



## The Koorana Centre Members' Pack

***"I love the Koorana Centre. The space feels instantly nurturing as soon as I walk in. I find it has a beautiful and relaxing ambience 😊  
It is a joy to teach here." Sarah Delfas, yoga teacher***

Thanks for requesting this information. I hope you enjoy reading about how we work in this beautiful and magical space and I would love to give you a taste of what it feels like, by offering you a free trial experience, so please drop me an email when you are ready.

The Koorana Centre is a warm, and welcoming, creative, and collaborative coworking space. It is a unique place where you can gather with like-minded friends and be able to grow yourself and your small business. Members can meet other members and hire the space for their activities and share their skills, knowledge, and experience. Our website, newsletters and social media platforms provide information about the exciting range of activities we offer for both members and visitors, which include classes, workshops, therapies, lunch clubs, talks, network meetings, regular gong baths, Vitality Days and Wellbeing Markets.

The Creative Hub provides desks and chairs for small business owners to work in a beautiful coworking environment with free Wi-Fi and refreshments plus optional healthy home-cooked lunches. We even offer talks, tastings, and opportunities to network. It is very much a collaborative space where we can safely support ourselves and help others.

You can subscribe to our regular e-newsletter and directory of services to find out more and keep in touch via:

Email: [info@thekooranacentre.com](mailto:info@thekooranacentre.com)  
Facebook: [TheKooranaCentre](https://www.facebook.com/TheKooranaCentre)  
Twitter: [@KooranaCentre](https://twitter.com/KooranaCentre)

Website: [www.thekooranacentre.com](http://www.thekooranacentre.com)  
LinkedIn: [thekooranacentre](https://www.linkedin.com/company/thekooranacentre)  
Instagram: [thekooranacentre](https://www.instagram.com/thekooranacentre)

Warm wishes

**Gabrielle Anya Rafello**

Founder and Director, The Koorana Centre 0791 372 4183 (whatsapp best!)



***"Thank you for creating the Koorana Centre; it is a deeply supportive and expansive space to run workshops and facilitate client sessions and it elevates the participants." Ishala Wayshower, workshop provider***

***“The Koorana Centre is an inspirational creative and holistic coworking space for both members and visitors that was established in 2012. It is dedicated to health, wellbeing and personal transformation, a place where we grow together. My aim is to create a space where everyone can thrive.”***  
***Gabrielle Anya Rafello, Founder and Director***

**Creative and holistic teachers, therapists and small business owners join as members** to enjoy a wide range of benefits. They can hire the centre for their own classes, workshops, and therapies and participate in the Creative Hub. The environment is friendly, caring, and collaborative and help is provided with marketing their services through the website, directory, newsletters, and regular events. They bring their energy and ideas into a space where magic can really happen!

### **Membership provides**

	<b>Full Members</b> £180 per annum	<b>Associate Members</b> £60 per annum
Access to Room Hire (7 days per week) *	✓	✗
Access to Room Hire (weekends) *	✓	✓
Access to the Creative Hub *	✓	✓
Stands at Koorana events *	✓ (priority)	✓
Space for talks at the Creative Hub	✓	✓
Promotion through the website	✓	✗*
Promotion through the directory	✓ (500 words)	✓ (classified)
Promotion through the e-newsletter	✓ (300 words)	✓ (classified)
Meet the member video promotion	✓	✗*
Regular meet the member socials *	✓	✓
Access to low cost insurance *	✓	✓
Free tickets to vitality days	✓	✗*
Discounts on selected services	✓	✓
Creative Hub talks/mini workshops	✓	✓

\*Additional fees apply

### **Members are also be paid to**

Give tasters at Koorana events	✓	✓
Participate in corporate events	✓	✓

### **Room hire per hour**

	<b>Weekdays</b>	<b>Weekends</b>
Hall (please enquire about availability)	£20	£22
Seminar (weekday evenings + weekends)	£15	£16
Therapy Room	£15	£16

**The Creative Hub supports writers, artists and makers, designers, speakers, bloggers, and other adventurers** with affordable options to hire desks (1-5 days each week/10am-5pm). They are the changemakers, the radical thinkers and lovers of progress who combine their energy, ideas, and skills to make things happen. A lunch club is offered for both members (free) and visitors (£5) each Monday-Wednesday 1-2pm, which includes exciting talks and mini tasters, and the perfect place to network. They build rich and rewarding relationships, have meaningful conversations and discover their purpose. Monthly fees include high speed wifi, free herbal teas and use of the beautiful garden in which to simply relax. The cost for a one-off day is £25.

