

Horizons Cowork Member Platform Acceptable Use Policy (AUP)

Last Updated: 03/18/2026

This Member Platform Acceptable Use Policy (“AUP”) applies to your use of Horizons Cowork’s **Member Platform**, including any portal, app, community features, messaging, support tools, booking tools, and any related services.

This AUP is incorporated into and forms part of the **Member Platform Terms of Use** and is designed to align with our **Internet Access & Data Network TOS, Community Guidelines**, and applicable laws.

1) What This AUP Covers

This AUP applies to:

- Your Account and login credentials
 - Bookings/reservations and payments made through the platform
 - Messages, posts, uploads, reviews, or other content you submit (“Member Content”)
 - Support requests and communications via platform tools
 - Any integration with third-party tools accessed through the platform
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2) General Rules

You agree to use the Member Platform only for lawful purposes and in a manner that:

- Does not harm Horizons Cowork, Members, guests, or third parties
 - Does not interfere with platform operations or security
 - Does not violate any Membership Agreement or posted policy
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3) Prohibited Activities

You may not, and may not attempt to:

A. Security and System Misuse

- Access accounts, data, or systems you are not authorized to access
- Probe, scan, or test vulnerabilities without written permission

- Bypass authentication, security, or access controls
- Introduce malware, spyware, viruses, ransomware, or harmful code
- Use automated scripts/bots to scrape data or overload systems (DoS/DDoS)

B. Fraud, Impersonation, and Misrepresentation

- Misrepresent your identity, affiliation, or eligibility
- Use stolen payment methods or commit billing fraud
- Create accounts for someone else without authorization
- Manipulate bookings or availability unfairly (e.g., automated reservation hoarding)

C. Illegal or Harmful Content

- Upload or share illegal content
- Share content that is defamatory, harassing, threatening, obscene, or discriminatory
- Promote violence, criminal activity, or instructions for wrongdoing
- Share child sexual abuse material (will be reported to law enforcement)

D. Privacy Violations

- Post another person's personal data without permission (phone numbers, addresses, IDs)
- Share confidential business information that you do not have the right to disclose
- Collect or harvest personal information about other users without consent

E. Intellectual Property Infringement

- Upload copyrighted materials you do not own or have permission to use
- Use Horizons Cowork logos/branding without written authorization
- Circumvent DRM or licensing restrictions

F. Commercial Exploitation / Resale

- Sell, sublicense, rent, or resell access to the Member Platform
- Use the platform to operate spam campaigns, bulk solicitation, or unsolicited marketing
- Use the platform to advertise unrelated services in a disruptive manner

4) Member Content Standards

If you submit Member Content, you agree:

- You have the rights and permissions to submit it
- It is accurate where accuracy is implied (e.g., booking details, contact info)
- It does not include Sensitive Personal Information unless explicitly required for a specific service and submitted through approved channels

- It complies with these Terms and all laws

We may remove or restrict content that violates this AUP or creates risk to the community.

5) Booking Integrity and Fair Use

To protect fair access:

- Book only what you intend to use
- Cancel promptly if plans change (fees may apply per your Membership Agreement)
- Do not “hold” rooms/desks for others unless your plan allows it
- Do not interfere with availability or billing systems

We may limit booking privileges or suspend accounts for abuse.

6) Enforcement and Reporting

We may investigate suspected violations and take action, including:

- Removing content
- Limiting features (posting, messaging, booking)
- Suspending or terminating platform access
- Terminating services under the Membership Agreement where permitted
- Reporting suspected illegal activity to law enforcement

To report misuse, contact support via the Member Platform or email **[Insert support email]**.

7) Cooperation with Law Enforcement / Legal Requests

Subject to applicable law, we may preserve and disclose information related to Member Platform activity to comply with lawful requests (subpoenas, court orders) or to protect safety and security.

8) Changes to This AUP

We may update this AUP from time to time. Continued use of the Member Platform after updates take effect constitutes acceptance.