

## Cowork Lab, LLC Terms of Service

### Hours:

1. Members who purchased Premier Coworking Membership or Dedicated Private Office have 24/7 access with entry code and security code.
2. Regular business hours (when Cowork Lab is staffed by employees and open to the public) are Mondays through Fridays, 9 am to 5 pm.
3. Cowork Lab staff holidays (when we are closed to the public) are all federal holidays.
4. Meetings can be reserved for (based on availability and with advance reservation) any time: weekdays, early mornings, evenings and weekends.

### Membership:

1. Your account is charged on the first day each month (unless you prepay for 3/6/12 months; then it is charged the first day each quarter/six months/year.)
2. The rate you have is the rate you keep, as long as you stay a member. Rates stay the same for current members forever (including the option to switch between monthly, quarterly, six months and yearly prepaid.)
3. Day trial: Anyone considering membership can try working here for a day between the hours of Monday to Friday, 9 am to 5 pm.
4. If at some point you wish to cancel your membership, then email us at [support@thecoworklab.com](mailto:support@thecoworklab.com) 30 days before your next billing cycle.
5. Entry codes, security codes, and keys may not be shared with anyone for any reason.
  - a. First offense: \$100 fine
  - b. Second offense: \$500 fine
  - c. Third and subsequent offenses: \$1,000 fine and suspension of membership privilegesKey must be returned on the last day.
5. Members hosting meetings:
  - a. Conference room access: based on the membership purchased (with the option to reserve in advance to have clients/visitors/co-workers in those meetings.)
  - b. Any member can fill up any conference room with visitors (up to 8 people total in the biggest room.)
  - c. Reservations for meetings with visitors are recommended in order to guarantee conference room availability and have conference rooms clean and ready for arrivals.
  - d. For off-hour meetings: The member who is hosting the meeting is required to arrive at Cowork Lab at least 15 minutes before their first visitor is expected (so that people aren't waiting outside.)
  - e. Conversations in the conference rooms are good if they are in normal voices, not loud or emotional.
  - f. All visitors here for meetings have to stay within the same room (except for restrooms/kitchen), and are the responsibility of the hosting member.
  - g. A visitor (who isn't a member or here on a day pass) here for a meeting can't be at Cowork Lab more than 3 hours total that day.

- h. A member can't be in conference rooms more than 3 hours total any day (or if they are, then the member has to pay the hourly meeting rate.) The exception: there is no hourly limit while there are after-hours event rentals or member events; then conference rooms are open unlimited for members during that time.
  - i. To pause membership, a member must give a 30 day email notice and get a membership credit equal to the pre-paid membership amount for future access (re-starting membership) at a date of their choice. Any member may not pause membership more than twice every calendar year and must rejoin for at least a full month or the remainder of their credit, whichever is less. If paused, the 3/6/12 months pre-paid must be used within 24 months of the start date. While a membership is paused, it cannot be used as a membership in any way: not for the Coworking Visa, mail delivery, or any access for any reason. The key must be returned.
  - j. A person or company with 3/6/12 months prepaid membership may switch out the person who has the membership for a new person, provided there is at least 10-day email notice to Cowork Lab, and not more often than once every 90 days per membership. Before the switch, the new person has to email [support@thecoworklab.com](mailto:support@thecoworklab.com) confirmation of agreement to these Terms of Service. The key has to be returned to Cowork Lab staff, who will give it to the new person. The new person has to be toured and shown the alarm system by a Cowork Lab staff before they get the key or security code.
  - k. A member who pauses or cancels membership, then rejoins, will rejoin at the current rate for all months that weren't already paid for.
6. Meetings by non-members:
- a. Payment in advance is required to reserve. Please reserve the entire time that you might need for paid meetings.
  - b. Included in the rate: You and your visitors can arrive up to 15 minutes before the start of the reserved meeting time, and stay up to 10 minutes after.
  - c. If you arrive early or stay late outside of the reserved meeting time, and if there is availability of the conference room, then you may stay for more time and you will be charged to the nearest an hour.
  - d. You may reserve a conference room for additional time on the day of your meeting, before or after the meeting, only if there is availability of the conference room.
  - e. Cancellation policy for meetings: For conference rooms: 100% refund for cancellation made eight (8) days or more prior to reservation. (For a meeting Monday 9 am, cancel before 9 am the Sunday a week and a day before to receive the refund.)
  - f. Rescheduling: For conference rooms: The first time a meeting is reserved by a new client (a new company, group, or person, whichever is bigger) for the first time, the meeting may be rescheduled with only 48 hours notice (2 full business days): notice before Thursday 9 am for a Monday 9 am meeting.

**Rates:**

1. There are no individual discounts, credits, reduced rates, or extensions on cancellations outside what is in the terms of service. Everyone is treated equally under the rules.
2. Rates for membership does not include the followings:
  - a. Printing more than the monthly allowance
  - b. Additional conference rooms at the hourly rental rates

**Liability Waiver:**

As a person who may occupy the premises, you agree at your own risk to indemnify Cowork Lab against all claims for any lawful guest to the premises who shall have entered onto the premises for the purpose of lawfully visiting you or who shall enter onto the premises with your permission. You agree that Cowork Lab shall not be liable for any personal injury, damage, loss or inconvenience howsoever or wheresoever caused to any person, any company, or any property brought in by any person upon the premises.

**General:**

Violation of the Terms of Service, may result in termination of membership or refusal to rent for meetings, as determined by Cowork Lab staff.

The maximum amount of money owed by any reason by Cowork Lab to a person or company shall be the amount paid for services in that month by that person or company.

Visitors are the responsibility of the person who invited them, and are also responsible for themselves.

The Terms of Service may change at any time.