

Hygge Coworking

Membership Contract

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3rd Ward
809 W Hill St, Suite C
Charlotte, NC 28208

West Charlotte
2128 Remount Rd, Suite B
Charlotte, NC 28208

Camp North End
1830 Statesville Ave
Charlotte, NC 28206

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Last edit: May 17, 2018

Hygge provides members (that's you) with flexible month to month membership options. We do not use the terms lease, tenant or landlord because we are not leasing space. All membership options are month to month and can be terminated without notice or reason by either Hygge or the member.

Section 01: Hygge

Hygge is a Danish word that means a state of well-being. It is often used when describing a feeling of belonging, having a good conversation, eating great food, but all-in-all feeling comfortable. So in honor of Hygge, we created a set of guidelines to make sure everyone feels at home. Let's make the Danes proud.

While we don't want to make you cross your heart and hope to die...or the stick a needle in your eye part (gross), we do ask you to promise to uphold these values and be cool. Hygge staff reserves the right to enter any office unannounced for any reason at any time.

Section 02: Be Welcoming

In consideration of use of the Hygge facilities, pinky-promise and agree to Be A Welcome Mat (not a doormat...those are different):

This could sometimes include: answering the door or offering a quick tour (no microphone or backwards walking required). Please treat people like they're in your home; don't ignore them. Show them around or ask how their day was, and if you don't know them ask why the heck they're there. If someone looks lost point them in the right direction and say, "Welcome."

Section 03: Opening & Closing

[First one in] Put on some coffee (we'll show you how), Open the barn doors (we like to have natural light in the space, so it doesn't feel like you were in Vegas casino when you leave), Turn on all the lights (the light switches are in random locations. we will be sure to show you where they're at). Turn on the music. There's a speaker system in each of the open work areas.

[Last one out] Empty the coffee grounds, give the coffee pot a quick rinse, turn off all of the lights, lock the back door, and shut all of the barn doors (the back one locks).

Section 04: Parking

[3rd Ward Location] The 10 spots along the front of the building are

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reserved for Hygge members and guests. Parking on the street is also approved. DO NOT park on the side of the building in the ReCommunity lot. You will be towed.

[West Charlotte Location] The connected 3 lots totalling 75 parking spots are approved for use.

[Camp North End Location] Free parking is provided in the designated areas surrounding the Hygge building.

Section 05: Space Cleanliness

A cleaning crew comes in weekday evenings. They DO:

- Clean and vacuum the common work areas
- Clean and vacuum the meeting spaces
- Clean the bathrooms
- Restock the bathrooms with soap and hand towels
- Empty waste receptacles

The cleaning crew DOES NOT:

- Clean dirty cups, mugs or dishes
- Clean offices

As Hygge members, we have to take care of some things ourselves.

- **[Dishes]** Please wash, dry and put away your cups, mugs, dishes and silverware.
- **[Guests]** We know you're going to have guests from time to time (and we encourage that) but please make sure to clean-up after them.
- **[The Trash]** If the trash is super full prior to the evening cleaning crew arrival feel free to take it out. For the 3rd Ward location there is a dumpster located in the Re-Community Parking Lot. For the West Charlotte location there are multiple garbage cans curbside.
- **[The Fridge]** There is a roll of masking tape and a sharpie next to each fridge. Every Friday afternoon the fridge is cleaned out. If something is not clearly marked with a piece of tape it will be tossed at the end of the week. **No exceptions.**
- **[Vaping]** Don't do it. But if you must, please take it outside. No vaping in the meeting spaces, phone rooms, kitchen, or any other communal space inside Hygge.

Section 06: Space Access (Brivo)

The doors at Hygge are locked 100% of the time.

Access for members to both locations is done using Brivo Mobile App. You must have iOS or Android to download the app. This is the only access control system that we use at Hygge. Once membership is confirmed you will receive an invite and instructions to the system.

DO NOT prop the door open for any reason. This guideline is in place to ensure the building and members stay as safe and secure as possible.

Section 07: Meeting Space

Members have access to the meeting rooms in their home base location. Each membership level is allocated a monthly amount of time to be booked in any of the available rooms.

- Flex Membership - Friends with Benefits - 5hrs/monthly
- Dedicated Desk - Going Steady - 10hrs/monthly
- Dedicated Office - Ride-or-Die - 20hrs/monthly

[Canceling a Booking] Failure to cancel your booking 12 hours in advance of the start time will result in a loss of booking hours.

[Buying More Hours] If you have used your allowed time you can purchase additional meeting space hours at \$10/hr.

[Guaranteed availability] We do not guarantee meeting space availability. With that said, we will always do our best to find an accommodation for you if the calendar is looking full.

Section 08: Internet Access

We will be implementing portal access to utilize the WiFi at Hygge. Please stay tuned for details regarding access and use.

