



Founding Membership Terms: Post-Event Applications

Last updated: 21/06/2026

Thank you for applying to become a House Two Founding Member. Founding Membership is for the first group of people helping us shape the community from the beginning and comes with a reduced membership rate.

These terms explain how your £10 reservation fee works, what happens if your application is accepted, how the House Two hat offer works, and how future membership payments will be taken.

These terms are between you and House Two Club Limited, a company registered in England and Wales (company number 17119543), with its registered office at 124–128 City Road, London, England, EC1V 2NX. You can contact us at any time at hello@housetwo.club.

1. Which applications these terms cover

These terms apply to Founding Membership applications submitted through the House Two post-event online application form on or after 21 June 2026. They do not apply to applicants who paid their £10 reservation fee at the House Two launch event on 19 June 2026. Those applicants remain subject to the terms presented at the event, under which their £10 reservation fee remains refundable in full if they cancel before their first membership payment is taken.

If an applicant who paid at the launch event later provides a delivery address or other information through an online form, doing so does not replace or change the terms that applied to their original reservation.

2. Your application and reservation fee

Your £10 reservation fee secures your application for House Two Founding Membership. Submission of an application does not guarantee acceptance. Your reservation is confirmed when your £10 payment has been successfully processed and you receive confirmation from House Two or its payment or form provider. After you apply and pay, we will send you a confirmation by email that includes, or links to, these terms and the model cancellation form in section 20, so that you have them in a durable form you can keep. House Two may accept or decline applications at its discretion, subject to applicable law. If your application is unsuccessful, your £10 reservation fee will be refunded in full to your original payment method. No future membership payments will be taken. If your application is accepted and you proceed with membership, your £10 reservation fee will be credited towards your first membership payment.

3. House Two hat offer

Where the hat offer is displayed as part of your application, eligible applicants may receive one House Two hat at no additional charge, subject to availability. The offer is limited to one hat per applicant. Hats cannot be exchanged for cash, transferred to another applicant or resold as part of the application. A hat is confirmed as allocated to you once:

- your £10 reservation payment has been successfully processed;
- House Two has confirmed your eligibility for the hat offer; and
- House Two has confirmed that a hat is available for you.

Hats may be dispatched or released for collection as soon as reasonably possible after allocation, subject to availability.

Hat delivery and collection times will depend on stock availability. Some hats may be available immediately, while in other cases House Two may need to order additional stock before fulfilling your hat. We do not guarantee a specific dispatch, delivery or collection date, but we will keep you informed and contact you once your hat has been dispatched or is ready for collection.

Your £10 payment is a reservation fee for your Founding Membership application. If your application is accepted and you proceed with membership, the £10 reservation fee will be credited towards your first membership payment.

You may cancel the hat offer at any time before receiving or collecting the hat, and up to 14 days after the day on which you receive or collect it, in accordance with section 7.

If you withdraw from Founding Membership before your first membership payment is taken and:

- you have not yet received or collected your hat; or
- you cancel the hat offer within the applicable 14-day cancellation period and return the hat in accordance with section 7,

your £10 reservation fee will be refunded in full.

If you keep your House Two hat beyond the applicable 14-day cancellation period and later withdraw from Founding Membership, your £10 reservation fee will not be refunded.

This does not prevent you from cancelling your Founding Membership. If you cancel before your first membership payment is taken, no membership payments will be taken. If you cancel after membership has begun, no further membership payments will be taken once your cancellation takes effect in accordance with section 9.

If your application is unsuccessful, your £10 reservation fee will be refunded in full.

If House Two cancels the membership launch, or materially changes the membership programme before it begins, your refund rights under section 5 will apply regardless of whether you have received or collected a hat.

If House Two is unable to supply a hat after confirming your allocation, you may choose either to continue with your Founding Membership application without a hat or to cancel your application and receive a full refund of your £10 reservation fee.

Nothing in this section affects your statutory rights where a hat is faulty, damaged or not as described.

4. Hat delivery and collection

You may be offered the choice of:

- standard delivery to an eligible UK address; or
- collection at a future House Two event or another collection opportunity arranged by House Two.

Standard UK delivery will be provided at no separate charge unless a different delivery arrangement and charge are clearly agreed with you in advance.

