



THE THERAPY @ ACE

The space to practice
The support to *thrive*.





TERMS & CONDITIONS



1. Introduction

A Standard Operating Procedure (SOP) has been developed to cover all aspects of the management and Equipment of Ace Enterprise “Therapy @ Ace, Unit 4, Bawnogue, Clondalkin, Dublin 22.



2. Registration

The TU (Therapy User) must complete a registration form together with copy of insurance before access to the booking system is allowed.



3. Booking Process

- Time slots may be booked through the website. Once the TU has selected a time slot/s, the required corresponding payment is made online and access to the facility is permitted.
- Membership must be paid either option Gold or option Silver
- A minimum rental period i.e., is 2 hours and thereafter as long as available but an occupant must not exceed the fair usage period per week, this period is determined by ACE Enterprise
- Arrangements will then be made for the TU to collect a fob from Ace Enterprise. Should the fob be mislaid or not returned to Ace Enterprise a replacement charge of €50 will be levied against the TU concerned.
- The TU will be fully responsible for the facility during the designated period.



4. Safety and Hygiene

- The TU (Therapy User) will be totally responsible for the Therapy Suite hygiene.
- The Suite and its equipment will be thoroughly cleaned at the end of the letting period,
- The Suite will be checked regularly for cleanliness by Ace Enterprise staff.
- Should a TU be inspected/audited by a representative of a Regulatory Authority it is a condition of their agreement that they advise Ace Enterprise of this visit and forward a copy of the subsequent report to Ace Enterprise Park.



5. Cleaning Procedures

- The cleanliness of the Therapy Suite is paramount to the effective running of this shared Therapy Suite so we would ask each TU “to clean as you go” Ace will arrange for two deep cleaning depending on the level of usage and the specific needs of individual equipment.
- Should a TU discover, on arrival at the facility, that a Room is not at the required standard of cleanliness they must report any such issues before they start their shift to Ace Enterprise, See reporting procedure below.
- A small room containing personal lockers & cleaning equipment, such as mop and brushes, will be provided by Ace Enterprise Park



6. Waste Management

It will be the responsibility of Ace Enterprise Park to remove all related waste off site.





7. Health & Safety

- A Health and Safety Statement (specific to shared therapy) has been developed by Ace Enterprise Park a copy of which will be available to each TU (Therapy User) on site.
- This Statement accounts for all the potential hazards and risks that any tenants may be exposed to during the course of their duties at Ace Enterprise Shared Therapy. It also outlines the responsibilities of TUs in ensuring that all comply with safe practices to reduce the likelihood of accidents occurring.
- First Aid Kits will be in the Shared Therapy Suite. A list of emergency contact numbers will also be prominently displayed.
- Fire evacuation procedures and how to use fire extinguishers will be displayed.
- If the TU is working alone, a risk assessment on lone working must be completed.
- Any Accidents / incidents must be recorded on the accident report file and brought to the attention of the Ace Enterprise Park as soon as possible.



8. Insurance Issues

Each TU must have a valid Product and Personal Liability Insurance in place. Public and Malpractice Liability for €6.5m and Employer Liability for €13m and be able to provide a copy to Ace Enterprise Park.





9. Security Issues

- The building is secured, alarmed and has CCTV monitoring in Ace Shared Park.
- Each TU (Therapy User) will be issued with the Fob and will be required to activate the alarm on completion of rental period.
- A record of the Fob number issued to TU will be recorded for safety & security reasons.
- Each TU will need to advise ACE Enterprise Park of their mobile number so that access can be secured through the Access Gate within the Park.
- If the building is not alarmed on departure, a report will be issued remotely to Ace Enterprise Park and the “call out” charge will be billed & the responsibility will be on the TU to pay this charge. This procedure is put in place for the safety of the TU and the integrity of Ace Enterprise Park.
- Both the security and fire alarm systems will be inspected and maintained regularly.



10. Storage Facilities

It is the responsibility of the TU to ensure that goods and personal equipment are stored correctly and securely. Ace Enterprise Park will not be liable for any loss or damage of equipment or goods in this facility.



11. Payment Procedures

All payments including Membership will be paid online into a designated account managed by Ace Enterprise Park.





12. WC Facilities

Suitable and sufficient sanitary conveniences are provided for in the Therapy Suite.



13. Cancellation Policy

Cancellations or amendments of reserved Therapy times must be submitted, in writing, to Ace Enterprise Park, at least 72 hours prior to the requested cancellation, to be credited the full amount of the cancelled times. If the **Therapy User** submits a written cancellation within 48 hours' notice, the **Therapy User** will be credited half of the amount of the cancelled times. Cancellations received with less than 48 hours' notice will not receive credit for hours lost, unless cancellation is due to an illness. The **Therapy User** is only allowed 3 cancellation credits due to illness during their membership period.



14. Reporting Procedure

- On call rota will be clearly displayed in the Therapy Suite
- In the event of an emergency the **TU** will make direct contact with the relevant authority, contact details for whom will be prominently displayed in each Room.
- In the case of equipment breakdown, the **TU** will contact Ace Enterprise Park and they will contact the designated Service Engineer.



15. The Therapist & The Therapist Services

- The Therapists are neither our employees nor our agents or representatives.
- Ace Enterprise makes no representation or warranty whatsoever as to the willingness or ability of a therapist to give advice.
- We do not control the quality of the Therapy Services.
- We do not in any way provide any reference or endorsement whatsoever of any Therapist, his or her competency or the efficiency of his or her Therapist Services.
- We do not guarantee that any Therapist is qualified to provide any specific service nor whether a therapist is categorised correctly or matched correctly to you.
- We make no representation or warranty whatsoever as to whether you will find the Therapist Services relevant, useful, correct, satisfactory or suitable to your needs.
- We are not involved in any way with the actual substance of that relationship or any part of the Therapist Services (whether provided through the website or not) and we do not validate and are in no way involved in any of the Therapist Services.





Contact:

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Established in 1995, ACE Enterprise Park is a community development organisation that provides support, training and flexible workspace to small to medium sized businesses. With premises in Bawnogue and Neilstown, we promote and encourage an enterprise culture across the local community.

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