



**GWAITHAUR**  
GOLDWORKS



**GWAITHAUR**  
GOLDWORKS

## **Goldworks Coworking – Terms & Conditions**

**Operated by Blaenau Gwent County Borough Council (BGCBC)  
The General Offices, Steelworks Road, Ebbw Vale, NP23 6DN**

Am ragor o wybodaeth, cysylltwch â'r Tîm Busnes ac Arloesi ar  
Ffôn: 01495 369704 neu E-bost: [goldworks@blaenau-gwent.gov.uk](mailto:goldworks@blaenau-gwent.gov.uk)

For further information, please contact the Business and Innovation  
Team on Tel: 01495 369704 or Email: [goldworks@blaenau-gwent.gov.uk](mailto:goldworks@blaenau-gwent.gov.uk)





## 1. Introduction

These Terms & Conditions apply to all online coworking membership bookings made for Goldworks.

By completing an online booking, the Member confirms they have read, understood, and agreed to these Terms & Conditions and the Goldworks Code of Conduct.

## 2. Membership Overview

Goldworks provides coworking memberships on a 30-day rolling contract. Membership begins on the Start Date selected during the online booking process.

Membership options include Bronze, Silver, Gold, Platinum, Pro, and Work Passport. Each option provides different access levels and benefits as described on the Goldworks website and booking platform.

All memberships include utilities and business rates.

Hot desks are available on a first-come, first-served basis, except for Pro members who receive a fixed desk.

## 3. Payment & Onboarding Requirements

- The initial membership payment is taken online at the time of booking.
- All new Members must attend an onboarding session during their first visit.
- During onboarding, the Member must sign the full Goldworks Coworking Membership Agreement before access to the workspace can begin.
- During onboarding, the Member must also complete a Direct Debit mandate for all ongoing monthly payments.
- Membership fees are billed one month in advance.
- Additional charges (such as meeting rooms, lockers, event space, or day passes) will appear on the Member's next monthly invoice.

### Non-Payment

- If payment is not made by the due date, access to Goldworks will be suspended immediately.
- Persistent non-payment may result in the cancellation of membership.
- All outstanding fees become immediately due upon termination.

- Payments must be made in full without set-off or deduction unless required by law.

#### **4. Additional Charges**

Additional charges may apply for:

- Meeting rooms
- Event space
- Day offices
- Lockers
- False activation of alarms
- Replacement of lost access fobs/keys

All charges are subject to VAT.

#### **5. Access and Security**

Access hours:

- Day Pass / Bronze / Silver / Gold / Platinum / Work Passport:  
9am–5pm, Monday to Friday
- Pro:  
7am–7pm, Monday to Friday

Access fobs and keys remain the property of BGCBC.

Members must report lost items immediately; replacement fees apply.

Goldworks may adjust space usage, reassign desks, or restrict access for safety or operational reasons.

#### **6. Responsibilities of Goldworks**

Goldworks will:

- Provide a professional coworking environment
- Maintain the building and communal areas
- Host business support events
- Notify members of service or fee changes
- Use member names/logos to identify them as part of the community (in line with the BGCBC Privacy Notice)
- Consider and respond to member feedback

## 7. Responsibilities of the Member

Members agree to:

- Occupy Goldworks under a licence, not a lease
- Use their allocated coworking area responsibly
- Comply with the Goldworks Code of Conduct
- Keep contact and payment information up to date
- Hold appropriate business insurance
- Avoid assigning, transferring, or allowing others to use their membership

Goldworks may move members to another suitable desk/area if required.

## 8. Entry Criteria

Goldworks accepts applications from all businesses, entrepreneurs, and organisations.

Goldworks may decline applications or terminate memberships where criteria are no longer met.

## 9. Feedback & Complaints

Feedback and complaints can be made to:

Goldworks Team – 01495 369704 – [goldworks@blaenau-gwent.gov.uk](mailto:goldworks@blaenau-gwent.gov.uk)

Business & Innovation Team – 01495 369496 – [business@blaenau-gwent.gov.uk](mailto:business@blaenau-gwent.gov.uk)

Responses will be provided within 10 working days.

## 10. Termination & Notice

- Membership may be cancelled by either party with 30 days' notice.
- Goldworks may terminate immediately if:
  - The Member breaches these Terms or the Code of Conduct
  - The Member ceases trading or becomes insolvent
  - Termination is deemed necessary for the wellbeing of the Goldworks community

Upon termination, the Member must:

- Pay all outstanding fees
- Return the desk/area to its original condition

- Change any registered or postal address held with Companies House or other bodies
- Cover any costs arising due to breach of the Agreement

If Goldworks' operating lease ends, this Agreement becomes void.

### **11. Code of Conduct**

By completing an online booking, the Member agrees to follow the full Goldworks Code of Conduct, including requirements around:

- Respectful behaviour
- Protecting confidentiality
- Not soliciting staff or clients of other members
- Avoiding disruptive noise
- Not misusing intellectual property
- Maintaining security
- Using the internet responsibly
- Communicating concerns to staff

The complete Code of Conduct forms part of this Agreement.

### **12. Acceptance of Terms**

By booking online, the Member confirms that they:

- Agree to these Terms & Conditions
- Agree to the Goldworks Code of Conduct
- Understand they must attend onboarding and sign the full Coworking Membership Agreement before using the workspace