	<b>One</b>	<b>Two</b>	<b>Three</b>	<b>Four</b>	<b>Five</b>
Number of days per week	One	Two	Three	Four	Five
Charge per month	£52	£95	£130	£175	£190
Equivalent per day	£12	£11	£10	£10	£10

## Koorana Events

**Vitality Days** are exciting half and full day weekend events which give visitors wonderful opportunities to sample taster talks, classes, and therapies. For talks and classes entrance tickets are sold in advance and a small fee is shared between our members. For therapy events, visitor entry is free, so members pay £15/£25 (half day/full day) for their space and charge each visitor direct.

Taster Talks	September, December, March, June
Taster Classes	October, January, April, July
Taster Therapies	Monthly

**Wellbeing Markets** are colourful full day events held three times a year designed to offer natural, organic, handmade, and ethical products in an indoor market. These are free for visitors to enter and members pay £30/6ft table and £20/4ft table.

Markets	November, February, May
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## Additional Marketing to Support Members

The Koorana Centre participates in local marketing initiatives to support its members. In addition, it hosts a website, an online directory which is produced in September and March, is active on social media platforms including LinkedIn, Facebook, Instagram and Twitter and posts a fortnightly e-newsletter into the inbox of 1300 people who like to receive what it has to share.

## Corporate Events

The Koorana Centre partnered with Contented Soul in 2019, to offer regular full and half day corporate wellbeing events for local businesses in mid Sussex and Brighton. Members receive a fee for their services when they are chosen to participate.

## The Koorana Foundation

The Foundation was also established in 2019 as a not-for-profit organisation that supports health and wellbeing for families. It provides online resources, talks for parents, teachers, and carers, and participates in local community events and carers' days. In the future it aims to fund sessions for families who need support with holistic services and with home schooling. It is looking for facilitators, so if you have some time to spare then we would love to hear.

## The Space

The building is a beautiful Victorian chapel. Its hall has a high vaulted ceiling, original stained-glass windows, a stunning natural oak floor, under floor heating and ventilation through windows and oscillating ceiling fans. It will seat up to 60 theatre style and has a large display screen and modern artwork. The seminar room is a smaller and quieter carpeted space that contains a small library, and the therapy room is perfect for one-to-one sessions. The sunny rear garden is planted with small trees, herbs and flowers, it is a great place to relax and unwind.

## The Location

Situated in the historic village of Ardingly, the Koorana Centre has a warm and welcoming atmosphere. The village has a café, artisan baker and post office nearby. It is situated in the heart of Sussex close to the High Weald, designated an Area of Outstanding Natural Beauty. Wakehurst (1 mile) is part of Kew Gardens and a lovely place to walk, it also has a café and restaurant. Lindfield and Cuckfield (3 miles) have boutique shops, cafes, and restaurants. Haywards Heath has a mainline train station (3 miles) with fast services to London (45 minutes). London Gatwick Airport (13 miles) provides international air travel.

When you feel ready to join as a member please complete the single page form on the next page and return it to me Gabrielle Anya Raffello with the attachments requested.

## Application to Join as a Full or Associate Member of the Koorana Centre

Please answer the questions on the next page and kindly **send in one email** to [info@thekooranacentre.com](mailto:info@thekooranacentre.com) **WITH** the following:

### Full and Associate Members

- 1) A description of your business/service (max 100 words). Please ensure it includes your full name, your business name, details of what you do, contact information including your email address, telephone number and website address if you have one and any offers you wish to make for other members or visitors to the Koorana Centre. It needs to be accurate please as it will be copied and pasted.
- 2) Copies of your insurance and qualifications.
- 3) A fun photo of yourself!

