The Greenhouse Therapy Rooms

Community Code of Conduct 28 05 2026

Our Purpose

The Greenhouse Therapy Rooms is a sanctuary for both therapists and their clients — a place where people can " get shelter, get sunshine and grow". Like a greenhouse, we aim to create the right conditions for practitioners and their clients to flourish.

Our aim it to "promote more better therapy" and our community is built on trust, mutual respect, and professionalism. This Code of Conduct exists to protect that environment so that everyone can do their best work.

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1. Our Shared Principles

As members of The Greenhouse, we are all part of creating and sustaining this space.

We ask that all members: - Act with professionalism, integrity, and honesty - Treat each other, clients, and staff with respect and consideration - Use the space responsibly and fairly - Contribute to a calm, confidential, and supportive environment

The Greenhouse operates on trust and flexibility. In return, we ask all members to honour that trust in how they use the space.

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2. Professional Standards

To maintain the quality and integrity of our community, The Greenhouse accepts members who are practicing recognized, evidence-based therapies that are aligned with NICE guidance.

This helps ensure a consistent, safe, and professional standard of care for all clients attending The Greenhouse.

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3. Room Booking & Use

To ensure fairness and availability for all members, rooms must be booked in advance.

- Members must have a confirmed booking before entering or using any therapy room
- Rooms should only be used for the time booked

- Bookings should not be made retrospectively after a room has been used
- Members must finish sessions and leave the room five minutes before the hour so that the next member can begin promptly.
- Members should put all kitchen items in the dishwasher, and make sure their water bottles are refilled and put back in the fridge.

Our booking system is designed to offer flexibility and trust. Using rooms without a booking or payment undermines this system and impacts the wider community.

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4. Financial Responsibility

We aim to keep our systems simple and flexible so that members only pay for what they use.

Members are expected to: Keep valid payment details on file, ensure sufficient funds are available for monthly invoices on the last day of the month and settle invoices on the last day of the month.

Members will not be eligible for the Flourishing Member discount the following month if payment is late.

If you are ever experiencing difficulty with payment, we encourage you to speak to us so we can support you. However deliberate misuse of the booking system or avoidance of payment will be treated as a serious breach of trust.

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5. Respectful Behaviour

We are a small, close-knit community, and how we treat each other matters.

Members are expected to communicate respectfully with other members and with staff. Follow reasonable guidance from The Greenhouse Therapy Rooms management team, and act with honesty in all interactions, including around bookings and usage

Where behaviour falls short of these expectations, we will address this directly and constructively.

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6. Use of Space

We want each room to feel welcoming and ready for the next therapist and client.

Members are asked to: -

- Leave rooms as they found them
- Return furniture and equipment to their original positions
- Dispose of rubbish appropriately
- Be mindful of noise in shared areas
- Make use of White Noise Machines when needed
- If a member is the last to leave the space in the evening please can you switch off all standard lamps, close all internal doors, close all windows, put the dishwasher on and make sure the front door is properly closed behind you.

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7. Kitchen & Shared Facilities

The kitchen is a shared space for everyone to enjoy.

Please can you: -

- Clean up after yourself
- Return items to the kitchen after use
- Always put used cups and plates in the dishwasher if possible.
- Load or unload the dishwasher where appropriate

These small actions help keep the space running smoothly for everyone.

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8. Clients & Access

- Only registered members and their clients are permitted on site
- Members are responsible for granting access to their own clients only
- Clients should never be given access codes.
- Codes will be updated periodically to protect the safety of our community
- Where a client attends with a chaperone, please ensure that the chaperone does not stay on the premises, but drops the client off and returns to collect them at the end of the session. If this is not possible another room must be booked for the chaperone to wait in.
- No bicycles are permitted in The Greenhouse Therapy Rooms
- Dogs are not permitted on site at either of our locations due to considerations that include but are not limited to allergies and phobias

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9. Safeguarding Our Address

Members are encouraged to communicate that they practice at The Greenhouse Therapy Rooms in Richmond or Chiswick locations. However, The Greenhouse Therapy Rooms address must not be used as a registered business address. Specifically

- It must not be used for HMRC or official registrations
- It must not be used as a registered address with the local council

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10. Communicating within the community

We value connection and mutual support within our community.

- The WhatsApp group is a space for
    - Referrals
    - Shared information and support
    - Lost property
- Please respond to referrals privately where possible to avoid unnecessary group traffic
- Operational matters (bookings, maintenance, etc.) should be directed to staff directly

Staff at The Greenhouse Therapy Rooms are not trained psychotherapists, while we facilitate connection, members are responsible for their own professional judgement in referrals.

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11. Breaches & How We Respond

Where concerns arise, we will aim to address them fairly and proportionately.

- Minor issues may be resolved through conversation or a written reminder
- Repeated concerns may lead to formal warnings
- Serious concerns may require immediate suspension or termination of membership

Serious concerns include but are not limited to misuse of rooms, dishonesty, disrespect of staff or other members, non-payment, or behaviour that impacts the safety or wellbeing of others.

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12. Ending Membership & Access

If membership ends, access to The Greenhouse Therapy Rooms can be withdrawn immediately. The member will be taken off the booking system, and The Greenhouse Therapy Rooms directory and the WhatsApp group.

Members must remove references to practicing at The Greenhouse from public profiles, and any attempt to access the space after membership has ended will be treated as trespass.

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13. Reporting Concerns & Keeping in Touch

If you need support with bookings or notice any maintenance issues, have any concerns about members behaviour, or notice something that just doesn't feel right, please let us know:

support@thegreenhouserooms.com	For all questions relating to bookings and using the system. Onboarding and other queries
office@thegreenhouserooms.com	For any issues to do with managing cleaners, office inventory, office maintenance and plants

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15. Final Note

The Greenhouse exists because of the care, professionalism, and respect of its members.

Thank you for being part of a community that allows therapists — and their clients — to feel supported, safe, and able to grow.

The Greenhouse Therapy Rooms reserves the right to make final decisions on matters relating to membership, conduct, and use of the space.