

VOFFIO

Voffio Coworking Membership Agreement

Detailed standard terms for coworking, desk and team-workspace access.

Service provider	Merchant / tax details	Version
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Stamp / e-stamp print layout: The upper half of this first page is intentionally left blank so this agreement can be printed on pre-stamped or e-stamp paper where appropriate. Do not place Voffio text in that reserved area.

Important: This standard agreement is intended to document the service relationship and online acceptance process. Package-specific quotations, invoices, service orders and applicable law may add or override terms. Non-waivable statutory rights remain unaffected.

1. Parties and scope

This agreement governs paid coworking, open-desk, dedicated-desk, team-workspace and related physical workspace access supplied by Voffio at the location and for the period stated in the booking, invoice or service order.

A booking does not create a tenancy, leasehold interest, exclusive possession or property right unless a separate written instrument expressly states otherwise.

2. Activation, identity and access

Access begins only after payment clearance, any required identity/business verification, acceptance of applicable policies and issue of a valid Voffio access/QR credential.

QR passes and other credentials are personal and non-transferable. Voffio may verify identity and deny entry where the credential is invalid, expired, revoked or does not match the holder.

3. Operating hours and location rules

Standard operating hours are Monday-Saturday, 9:00 AM-5:00 PM unless the purchased plan or written approval states otherwise. Holiday, safety, maintenance, utility or exceptional operational conditions may affect availability.

Customers must follow reception, visitor, security, safety, evacuation, conduct and building rules notified for the applicable location.

4. Seats and workspace allocation

An open-desk plan does not guarantee the same physical desk each day. A dedicated desk or team zone is subject to the specific allotment recorded for the service.

Voffio may move a member to a reasonably comparable desk or zone where needed for maintenance, safety, operational balancing or premises management.

5. Facilities and fair use

Core facilities may include air-conditioned workspace, business Wi-Fi, electrical power, common-area CCTV, reception/security support, drinking water, toilets, cleaning and shared operational support as stated for the plan.

Printing, meeting use, refreshments, courier/errand support, day-care support, specialist assistance and high-volume or exceptional consumption can be limited, availability-based or separately chargeable unless expressly included.

6. Customer conduct and acceptable use

Customers must act lawfully and professionally and must not harass others, damage property, create unsafe conditions, possess prohibited items, misuse networks, share access credentials, conduct deceptive activity or materially disrupt other users.

Voffio may take proportionate action including warning, access restriction, suspension or termination for material breach, safety risk, unlawful conduct or non-payment, subject to applicable rights.

7. Security, devices and confidentiality

Each customer remains responsible for their own laptops, phones, files, passwords, backups, confidential conversations and business records. Shared workspace is not a substitute for the customer's own information-security controls.

CCTV may operate in common/access areas for safety, security and incident management. It is not intended for private areas where surveillance would be inappropriate.

8. Visitors and meetings

Visitor, interview and meeting access is subject to the purchased plan, capacity, reception rules and prior confirmation where required. Members are responsible for the conduct of invited visitors.

9. Fees, taxes and payment

Fees, currency, billing period and taxes are those shown at checkout, on the invoice or in the accepted quotation. India payments may use Cashfree and international payments may use PayPal or another enabled provider.

Failed, reversed or disputed payments may result in delayed activation or suspension. Third-party gateway processing times and bank timelines are outside Voffio's control.

10. Cancellation, refunds and rescheduling

Refund eligibility depends on the service, timing, activation status, consumed access and documented non-recoverable costs. Customers should review the published Refund, Cancellation & Rescheduling Policy before payment.

Where a statutory right requires a different outcome, applicable law prevails.

11. Damage, loss and liability

Customers are responsible for loss or damage they cause beyond ordinary wear. Voffio is not responsible for customer property left unattended except to the extent liability cannot lawfully be excluded.

Voffio will use reasonable efforts to provide the service but does not guarantee uninterrupted electricity, telecom, internet, third-party payment systems, transport or external services.

12. Privacy and records

Voffio may process booking, identity, payment status, entry, attendance, support and CCTV-related information as described in the Privacy Notice and as reasonably required to operate, secure and document the service.

13. Renewal, suspension and termination

Renewal is subject to payment, availability and then-current plan terms. The customer must stop using Voffio access credentials and premises after expiry or termination unless renewed or separately authorised.

14. Notices, complaints and governing framework

Service notices may be sent to the customer's registered email/phone or displayed in the customer account. Complaints can be sent to info@voffio.com with the booking/order ID and requested resolution.

The agreement is governed by applicable Indian law and mandatory consumer or other statutory protections remain unaffected. Any jurisdiction clause in a package-specific signed service order applies only to the extent legally permitted.

Online Acceptance & Booking Record

The website checkout requires affirmative checkbox acceptance before payment. The system may retain the booking/order reference, policy version, acceptance timestamp, IP address, browser/user-agent, accepted checklist fields and a SHA-256 hash of the agreement PDF in the legal acceptance audit record.

Acceptance item	Customer confirmation
Terms of Service	☐ Accepted online before payment
Coworking Membership Agreement PDF	☐ Accepted online before payment
House Rules & QR Entry	☐ Accepted online before payment
Privacy Notice	☐ Accepted online before payment
Refund/Cancellation Policy	☐ Accepted online before payment
Payment Policy	☐ Accepted online before payment
Electronic Records Consent	☐ Accepted online before payment
Accuracy & Authority Confirmation	☐ Accepted online before payment

Customer / Company: _____

Order / Booking ID: _____

Date: _____ **Signature (where separately signed):** _____

Electronic acceptance can form part of the transaction record. Where a wet-ink or digital signature is additionally required for a particular use, Voffio may request a separately executed copy.