

## MEMBER ETIQUETTE AGREEMENT

*Updated May 14, 2021*

Serendipity Labs Member Etiquettes are in place to promote a healthy, safe and welcoming workplace community. We ask that you review the following and return the signed copy to the Lab team on the first day of your Membership.

1. Serendipity Labs is a professional environment, and we ask that you treat other Members and staff with respect.
2. Follow staff instructions immediately regarding house rules and matters of safety.
3. Check-in is required each time you enter the Lab with your credentials or ID.
4. Sign in your guests and meeting invitees. Guests are welcome during posted business hours. You are responsible for them while at the Lab and you must be present while your guest is visiting the Lab.
5. Guests of Resident Members must purchase a Day Pass after 4 visits in any month, excluding visits when invited to an event or meeting in a reserved meeting room. Guests of Coworking and Virtual Office Members must purchase a Day Pass unless invited to an event or meeting in a reserved meeting room.
6. If parking is offered and available, Members may park at the Lab only when checked-in during regular business hours. Check with the Lab Manager for more information on parking.
7. Any city/local parking rules apply, including use of meters or parking permits. Serendipity Labs will not be held responsible for parking summonses incurred while at the Lab.
8. Reserveable workspaces must be booked 24 hours in advance of use. Your Serendipity Labs team will assign a seat for you. Please inform a Lab team member when you leave for the day to allow treatment before next use.
9. Honor any workspace reservations you make and notify us if you must cancel as soon as possible, including complimentary reservations. Cancellation fees may apply as outlined in your confirmed reservation or event agreement.
10. Using a reservable workspace or meeting room without making a reservation will result in a charge being posted to your account for the appropriate fee.
11. Retreats are available on a first-come first-serve basis and must be yielded after 90 minutes.

12. Leave workspaces as you found them, collecting and disposing of any debris.
13. You are not permitted to solicit for business, fundraise or behave in any way that another member, guest or associate feels threatened or harassed. If you feel you are being threatened or harassed by a member or staff, please speak with the Lab Manager immediately.
14. As a private business we execute the right to prohibit the carrying of firearms of any kind on Serendipity Labs premises in compliance with local/state Law. Please report to a Lab Manager or call Member Support at 866-907-7832 with any questions.
15. Speaker-phone use is not permitted except in reservable meeting rooms or offices behind closed doors.
16. Please observe “Quiet Area” postings, keeping any conversations hushed and brief.
17. Pets are not permitted, except for Service Dogs (as defined by the ADA).
18. Smoking is not permitted anywhere in the Lab or on the property, including the parking areas. Vapor and e-cigarettes are also not permitted.
19. Visiting children must be mannerly and under your direct supervision at all times.
20. Café Use: For the comfort of all our Members, foods which produce strong odors, such as fish, excessive garlic or pungent spices are prohibited. We may dispose of any food items left in the Lab Café refrigerator. We ask that you place dishes in dishwasher after use. Staff will empty dishwasher. If equipment is out of service members should adhere to any posted signage.
21. Snacks and beverages are available at the self-serve market/café and will be charged to your account at posted rates. Our teams will gladly assist you with delivering them to you.
22. Lab Members are responsible for cleaning or repair costs arising from food or drink spills or odor neutralizing efforts.
23. Cardboard boxes and other large recyclable materials must be broken down and placed against a wall in the member services area.
24. To maintain a safe and welcoming workplace, using profanity, viewing pornography or sexually explicit material, intimidation, coercion, making unwelcomed sexual advances and visiting the Lab while under the influence of drugs or alcohol are prohibited. Members have a duty to report any such behavior to the Lab Manager or to Member Support at 866-907-7832.
25. Lab Staff Members are not permitted to receive gifts or tips, and you may not offer them.

26. If Lab Staff cannot resolve an issue to your satisfaction, please call Member Support at 866-907-7832 or email [member.experience@serendipitylabs.com](mailto:member.experience@serendipitylabs.com).
27. Subject to local orders, our members and guests may choose not to wear a mask or face covering while in the Lab if they have been fully vaccinated against Covid-19 for at least 14 days per current guidance of the CDC. Members and their invited guests that do not wear masks are representing to the Serendipity Labs business that they have been fully vaccinated for more than 14 days.
28. As a private business, in the event of a health emergency and where local or federal guidelines such it is required, members, visitors and guests may be subject to a temperature check or short health screening questionnaire. Failure to partake in these entry requirements or registering a fever will require us to refuse entry until resolved.
29. As a private business, in the event of a health emergency, we will follow CDC guidelines. If CDC guidelines are not available, we will default to guidance from national or local health authorities.
30. Members are encouraged to follow any and all physical distancing guidelines locally or federally ordered while on premises, including following handwashing and other cleaning protocols.

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Member Signature

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Date

*Member Etiquettes are subject to change without prior notice.*

*Any updated rules will apply to all existing memberships.*