If you choose delivery, you must provide a complete and accurate delivery address. You must contact House Two as soon as possible if your delivery details change. House Two cannot guarantee that an address can be changed after a hat has been dispatched. If a parcel is returned or must be sent again because the address you supplied was incomplete or inaccurate, House Two may ask you to pay the reasonable cost of redelivery.

House Two may share the delivery information reasonably necessary to fulfil the delivery with its form, database, postal and courier providers, as explained in the House Two Privacy Policy.

If you choose collection, House Two does not currently guarantee a particular event or collection date. We will reserve your allocated hat and contact you when a suitable collection opportunity becomes available.

You may contact House Two to request that your collection preference be changed to delivery, provided the hat has not already been collected and delivery is available to your address.

House Two is not responsible for postal or courier delays outside its reasonable control. Please contact us if your hat does not arrive within a reasonable time so that we can investigate the delivery.

Nothing in these terms affects your statutory rights where a hat is faulty, damaged or not as described.

5. Membership launch and notice

If your application is accepted, House Two will notify you at least one month before membership launches.

This notice will include:

- the expected membership launch date;
- the date of your first membership payment;
- your ongoing monthly billing date;
- the amount that will be charged; and
- instructions explaining how to cancel before your first membership payment is taken.

House Two reserves the right to delay, modify or cancel the launch of the membership programme.

If House Two cancels the membership launch, your £10 reservation fee will be refunded in full.

If House Two delays or materially changes the membership programme before membership begins, you may cancel and request a full refund of your £10 reservation fee.

Where House Two is responsible for cancelling or materially changing the membership programme, receiving a hat will not remove your right to the refund described in this section.

6. Founding Member pricing

Founding Members receive a reduced membership rate of £25 per month for their first six months.

This is 50% off the early Tier 1 standard membership price of £50 per month.

Your £10 reservation fee will be credited towards your first month of membership. This means that, if your application is accepted and you proceed with membership, your first membership payment will be £15.

After your first month, you will be charged £25 per month for months two to six of your Founding Membership.

After your first six months, your membership will continue at the early Tier 1 standard membership price of £50 per month, charged monthly, unless you cancel before your next billing date.

House Two will remind you before your membership moves from the reduced Founding Member rate to the early Tier 1 standard membership price.

7. Cancellation before membership begins

You may cancel your Founding Membership application at any time before your first membership payment is taken by contacting House Two at hello@housetwo.club. Please include the name and email address used for your application so that we can identify your reservation.

If you cancel before your first membership payment is taken, no membership payments will be taken from your saved payment method.

Your right to cancel your membership application is separate from whether your £10 reservation fee is refundable. The refund arrangements depend on whether you have received or collected a House Two hat and whether the applicable hat cancellation period has expired.

Cancellation before receiving or collecting your hat

If you withdraw from Founding Membership before receiving or collecting your hat, your £10 reservation fee will be refunded in full.

If the hat has already been dispatched when you cancel, you must return it after delivery or follow any reasonable return instructions provided by House Two. House Two may wait until the hat has been returned, or until you provide evidence that it has been sent back, before issuing your refund.

Cancellation within 14 days of receiving or collecting your hat

You may cancel the hat offer up to 14 days after the day on which you receive or collect the hat. To cancel, you must contact House Two at hello@housetwo.club within that 14-day period.

After telling us that you wish to cancel, you must return the hat within 14 days.

Unless the hat is faulty, damaged or not as described, you will be responsible for the direct cost of returning it.

House Two may wait until the hat has been returned, or until you provide evidence that it has been sent back, before issuing your refund.

If you cancel within the applicable 14-day period and return the hat in accordance with these terms, your £10 reservation fee will be refunded in full and no future membership payments will be taken.

Cancellation after the 14-day hat cancellation period

If you keep your House Two hat beyond the applicable 14-day cancellation period and later withdraw from Founding Membership before your first membership payment is taken:

- your £10 reservation fee will not be refunded; but
- no membership payments will be taken from your saved payment method.

The fact that the £10 reservation fee is non-refundable does not prevent you from cancelling your Founding Membership application or stopping future membership payments.

Cancellation after membership begins

Once membership has begun, you may still cancel your Founding Membership at any time in accordance with section 9.