### Full Members Only

- 1) A high-resolution head and shoulders photo of yourself.
- 2) A biography (max 100 words) written in third person.
- 3) Any links to videos you would like me to share on the website or Facebook.

**Please then sign and return a hard copy of this page only to the centre. This confirms acceptance of the Koorana Centre Terms and Conditions which form a contract between yourself and the Koorana Centre and will remain in place the whole time you are a member.**

When I receive this information, I will invite you for a short interview online or in person. You will then receive an invoice for membership which is worked out pro rata for your first year, depending upon when you join. Please note that refunds will not be given if you choose to cancel your membership at any time.

Name: \_\_\_\_\_ Contact Telephone Number: \_\_\_\_\_

Website (if applicable): \_\_\_\_\_ Email Address: \_\_\_\_\_

Location: \_\_\_\_\_ Date you wish to join: \_\_\_\_\_

Facebook Name: \_\_\_\_\_ Facebook Business Page URL: \_\_\_\_\_

Application made for Full Membership/Associate Membership (please highlight as appropriate)

Signed .....

Printed: .....

Dated .....

Any questions? Please let me know.

Many thanks

**Please return this page only to:** Gabrielle Anya Rafello, Director of the Koorana Centre  
The Koorana Centre, Street Lane, Ardingly RH17 6UB Email [info@thekooranacentre.com](mailto:info@thekooranacentre.com)  
Tel 0791 372 4183 Website [www.thekooranacentre.com](http://www.thekooranacentre.com)

**Please answer these questions in an email (as appropriate):**

1. Do you wish to hire the space? (if yes please complete and return the booking form for hire)
2. If you are a facilitator/therapist what advice do you give to new clients and to those who may not have experienced your service before? Do you offer any follow up advice?
3. Are you registered with any association or governing body?
4. How do you continue to develop yourself and your skills?
5. Are there specific requirements for CPD with your governing body?
6. Do you keep records? How do you measure client progress? If your service does not appear to be delivering what you or your client expects, what course of action do you take?
7. What is your client cancellation policy?
8. How do you currently promote your service?
9. Are you willing to participate in Koorana Centre marketing activities? Are you willing to share Koorana Centre emails with your database of clients and promote any special offers we may share?
10. As a full member are you willing to provide short articles for the regular e-newsletter?
11. Please describe your main values.
12. Why would you like to become a member of the Koorana Centre?
13. Please indicate if you would like to be involved in any of the following:
  - The Creative Hub (working in the space)
  - The Creative Hub (giving free lunchtime talks or mini workshops)
  - Vitality Days (having a stand)
  - Vitality Days (providing a class, a talk or a taster therapy)
  - Wellbeing Markets (having a stand – please supply details of your product or service)
  - Corporate Wellbeing Events (please describe in what capacity)
  - The Koorana Foundation (please describe in what capacity)
  - Marketing Events in the Community (please describe in what capacity)
14. Do you agree to the Terms and Conditions of Hire and Code of Ethics? Please note that by signing the application form you agree to the Terms and Conditions and Code of Ethics.

**As individuals in our community we enjoy what we do and love to work freely. To keep everything flowing and in harmony it is important for us to have a few ground rules to follow, so I will now share some of the more serious content which is designed for some level of accountability and to ensure that our needs and values are being respected at all times. We kindly ask all members to adopt the Code of Ethics and observe the Ts and Cs that now follow.**

**The Koorana Centre Code of Ethics**

**Self-Development**

- We learn skills that increase positive self-awareness, health, and happiness
- We understand how to manage our energy and create a space that is safe and welcoming
- We do our best to create happy and healthy relationships and experiences

**Community**

- We create a place where everyone feels safe and valued, everyone feels included and respected
- We experience a sense of unity within ourselves and within groups
- We collaborate in ways that enable us to progress individually and as a group

**Creativity**

- We take personal responsibility for the experiences we are creating
- We are open to new ideas and new experiences

## Growth

- We embrace opportunities to develop ourselves that lead to greater self-awareness and self-empowerment
- We are seeking to create a better world where everyone feels safe, valued and respected
- We commit to CPD training

