



# **MEMBERSHIP HANDBOOK**

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## **TERMS AND CONDITIONS:**

- Cancellation: We require 2 weeks' notice to cancel a membership. Your cancellation will take effect at the end of the month in which the final payment was made. You **MUST** send an email notification 2 weeks before the start of the new month.
- Membership:
  - Community members must sign a membership agreement before membership can begin.
  - We have the right to refuse membership to anyone who does not
- We don't do refunds. Sorry!
- We are committed to maintaining a safe and welcoming environment that reflects our community's values. Therefore, we reserve the right to decline membership to individuals whose actions or behavior may compromise the integrity, safety, or inclusivity of our space.

# HOUSE RULES

- Don't talk about Fight Club.
  - Just kidding! But seriously, let's keep the drama to a minimum.
- Respect Shared Spaces:
  - Keep our shared spaces as tidy as your living room after you hear your in-laws are coming for a visit.
- Mind Noise Levels:
  - Keep your volume at a level that won't make our resident introverts want to invest in noise-canceling headphones. Your neighbors will thank you. If you need to have a loud conversation, head to the private phone booth, basement, or step outside.
- Be Considerate with Equipment:
  - Treat our shared equipment like the last slice of pizza at a party—share nicely, and nobody gets hurt.
- Collaborate Respectfully:
  - Collaboration is key, but remember: personal space is sacred. Think of it like a dance—two can tango, but don't step on anyone's toes.
- Build Relationships:
  - Foster a vibe so positive, it makes Mr. Rogers look like a grouch. Introduce yourself, share a joke, and who knows, you might just find your next business partner.
- Clean Up After Yourself:
  - Help us keep our space looking spick and span, not like a frat house after a party. No one wants to play 'find the mystery smell.'
- Be Mindful of Odors:
  - Speaking of smells, we love the smell of productivity in the morning, not last night's garlic extravaganza. Keep it fresh, folks, and leave the skunks and smoke at home.
- Respect Personal Space:
  - Give others the personal space they need to thrive—hovering is for UFOs, not coworkers.

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- Be Flexible and Adaptable:
  - Embrace change like a chameleon at a paintball party. Coworking spaces are like snowflakes—no two days are the same. Roll with it, and you'll fit right in!
- Offer Help and Support:
  - Be the superhero of the coworking world—ready to swoop in and save the day. Whether it's fixing a printer jam or offering a listening ear, a little help goes a long way.
- And our overarching rule:
  - **Be a Good Human:** Keep things respectful and private so everyone can work in peace. Happy coworkers make happy workplaces.

# TECHNOLOGY PROTOCOL

## 1. Shared Printer:

- Access Control: Remember to use your unique credentials (PIN codes or NFC cards) to access the printer. This helps keep our printing system secure and ensures that only authorized members can use it.
- Print Queues: Please be mindful of others when printing and avoid sending large print jobs if possible.
- Please collect your jobs promptly to keep the printer running efficiently and ensure your work is kept confidential.
- If you have a larger job that needs to be printed, use our preferred vendor and embrace that discount (Collective Copies).
- If you notice any issues with the printer, please report them to our team, and we'll address them promptly.

## 2. Smart TV:

- Usage Guidelines: When using the smart TV, please adhere to our guidelines to ensure that everyone can enjoy it safely and comfortably. Avoid accessing inappropriate content and be respectful of others' preferences.
- Remote Control Management: If you need to control the smart TV, you can use the centralized remote control or download the smartphone app for easy access. Feel free to email or text if you need assistance.
- Screen Mirroring: Want to share your screen with the group? Our smart TV supports screen mirroring, making it easy to collaborate and share content during meetings or presentations.

## 3. Cameras and Microphones:

- Equipment Maintenance: We take care of maintaining and inspecting our cameras and microphones regularly. Please do your part to ensure our equipment is kept in good condition. If you notice any issues with the equipment, please inform our team so we can address them promptly.

## 4. Ring Lights:

- Usage Guidelines: To get the best lighting for your work or projects, make sure to follow our guidelines for using ring lights. Adjust the brightness and positioning as needed to create the perfect setup.

- Power Management: Help us conserve energy and extend the lifespan of our ring lights by turning them off when not in use. It's a simple way to contribute to our sustainability efforts.
- Safety Measures: Your safety is our priority. Please ensure that ring lights are securely mounted and positioned to avoid any accidents or obstructions in the workspace.

#### 5. Network Security:

- Secure Wi-Fi: Enjoy secure and reliable internet access by connecting to our protected Wi-Fi network. Your data security is important to us, so we use strong encryption protocols to keep your information safe.
- Guest Network: If you have visitors joining you in the workspace, they can connect to our guest network for internet access. This ensures that our internal network remains secure.

#### 6. Technical Support:

- Troubleshooting Guides: Check out our troubleshooting guides and FAQs for quick solutions to common technical issues. We want to empower you to resolve problems independently whenever possible.
- Help Desk: Need assistance with any technical issues? Our virtual help desk is here to support you. Whether it's troubleshooting equipment problems or resolving connectivity issues, we're here to help!