Cancellation will take effect at the end of your current paid monthly billing period. No further membership payments will be taken after the cancellation takes effect.

The £10 reservation fee, having already been credited towards your first membership payment, will not be separately refunded.

Taking care of and returning the hat

You should take reasonable care of the hat while it is in your possession.

House Two may make a lawful deduction from any refund where the value of the hat has been reduced because it has been handled beyond what would reasonably be necessary to inspect it.

Nothing in this section affects your statutory rights, including your rights where the hat is faulty, damaged or not as described.

8. Automatic monthly payments

By making the £10 reservation payment and ticking the acceptance box, you agree that your payment method may be saved securely through Stripe for future membership payments.

Where your payment method has been successfully saved through Stripe, you authorise House Two, if your application is accepted, to charge that payment method automatically for the membership payments described in these terms.

This means that your saved payment method may be charged:

- £15 for your first month of membership, after your £10 reservation fee credit has been applied;
- £25 per month for months two to six of your Founding Membership; and
- £50 per month after your first six months, unless you cancel before your next billing date.

Membership payments are charged monthly in advance.

House Two will give you at least one month's notice before taking your first membership payment. That notice will confirm the payment date and amount and explain how to cancel.

Your permission for recurring membership payments will continue until your membership is cancelled.

If your payment method cannot be saved or charged successfully, House Two may ask you to provide or approve another payment method before your membership begins or continues.

House Two does not receive or store your full card number or CVV. Payments and saved payment methods are processed securely by Stripe.

9. Cancellation after membership begins

Your 14-day cooling-off period when membership begins

When your membership begins, you have a statutory 14-day cooling-off period under the Consumer Contracts Regulations 2013, during which you may cancel for any reason.

By proceeding with membership when it launches, you ask us to begin providing your membership benefits straight away, including during this cooling-off period.

If you cancel within the 14-day cooling-off period:

- if you have not yet received any membership benefits, you will receive a full refund of the membership payment you have made; or
- if you have already received some membership benefits, you will receive a refund of that payment reduced by a proportionate amount reflecting the benefits provided up to the point you tell us you wish to cancel.

This cooling-off right is in addition to your ongoing right to cancel at any time, described below.

Cancelling at any time

You may cancel your Founding Membership at any time.

After membership begins, cancellation will take effect at the end of your current paid monthly billing period. You will continue to have access to the applicable membership benefits until the end of that billing period.

No further membership payments will be taken after the cancellation takes effect.

To avoid your next payment, you must cancel before your next billing date.

You can cancel by contacting House Two at hello@housetwo.club. Please include the name and email address associated with your membership.

Once your subscription is active, you may also be able to cancel through Stripe's customer billing portal if House Two makes this option available.

10. Refunds

If your application is unsuccessful, your £10 reservation fee will be refunded in full.

If you cancel before your first membership payment is taken, your reservation-fee refund will be handled in accordance with section 7. Your refund may be reduced only where you keep your House Two hat after the applicable cancellation period has expired, as explained in that section.

If House Two cancels the membership launch or materially changes the membership programme before it begins, your £10 reservation fee will be refunded in full.

Once membership has started, monthly membership payments are generally non-refundable for the current paid billing period unless:

- a refund is required by law (including under your 14-day cooling-off right in section 9);
- House Two cancels your membership without cause;
- House Two materially fails to provide the membership service; or
- House Two agrees otherwise.

If House Two cancels your membership without cause during a paid billing period, House Two will refund the unused portion of that billing period where appropriate.

Where you are entitled to a refund under these terms, we will provide it within 14 days: for cancellations, within 14 days of your cancellation taking effect; and for hat returns, within 14 days of the day we receive the returned hat or your evidence that it has been sent back, whichever is sooner.

Refunds will normally be made to the original payment method. The time taken for the refund to appear in your account may then depend on Stripe, your bank or your payment provider.

11. Membership benefits

Founding Membership may include access to House Two events, member-only experiences, a private member network and other community benefits.

Some events or experiences may require a separate RSVP, approval or payment and may be subject to capacity limits.

Membership does not guarantee entry to every event where spaces are limited or where an event has separate entry requirements.

House Two may update, develop or improve the membership offering over time.

If House Two makes a material change to the membership offering before membership begins, you may cancel and request a refund of your £10 reservation fee in accordance with section 5.