## Integrity

- We develop trusting relationships, we are open, honest and accountable, we respect the space and the people who operate within it
- We communicate with clarity and sincerity

## Safety

- We do our utmost to preserve a harmonious and highly supportive environment

## Koorana Centre Terms and Conditions

**Please be aware that by signing the one-page application for membership you agree to all the terms and conditions of hire listed in this document, this forms a contract between you and the Koorana Centre, Ardingly (the centre).**

### Membership

The membership fee is £180 for Full Members and £60 for Associate Members per year payable in one instalment on 1 September of each year, or pro rata if you join after that date. Please provide one month's notice if you wish to cancel your membership at any time, no refunds will be issued. Room hire is only available to members of the centre and membership must be in place both at the time of booking and the time of hire or for participation in events.

### Room hire fees per hour for Full Members during weekdays (when available)

Main Hall £20, Seminar £15, Therapy £15, minimum 1-hour booking.

### Room hire fees per hour for Full and Associate Members at weekends (when available)

Main Hall £22, Seminar £16, Therapy £16, minimum 2-hour booking.

### Creative Hub fees

Number of days per week	One	Two	Three	Four	Five
Charge per month	£52	£95	£130	£175	£190
Equivalent per day	£12	£11	£10	£10	£10

One-off day (invoiced) £25

Charge for visitors to attend

Lunch Club £5

Lunch Cost approximately £5

### Create Hub

Members may participate in Creative Hub Sessions, Monday-Wednesday in the main hall and Monday to Friday in the seminar room for quieter working, 10am-5pm. Between 1-2pm Monday-Wednesday there is a Lunch Club in the main hall and opportunity to participate in talks and mini taster workshops and visitors may also be included in this session.

To reserve slots, members are requested to email the centre at the beginning of each calendar month to advise which days they wish to attend. A signing-in book will be situated at the entrance and during the hours of 10am-1pm and 2pm-5pm only Creative Hub participants will be allowed in the main hall and seminar room. They will be responsible for any equipment and/or materials they bring into the space and will not be asked to tidy away during the lunch club unless they wish to.

The area around the seminar room, therapy room and therapy reception must be kept for quiet working, especially if one-to-one sessions are taking place in the therapy room. No telephones can be used in this section of the building unless permission is granted by the centre. Headphones must be used with laptops. A printer will be made available to members for a small charge per copy. Herbal teas are provided free of charge in the kitchen.

## **Payments**

Payments for regular hire (eg weekly classes/monthly workshops) must be made in advance by standing order on the 1<sup>st</sup> of each month. Classes can be run over 52 weeks or 39 weeks (in alignment with WSCC term dates). There is no allowance made for holidays but cover can be put in place with the agreement of the centre. 2 calendar months' cancellation is required in writing for all regular hire. No credit will be given for hours not taken.

Members wishing to place ad hoc bookings in the therapy room will pay a £30pcm standing order and be invoiced for the balance at the end of each month. Bookings can be made on the Google diary with confirmation of dates and times sent to Gabrielle. A 24-hour cancellation fee applies to ad hoc therapy bookings made in the therapy room.

Workshops and other activities will be invoiced when a booking has been received. A deposit of 25% is payable on booking and the balance due one month before the workshop is due to take place. Reminders for payment will not be sent but if balance of payment has not been received by the date agreed then the centre reserves the right to make an additional charge of £10. If balance of payment has not been received within two weeks of the event taking place the booking will be cancelled and the deposit will be retained by the centre. Each booking is deemed to be provisional until the deposit of 25% has been received. All applications are accepted on a first come first served basis and in accordance with these terms. It must be made clear the times when each activity will run and members must observe that 15 minutes is allowed (without charge) either side, for setting up and breaking down of each class or therapy, and 30 minutes either side (without charge) for workshops which run for more than 90 minutes. Please note that 'set up' time is for teachers and therapists to prepare and is not intended as a time when participants can arrive.

Creative Hub fees are payable by standing order two months in advance and two months' notice of cancellation is required. One-off days in the Creative Hub will be invoiced.

