

Hatchways House Rules

Hatchways is a high-performance workspace where the comfort, safety and productivity of every User is of the utmost importance. Hatchways is committed to creating an environment that nurtures a culture of openness and respect, and ask that every User, Member and their guest share that commitment. Please review and abide by the following guidelines for use of our space. *Hatchways reserves the right to update and modify the House Rules at our discretion.*

1. **Respect our Fellow Users.** We have a zero-tolerance policy for conduct that threatens the Hatchways commitment to providing a safe, inclusive environment for our Members and Users. *We reserve the right to (1) ask guests and Members exhibiting such conduct to leave the property without refund and (2) terminate User memberships for such conduct.*
2. **Respect our Shared Space.** As a shared space, it is crucial that all Users respect the Workspace and each other's property. Users cannot bring personal AC/heating appliances, furniture, decor, or pets (service animals are permitted). Users must also arrange for providing replacement or payment for Hatchways property damage caused out of negligence.
 - **Bookable Meeting Spaces:** Please book Meeting Spaces (i.e., conference rooms, 5-person meeting pods) intentionally. To use one, book a reservation online.
 - **Soundproof Pods + Booths:** Our one-person Phone Booths, Small Pods and Booths are all available first-come, first-serve. Since they are shared amenities, please be mindful of the needs of other Members, and limit your phone calls, conversations and informal group meetings to a reasonable length of 1-2 hours.
 - **Kitchenette:** Our upstairs kitchenette can only be used by Tenants and Blue Members, who share responsibility for keeping it clean and tidy. It will be stocked with limited beverages and snacks. Please consider using labels for your own food and beverages kept in the cupboards or fridge. Personal food items should be removed within 48 hours or will be disposed of by Hatchways staff.
3. **Respect our Team.** The Hatchways Team is here to provide you with warm, efficient and courteous service. If you have an issue with a member of our team, please seek out a Hatchways Manager. We are all part of the Hatchways Community – we ask that you extend the same treatment to Team Hatchways as to your fellow Hatchways Users (outlined in Rule 1)
4. **Minimize Disruptive Noise.** To maintain a productive working atmosphere in the Workspace, please be mindful of how your conversations and calls are affecting the working environment of other Users. In the Library Workspace in particular, please use headphones and step outside the Workspace or into an available room/phone booth for phone calls.
 - **Visitors/Guests:** Visitors and Guest Users are allowed in the Workspace, but please be mindful of conversation levels.
5. **Comply with Security.** The downstairs and upstairs Workspaces are only open to Users and User guests/visitors, both secured by access controls as well as the lobby Desk staff coverage during hours of operation. Do not prop doors open to access-controlled workspaces to protect all users.

- **Visitors/Guests:** If you would like the Desk to receive a Visitor/Guest and notify you of their arrival, please make arrangements with the Desk staff. Otherwise, please coordinate instructions with your Visitor/Guest.
6. **Use the Internet Responsibly.** Users have complimentary access to Workspace WiFi through their Hatchways account. Illegal data file downloads (i.e. torrenting) is prohibited.
 - **Hatchways Directory:** Users who opt-in can contact each other through the Hatchways Directory. Please ensure that these conversations maintain a respectful, professional tone. *If a User reports inappropriate behavior by another User to the Hatchways team, we reserve the right to remove that User's directory privileges.*
 7. **Caffeinate Responsibly.** We have bottomless Full City Rooster coffee available to Members and Day Pass purchasers in the Gallery. This is free of charge, but please keep coffee consumption reasonable, and please use the Hatchways mugs provided. This is a service for Members and Day Pass purchasers – for meetings, please order a coffee service.
 8. **Print Reasonably.** Users have complimentary printing access. However, high/excessive volumes of printing should be done elsewhere. Charges may apply for excessive volume.
 9. **Enjoy our Café.** Because our Café fare and services are an integral part of the Hatchways work experience, please refrain from bringing outside food and beverages (including using delivery services).
 10. **Enjoy our Bar.** Happy Hour at Hatchways is a fun, convivial way to get to know your fellow Members- but Hatchways is first and foremost a professional environment, so please maintain respectful conduct while drinking. If you would like to get a little looser, we'd be delighted to host you at Billy Can Can – it's right next door, and Hatchways Members are VIPs. 😊