#### 7. Equipment Reservation System:

- Booking System: To ensure fair access to shared devices like cameras, microphones, and ring lights, please use our online reservation system to book equipment in advance. This helps us manage resources effectively and prevent conflicts.
- Time Limits: Be mindful of others when booking equipment and considerate of the time limits set for reservations. This ensures that everyone has an opportunity to use the devices they need.

We appreciate your cooperation in following these protocols to ensure a smooth and enjoyable experience for all members of The Sphere Innovation Lab. If you have any questions or feedback, don't hesitate to reach out to our team.

# CONFIDENTIALITY POLICY

We respect your privacy—because no one likes a nosy neighbor. Here's the deal:

1. **Eavesdropping? Nope:** If you overhear something, forget it immediately. Gossip stays off-limits and don't snoop on other people's screens or files
2. **Keep It Private:** Sensitive chats? Find someplace more private.
3. **Lock It Up:** Don't leave confidential info out in the open. Tidy desk, tidy secrets.
4. **See Something? Tell Us:** Spot a breach? Let us know. We'll handle it discreetly. Email [thespherenorthampton@gmail.com](mailto:thespherenorthampton@gmail.com).
5. **Respect the Space:** Keep things private, keep things professional, and everyone's happy.

We're all about trust—let's keep it that way!



# COPY OF MEMBERSHIP AGREEMENT

## 1. Parties

This Membership Agreement ("Agreement") is entered into between The Sphere Innovation Lab, referred to as "The Sphere", and [Member Name], referred to as "Member".

## 2. Membership Term

The membership term shall commence on [start date] and shall continue until terminated in accordance with the terms of this Agreement.

## 3. Membership Privileges

a. The Member shall be entitled to access The Sphere during operating hours, subject to compliance with the rules and regulations set forth by The Sphere.

b. The Member shall have access to shared workspace areas, amenities, and any other services provided by The Sphere as outlined in the membership package selected.

c. The Members shall agree to the House Rules, Member Handbook, and be a good human.

## 4. Membership Fees

a. The Member shall pay membership fees as outlined in the membership package selected. Fees are due monthly in advance and shall be collected automatically through the co-working software.

b. Payment shall be made via the co-working software on or before the due date.

## 5. Cancellation Policy

a. Either party may terminate this Agreement within 72 hours written notice to the other party, with termination beginning the start of the next unpaid month.

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b. The Sphere reserves the right to terminate this Agreement immediately in the event of a breach of the terms outlined herein.

## 6. Confidentiality

a. The Member agrees to maintain the confidentiality of any proprietary information accessed or shared within The Sphere premises, from The Sphere or other co-workers.

## 7. Liability

The Sphere shall not be liable for any loss or damage to the Member's property or for any personal injury that may occur on the premises.

## 8. Miscellaneous

a. This Agreement constitutes the entire understanding between the parties and supersedes all prior agreements and understandings.

b. This Agreement may not be modified except in writing and signed by both parties.

## 9. Governing Law

This Agreement shall be governed by and construed in accordance with the laws of Massachusetts.

## **COPY OF LIABILITY WAIVER FOR MEMBERS**

I, the undersigned, hereby acknowledge and agree to the following terms and conditions in consideration for being allowed to use the facilities and services provided by The Sphere Innovation Lab ("the Coworking Space") located at 82 Maple Street, Florence, MA.

1. **Assumption of Risks:** I understand and acknowledge that the use of the Coworking Space involves inherent risks, including but not limited to the risk of personal injury, property damage, theft, and exposure to viruses or other hazards. I voluntarily assume all such risks.
2. **Release of Liability:** I hereby release, waive, discharge, and covenant not to sue The Sphere Innovation Lab, its owners, employees, agents, and affiliates from any and all liability, claims, demands, actions, or causes of action arising out of or related to any loss, damage, or injury, including death, that may be sustained by me while using the Coworking Space or participating in any activities therein.
3. **Indemnification:** I agree to indemnify and hold harmless The Sphere Innovation Lab from any claims, damages, losses, or expenses, including attorney's fees, arising out of or resulting from my use of the Coworking Space or my violation of any terms or conditions set forth herein.
4. **Compliance with Rules and Regulations:** I agree to comply with all rules, regulations, and policies of The Sphere Innovation Lab, including those related to safety, security, and conduct.
5. **Insurance:** I understand that The Sphere Innovation Lab does not provide insurance coverage for my personal property or injuries. I am solely responsible for obtaining my own insurance coverage as I deem necessary.
6. **Photo/Video Release:** I hereby grant The Sphere Innovation Lab the irrevocable right and permission to use photographs or videos of me taken on the premises for promotional or marketing purposes without compensation.
7. **Governing Law:** This waiver shall be governed by and construed in accordance with the laws of the State of Massachusetts.

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I have read this waiver and fully understand its terms. I understand that I am giving up substantial rights, including my right to sue. I voluntarily sign this waiver without any inducement or assurance of any nature.