## **Applications**

Applications for membership, for hire and for participation at events must be made on the relevant booking form. The centre reserves the right to refuse any application.

## **Charges for cancellation**

### **Cancellation of weekend workshops**

3 months' notice or more	Deposit will be refunded
More than 1 months' notice but less than 3 months' notice	Deposit will be kept by centre
1 months' notice or less	Full balance will be payable

NB a workshop is defined as a session designed for a group and lasting 90 minutes or more.

A month is a calendar month.

## **Cancellation of weekly classes**

In the event of cancellation of weekly classes, 2 months' notice of cancellation is required, Members may finish a class before that time but the standing order must run to cover the full cancellation period.

## **Cancellation of ad hoc therapy sessions**

In the event of cancellation of ad hoc therapy sessions, 24-hours' notice of cancellation is required, otherwise the full fee will apply.

## **Keys**

Each Full Member will have keys, Associate Members will be met and given access. Keys must not be lent to anyone other than teachers providing holiday cover with agreement of the centre and on no condition must additional sets be copied. A charge will be made for any keys that are lost and need replacing.

## **Use of premises**

This must be confined to the uses set out in the booking form for hire.

## **Insurance**

The centre requires evidence of Public Liability and Professional Indemnity Insurance in the name of the member before bookings for hire can be confirmed. On no account will the centre be held liable for any claim made against an individual member by a client/participant in that member's activity.

## **Health, safety & security**

Any accidents or incidents must be reported to the centre immediately. All members are expected to take full responsibility for the safety and wellbeing of their clients and visitors and they are encouraged to get disclaimer forms signed. A first aid kit is kept in the kitchen, all accidents or injuries must be written in the accident book. Any member who has an allergy or extreme sensitivity must share details with the centre so necessary precautions can be taken to protect them in manageable ways.

Electrical appliances must be PAT tested, and members must pay for the cost of this service with our electrical technician. Please ensure electrical sockets are not overloaded and generators are not permitted on site.

There is a health and safety manual which all members are asked to read and sign when joining the centre as a member.

Each member who hires space for their activity is responsible for ensuring that all windows are properly closed and locked before vacating the building and the fans and lights are switched off. Please check taps are turned off in the toilets and the kitchen.

During hire, the member is not permitted to bring into the centre any hazardous materials or substances or light candles, matches or fires without the permission of the centre.

Any spillages of liquid must be cleared immediately and appropriately. Please be aware that artwork on display should not be tampered with by members, clients, or visitors.

The centre does not take any responsibility for items that are left by members or visitors, during the day or overnight. Members will be able to purchase individual lockers for Creative Hub working



by arrangement with the centre. All equipment must be removed from the centre at the end of each day unless a locker has been purchased or there is an agreement in place with the centre. Each day the Creative Hub is open there will be a manager on site to open and close the space and be available during agreed times to answer questions and support members.

## **Use of materials**

No materials are allowed in the building that could cause permanent damage to the furniture, flooring, or walls within the centre. No materials or equipment is allowed that may create loud sounds or strong smells or cause a reaction in those who may have sensitivities/allergies.

## **Kitchen**

An urn and fridge are provided, cutlery and crockery are also available. The kitchen should not be used for the 'preparation' of food, but a small microwave is available to warm food if required. Members should provide their own refreshments for their own activities; refreshments are included in Creative Hub fees. All crockery and cutlery must be washed, dried, and stored in the relevant space.

## **Breakages**

Breakages must be reported to the centre within 24 hours.

## **Cleanliness and tidiness**

Rooms and any equipment or appliances are to be left in a safe, clean, and tidy condition. Any misuse or costs incurred by the centre in rectifying damage or lack of cleaning/tidying will be charged to the member.

If the Environmental Health Service makes a visit to the premises and require certain changes to be made so facilitators/therapists can comply with health and safety requirements, any costs associated with this must be met by the relevant member.

Furniture and items upon it must not be moved without the permission of the centre. If refreshments are brought onto the premises please ensure that any crumbs or spillages are cleared up, and that food is completely cleared away and crockery and cutlery washed, dried and stored in the relevant cupboard. A bin is provided for some food waste.