12. Conduct and community standards

House Two is built around openness, curiosity, respect and genuine connection.

House Two reserves the right to refuse access, suspend or cancel membership where a member behaves in a way that is unsafe, disrespectful, discriminatory, harassing, abusive, unlawful or otherwise seriously inconsistent with the wellbeing of the community.

Any decision will be made reasonably and with regard to the circumstances.

If House Two cancels a membership because of serious misconduct or a material breach of these terms, House Two may decline to refund the current paid billing period where permitted by law.

Nothing in this section limits any rights or remedies available under applicable law.

13. Payment issues

If a membership payment fails, Stripe may automatically retry the payment.

House Two may also contact you and ask you to update or replace your payment method.

If payment remains outstanding, House Two may suspend or cancel your membership until the payment issue has been resolved.

House Two will not knowingly take membership payments after your cancellation has taken effect.

14. Privacy and personal data

House Two will collect and use your personal information to:

- process and assess your application;
- manage your reservation fee and membership;
- process payments, refunds and cancellations;
- save your payment method through Stripe where authorised;
- arrange the delivery or collection of your House Two hat;
- communicate with you about your application, payments, membership and hat; and
- provide and administer House Two services.

This information may include your name, contact details, delivery address, application details, membership status, payment references, delivery preference and hat fulfillment records.

House Two may share the information reasonably necessary to perform these activities with service providers including Fillout, Airtable, Stripe and the relevant postal or courier provider.

House Two does not receive or store your full card number or CVV.

Further information about how House Two collects, uses, shares and retains personal information is set out in the House Two [Privacy Policy](#).

15. Service and marketing communications

House Two may contact you with important service messages concerning your application, reservation fee, payment method, membership, billing, cancellation, events, hat delivery or collection and account.

These service messages are necessary to manage your application and membership and are not marketing communications.

House Two will only send you marketing communications where it is legally permitted to do so. Where marketing is based on your consent, you may withdraw that consent or unsubscribe at any time. Unsubscribing from marketing will not prevent House Two from sending necessary service communications about your application or membership.

16. Changes to these terms

The version of these terms that you accept when applying will govern your reservation and application.

House Two may update these terms prospectively for future applicants. House Two will not retrospectively remove or reduce the refund or cancellation rights that applied when you paid your reservation fee.

If a change is required by law or House Two proposes a material change affecting you before membership begins, House Two will notify you and explain any cancellation or refund rights available.

If House Two makes a material change after membership begins, it will notify you before the change takes effect. You may cancel your membership before the change takes effect.

17. Liability

Nothing in these terms excludes or limits liability where it would be unlawful to do so, including liability for:

- death or personal injury caused by negligence;
- fraud or fraudulent misrepresentation; or
- your statutory consumer rights.

House Two is responsible for losses that are a foreseeable result of its breach of these terms or failure to use reasonable care and skill.

House Two is not responsible for losses that were not reasonably foreseeable when the agreement was made, business losses suffered by a consumer, or delays and failures caused by events outside House Two's reasonable control.

18. General

Founding Membership is personal to you and cannot be transferred, sold or assigned to another person without House Two's written consent.

You must be 18 or over to apply for House Two Founding Membership.

If any provision of these terms is found to be unlawful or unenforceable, the remaining provisions will continue to apply.

A delay by House Two in enforcing a right under these terms does not mean that House Two has waived that right.

These terms are governed by the laws of England and Wales.

If you live elsewhere in the United Kingdom, you may also have the right to bring proceedings in the courts of the part of the United Kingdom in which you live.

Nothing in these terms affects your statutory rights.

19. Contacting House Two

If you have any questions about these terms, your application, hat, membership, cancellation or refund, please contact:

House Two Club Limited A company registered in England and Wales, company number 17119543 Registered office: 124–128 City Road, London, England, EC1V 2NX

Email: hello@housetwo.club

20. Model cancellation form

You may use the wording below to cancel, although you do not have to use this particular form.

To: House Two Club Limited, hello@housetwo.club

I hereby give notice that I wish to cancel my House Two Founding Membership application or membership.

- Name:
- Email address used for the application:
- Date the £10 reservation payment was made:
- Delivery address, if applicable:
- Date:

You may send this information by email to hello@housetwo.club.