We do everything possible to provide the best internet speeds. Due to forces outside of our control we occasionally have outages. We do not provide refunds or compensate Hygge members in any way for internet downtime caused by the Internet Service Providers.

Section 09: Printing

All locations have a Brother laser printer & scanner. Members have access via USB to print documents.

Hygge will provide a black and white toner and printing paper. This is to be used for small printing jobs.

Section 10: Slack

We are currently in the process of setting up a Hygge Coworking Slack channel. You'll receive an invite shortly after joining the fam. This is utilized as the main form of communication between myself and members. We don't use email. If there's something important you must know if is sent out via Slack.

For instructions on use visit <https://wearehygge.com/guide/slack>

Section 11: Music

Hygge has a public shared music playlist which can be found by searching Hygge Coworking. Members are free to add music to this playlist. It plays all day every day in the open work areas. Songs or albums marked with the “Explicit” tag are not appropriate for the Hygge workspace. Please use your best judgement when adding music.

Hygge reserves the right to remove any and all music at any time without notifying the member who added it.

Repeatedly adding inappropriate music can result in a termination of membership.

Section 12: Space Sharing

Respect Your Family’s Routine: Some people are Chatty Cathys and some are Silent Sals, neither of these are wrong ways to be. While this is your home, please be conscious of your neighbors work habits.

If they have their headphones in, please send them a digital message before you bother them in person, it may disrupt their workflow.

For you headphones, if someone is having a conversation near you (and it’s bothering you), feel free to move somewhere more secluded or politely ask them to keep it down - book the conference room for a little bit, or hop into the phone room.

People should be able to have short (5-10 minutes) business conversations wherever as long as the topic is appropriate for other members to hear.

Personal conversations in person and on the phone should be taken from a meeting space, outside or one of the phone rooms available at either location.

Be thoughtful and mindful of what you share openly in the space.

Things that are not appropriate:

- Speakerphone use in the open workspace. This includes conversation and music playing.

Section 13: Guests

You’re welcome to bring guests to join you at Hygge. The following restrictions apply.

- 1 or 2 guests at any given time 4 times a month
- Guests must be registered at least 24 hours in advance with Hygge management to utilize the space. Please send hello@wearehygge.com an email to register your guest

- You, the member, must be in the space at all times with the guest

Section 14: Dogs

We welcome your furry friends to join us at Hygge. The following are guidelines for having them at the space. If any of the following guidelines are broken they will NOT be allowed to return to the space.

- No barking
- Must be kept on a leash/directly next to owner or inside an office
- Must play well with other dogs
- Must be taken outside to handle their “business”
- No jumping on people

Section 15: Payment

Payment is handled via credit card or ACH using the coworking software smpl. Payment occurs on membership start date and then recurs automatically on the first of the month until membership is cancelled. You explicitly agree that we have your authorization to charge your credit card on a recurring basis.

If you start on another day then the 1st of a month the charge will be prorated.

[Failure to Pay] Failure to pay overdue invoices within 10 days of the 1st of the month will result in termination of membership

Section 16: Termination

Hygge Coworking reserves the right to terminate any membership at any time without notice and without a refund.

Failure to follow any of the guidelines outlined in this document can result in termination of membership.

Section 17: Liability

Indemnification and Release of Liability. In consideration for receiving permission to use the Hygge, you RELEASE, WAIVE, AND DISCHARGE, and agree to INDEMNIFY AND HOLD HARMLESS the Hygge Coworking, its officers, agents, or employees (hereinafter referred to as RELEASEES) from any and all liability, claims, demands, actions, and causes of action whatsoever arising out of or related to any loss, damage, or injury, including death, that may be sustained by you or your guests, or to any property belonging to you or your guests, while in or on the premises, IF SUCH LOSS IS CAUSED BY YOUR ACTION, INACTION, OR NEGLIGENCE and regardless of whether such liability arises in tort, contract, strict liability, or otherwise, to the fullest extent allowed by law.

You voluntarily assume full responsibility for any risks of loss, property

damage, or personal injury, including death that may be sustained by you or your guests, or any loss or damage to property owned by you or them IF CAUSED BY YOUR OWN OR YOUR GUESTS' ACTIONS, INACTIONS, OR NEGLIGENCE , to the fullest extent allowed by law.

Governing Law. (Let's keep it local) This Agreement shall be governed by and construed in accordance with the laws of the State of North Carolina. The parties consent to exclusive jurisdiction and venue in the federal and state courts sitting in Mecklenburg County, North Carolina.

Section 18: Cancellation

A 30 day notice is required for cancellation. Notice of cancellation must be in written form via an email to hello@wearehygge.com or garrett@wearehygge.com.

Section 19: Refund Policy

There are no refunds.