**Important - all other rubbish must be taken away by each member please.**

## **Gambling**

Gambling is not permitted and alcohol may only be consumed with direct written consent from the centre. The sale of alcohol is not permitted. Smoking and vaping are not permitted.

## **Performing rights**

Members must comply with current regulations on the use of copyright music or materials.

## **Car parking**

Members must respect that the centre is in a residential area and no users of the centre must leave cars parked in areas that would be a nuisance to residents or vehicles passing through Ardingly. We respectfully ask that cars are not left in the small residential road to the side of the building. There is a free public car park opposite the centre and plenty of residential parking.

## **Noise**

Members must respect that due to the centre being near residential homes, noise levels must be kept to a minimum, especially on vacating the building after 9pm. Any live events or performances must conclude before 10pm on weekdays and Saturdays and 9.30pm on Sundays. Members are requested to advise clients/participants/visitors accordingly.

Members who use the Creative Hub are kindly requested to have mobile telephones, tablets, and laptops on silent mode and to use headphones so there is no disturbance to other members. Telephone calls can be made in the main hall 10am-1pm and 2pm-5pm provided voices are kept low in volume and do not disturb others. Laptops can be used in the seminar room which is designed as a quiet space for working but telephones must not be used in the seminar room or in the rear garden.

## **Visitors**

Visitors are welcome in the centre during public events and lunch club sessions once they have paid the relevant entrance fees. Members who provide free talks in the lunch club sessions may invite up to four visitors to attend their talk free of charge and must notify the centre of their names in advance. Other visitors are welcome by arrangement with the centre and hire of the therapy room will be made available to members who wish to organise small group meetings, when the therapy room is available. Visitors must vacate the centre once their activity has finished.

## **Lost property**

Items that are left on the premises will be kept for a period 1 one calendar month after any activity.

## **Animals**

Several of our members work with animals in the building or offer services to visitors with animals. The centre allows well behaved animals to enter the premises once permission has been granted. Please note that if any additional cleaning is required then this will be the responsibility of the member concerned. Please ensure the garden is also kept clean if animals are exercised there.

## **Confidentiality agreements/documentation/data**

All members agree to behave respectfully towards other members at the centre and client confidentiality must always be observed and maintained. A member must not approach the clients of other members to secure business, but clients and other visitors may choose to see more than one member at any given time, if they feel it is within their best interests. Members must provide copies of certificates and qualifications (including DBS checks if relevant) upon request and these will be kept at the centre for potential clients to see. All members must comply with the GDPR regulations that came into force on 25/5/2018.

## **Complaints**

By agreeing to these terms and conditions all members indemnify the centre in respect of any loss or damage that may be suffered or caused by the member or his/her client or visitor at any time, that is beyond the control of the centre. If the centre receives a complaint from a member, client or visitor, this will be investigated, and a resolution found. The centre reserves the right to suspend the agreement with any member until any such complaint has been fully investigated and resolved, with no refund or repayment of fees.

## **Non-payment of fees**

Members are expected to pay fees in full and on time, as per the terms and conditions within their

contract. The centre reserves the right to refuse any application and to terminate a member's agreement for non-payment of fees or when an agreement has been broken.

### **Fire alarm**

In the event that the fire alarm sounds members must take full responsibility to ensure clients, participants and visitors leave the building immediately by the safest possible route and to muster on the green in Street Lane, opposite the former Oak Inn, taking a register of who was in the building. If necessary, they must telephone the fire brigade and Gabrielle Anya Rafello who will come to reset the fire alarm should that be necessary. Emergency Number is 0791 372 4183 – (best to use Whatsapp please). The fire panel is found behind the picture in the front entrance and marked clearly.

**Thank you for taking the time to read this pack.**

**We hope you will join us and enjoy your time spent working here.**

Any questions? Please contact Gabrielle Anya Rafello, Director of The Koorana Centre, Street Lane, Ardingly, West Sussex RH17 6UB Website [www.thekooranacentre.com](http://www.thekooranacentre.com)  
Email [info@thekooranacentre.com](mailto:info@thekooranacentre.com) Telephone/Whatsapp 0791 3724183.