

Referral Scheme Terms & Conditions

These Terms and Conditions govern the Boston House Referral Scheme and apply to both the Office Referral Scheme and the Virtual Office Referral Scheme. By participating in the scheme, referrers agree to be bound by these terms.

1. Definitions

Boston House	The operator of the referral scheme and provider of office and virtual office services.
Referrer	Any individual or organisation who refers a prospective new client to Boston House under this scheme.
Referred Client	A prospective new client introduced to Boston House by a Referrer.
New Client	A client with no active account at Boston House, or no account activity for a period of 24 months or more.
Licence Fee	The monthly fee payable by the Referred Client for their office space.
Account Active	The point at which the Referred Client has signed their licence agreement and all accounts are fully set up and paid.

2. Eligibility

2.1 Who May Refer

- The scheme is open to the general public, including existing and former Boston House clients.
- Current Boston House employees are excluded from the scheme and may not receive referral rewards.
- Commercial agents or third parties already operating under a separate commission or referral agreement with Boston House are excluded. This scheme may not be combined with any other Boston House scheme or agreement.
- There is no limit on the number of referrals a Referrer may make, and no cap on total rewards earned.
- A referral reward will not be payable where Boston House Business Centre is already engaged with, or has an existing agreement in place with, a commercial agent or property consultant in connection with the same client introduction. In circumstances where a commercial agent fee is payable, no referral reward will be due under this scheme, regardless of whether a separate referral was also submitted.
- Where any doubt exists as to whether a commercial agent relationship applies, Boston House Business Centre reserves the right to make a final determination.

2.2 Who Qualifies as a New Client

- The Referred Client must have no existing or active account with Boston House.
- Former clients who have had no account activity for a period of 24 months or more are eligible to be referred.
- Boston House reserves the right to determine, at its sole discretion, whether a prospect qualifies for this scheme.

3. How to Make a Referral

3.1 Referral Registration

- Referrals must be submitted to Boston House before the Referred Client makes any direct contact with Boston House.
- A referral may be submitted by email to enquiries@bostonhouse.co.uk or by completion of the Boston House Referral Form.
- The referral submission must include: the Referrer's full name and contact details, and the Referred Client's full name, company name (if applicable), and contact details.
- No referral will be accepted after a Referred Client has already engaged with Boston House in any form, including telephone enquiry, email enquiry, or attendance at a viewing.

3.2 Attribution

- Where two or more Referrers claim credit for the same Referred Client, the referral will be attributed to the Referrer whose submission was received first, as determined by the timestamp of the email or form submission.
- Boston House's decision on attribution is final.

4. Reward Structure

	Office Referral	Virtual Office Referral
Reward	5% of the first 12 months' licence fee	£15 account credit
Minimum term	12 months	12 months
Payment trigger	After 3 months' occupation	After 3 months' occupation
Format	Bank transfer (recommended)	Credit applied to Referrer's account

4.1 Payment Conditions

- The reward will be paid after the Referred Client has completed three full months of occupation and all invoices for that period have been paid in full.
- If the Referred Client cancels or vacates before completing three months of occupation, no reward will be payable.
- The reward is not payable in advance under any circumstances.

5. Communication & Updates

- Boston House will acknowledge receipt of a referral submission within 2 business days.
- The Referrer will be notified when the Referred Client has taken up a space or virtual office.
- The Referrer will be notified at the 3-month mark when the reward is being processed.
- The Referrer will receive final confirmation once the reward has been issued.
- Boston House will not share financial, contractual, or personal details of the Referred Client with the Referrer at any stage.

6. Data Protection

Both the Referrer and Referred Client's personal data will be processed by Boston House in accordance with applicable data protection legislation, including the UK GDPR and Data Protection Act 2018.

By submitting a referral, the Referrer confirms they have obtained appropriate consent from the Referred Client to pass their contact details to Boston House, or that they have a legitimate basis to do so.

Boston House will use the Referred Client's personal data solely for the purpose of processing the referral and assessing their suitability as a new client.

7. General Conditions

- Boston House reserves the right to withdraw or amend this scheme at any time.
- Any referral where the Referred Client has already completed 3 months' occupation at the point of withdrawal will be honoured.
- Rewards are non-transferable.
- Boston House's decision in all matters relating to the scheme is final.
- These terms are governed by the laws of England and Wales.