



## North Iowa Regional Commerce Center Serviced Offices | Policies & Procedures

The Chamber of Commerce strives to provide a safe, productive, convenient work environment for North Iowa Regional Commerce Center renters. In light of this mission, we ask you to be mindful of the following policies and procedures for renting at the Commerce Center. Failure to obey these policies and procedures can make the Commerce Center unwelcoming to others and may result in the discontinuation of your rental agreement.

1. **Privacy and Audio Courtesy:** The Commerce Center provides a terrific opportunity for centralized office and meeting spaces, but the serviced offices lack privacy. Please keep noise levels to a respectable minimum for the comfort of fellow renters. Loud or confidential conversations should not take place in the serviced offices during business hours – please schedule a conference room at no charge. If listening to music or participating in a zoom/conference call, please use headphones.
2. **Alterations to Serviced Offices:** No permanent modifications or additions may be made to Commerce Center property, including Serviced Office desks, cabinets, or walls. No permanent signage is permissible outside the Serviced Offices. Temporary signage should be approved by Chamber of Commerce President/CEO before installation. Any damage (nail holes, marks) should be repaired by renter, or renter will forfeit their damage deposit and will be responsible for any repair costs above and beyond this amount.
3. **Cleaning:** It is the renter's responsibility to ensure their office is cleaned on a regular basis, including trash removal, surface cleaning, vacuuming. Common areas in the Commerce Center (hallways, meeting spaces) are cleaned on a weekly basis.
4. **After Hours Access:** Monthly renters are able to access the Commerce Center outside of business hours via the front door. Front door should remain locked at all times outside of business hours. If you have a meeting with guests, please wait for them to arrive by the front door and re-lock the door after they enter/exit.
5. **Parking:** Public parking maps are available at the front desk. Street parking is permissible, but renters should be aware of time restrictions. The Chamber is not responsible for parking tickets. Renters should not park in the Chamber lot.
6. **Use of Meeting Spaces:** Use of meeting spaces in the Commerce Center is reserved for all Chamber members and is scheduled in advance on a first-come, first-served basis. Serviced Office renters should follow standard Chamber member procedures and request access to meeting rooms through the Service & Operations Associate or a Chamber staff member. When finished, please leave the room ready for other Chamber members. This includes taking out trash, cleaning surfaces, etc.

7. Meetings/Appointments: Chamber staff are generally present at the front desk to greet visitors, but it is highly encouraged for renters to meet their guests/appointments at the front door. If you are not in your office, staff can provide the guest with your card/contact information. It is not the Chamber staff's responsibility to know or communicate your office hours.
8. Events: The Commerce Center is host to a variety of meetings and events during the workday and after hours. Please keep in mind that you and/or your workspace may be visible to the public if your door is left ajar. If you are out of the office, please keep your door closed and locked. The Chamber is not responsible for property that is stolen or damaged due to unlocked office space. You are highly recommended to carry renter's insurance.
9. Beverages: Coffee and beverages are available to purchase near the front desk for \$.50. Used coffee mugs should be placed in the dishwasher in the kitchen. Serviced Office renters may keep their lunch in the kitchen refrigerator, but should note the refrigerator is cleaned out every Friday and all items are discarded.
10. Printing/Copies: Renters may make copies from the printer using their office number as the printing code and will be billed on a monthly basis (\$.09 black & white, \$.16 color). Renters are not able to connect directly to the printer from their computer. Printing services may be possible, depending on staff time/availability, but renters are encouraged to provide their own printer if it is a regular part of their business.
11. Internet Usage: Renters are invited to use the Commerce Center Guest Wifi. Password is changed monthly. No spamming, posting, or downloading files that you know or should know are illegal or harmful.
12. Respectful Behavior: Behave respectfully, courteously, and professionally to staff and renters. No discrimination, harassment, or hate speech shall be tolerated and will lead to immediate termination of your rental agreement.

I, \_\_\_\_\_, have read and agree to the policies and procedures of the North Iowa Regional Commerce Center.

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Business: \_\_\_\_\_

Office #: \_\_\_\_\_