotiate, quote, commit or contract on behalf of FlowSpace.
5. **Data.** Personal data shared with us is handled in line with our Privacy Policy and applicable UK data protection law. By referring someone, you confirm you have a lawful basis to share their details with us.
6. **Changes and termination.** We may amend, suspend or end the programme at any time. Referrals already submitted and validly live at that point will be honoured under the terms in force when they were made.
7. **Discretion.** FlowSpace makes the final decision on referral validity, eligibility and reward amounts, acting reasonably.
8. **Governing law.** These terms are governed by the laws of England and Wales, and the courts of England and Wales have exclusive jurisdiction.

Questions? Contact us at hello@flowspace.co