

New Member Information

St George Executive Suites User Rules

Name	Access No.
Membership Plan	Printer No.
Website Login	Mailbox No.
Phone Number / Ext.	Source

Welcome to St. George Executive Suites! The following information is to simplify your usage of SGES and ensure that all members are comfortable.

Access to SGES

Some members have 24/7 access to SGES. If you do, your Fob Access Key will open the front and back doors, available Day Offices and Conference Rooms. Most memberships include a certain amount of hours or days each month at the Center. Feel free to come whenever you want, though. You will be billed for any additional time over what's included in your membership after the end of the month. Reserve and use Conference Rooms or Day Offices whenever you like, as long as they are not already reserved by another user.

Reservations

We recommend making reservations if you want to ensure a particular space is available for you. See the SGES Website section on the following page for how to reserve. Please make any changes or cancellations well in advance. Private Office reservations cannot be cancelled within 24 hours of reservation, conference rooms within 3 days.

Security

We take your security very seriously. Only members and their guests for meetings can enter the SGES Facility during non-staffed hours.

Your RFID Key Card | How to Scan In / Out

Entrance

SCAN IN at the front or back door when you arrive, whether the door is unlocked or not. Your scan unlocks the door, too.

SCAN OUT when you leave so that you're not charged for any extra time.

Conference Rooms | Day Offices

SCAN IN to unlock the door. This also starts the clock on your usage.

SCAN OUT when you leave so that you're not charged for any extra time.



Forget to scan out?

If you don't have your Fob Access Key, sign in at the front desk noting the time you arrived and the space you are using. Sign out at the front desk when you leave.

Fob Access Keys

24/7 memberships includes one Fob Access Key. Private Office Members may add additional fobs at \$15 each. There is an additional charge of \$15 for each fob not returned when you leave SGES.

Offices | Conference Rooms

All members are welcome to use the Day Offices and Conference Rooms at the center. You can reserve online at the SGES website. Private Office members have a certain number of Reservation Credits, in dollars, included in their plan monthly. These are given on a "Use it or lose it" basis, and you receive a new pool of reservation credits each month.

Private Office & Workstation Plans	Reservation Credits included / month
5 days / month plans	• \$40 / month
12 days / month plans	• \$120 / month
Unlimited	• \$200 / month

To keep plans as inexpensive as possible, Coworking, Bucket, and Access members can use Conference Rooms and Virtual Day Offices a la carte at reduced member rates.

The SGES Website

Through the SGES Website, <http://www.sgesuites.com>, you can login and:

- Reserve a Day Office, Conference Room or your favorite Coworking Desk
- Update your profile (phone numbers, addresses, shared information, etc.)
- Change your credit card on file or billing information
- Send us notes or requests
- Pull a statement of your charges and payments over any time period
- Have a web presence through your Member Bio
- More features will be coming! Let us know what you might want.

To use your account on the website

- Go to www.Sgesuites.com
- Click on Log In
- Enter your login and password (from the first page of this document)
- Follow instructions from the menu choices





Printing

SGES offers both self-service and full-service printing. For self-service printing, follow the instructions on downloading the printer drivers, located in the SGES Facilities document, or a staff member can assist you. The self-service printing rates are shown on the price-list. Want us to print for you? We'd be happy to! Email us your file with instructions. Full service jobs are billed at \$5 per 15 minutes, with a \$5 minimum, in addition to the printing charges.

Other Services

We want you to be able to just focus on your business, which means we're here to help by providing additional services for you as needed:

- Reception Services: meet and announce your guests arrival
- Mail Handling: receive & distribute your incoming mail; scan, forward and shred services
- Video Conferencing: requires reservation and staff setup. A TEST should be scheduled between the Initiating Caller's equipment and SGES's receiving equipment at least 3 days prior to your scheduled Video Conference.

Billing

Your first payment, made at the time of signing up for membership, will be for a full month, plus registration fee of \$50. Your recurring bill date will be on the first of each month thereafter and will include any extras used during the prior month (printing, conference rooms, etc.). Your second payment will then be prorated based on your sign-up date. For example, if you started on the 10th, your second month's payment will be for the partial month's dates of 11th through the end of that month.

Late Fees

Members are required to have a credit card on file for billing unless special terms are agreed. Payments are due on receipt of invoice. Accounts unpaid 10 days from time of billing will be charged a 10% late fee.

Membership Changes

Placing Membership On Hold

You may change your membership or put your membership on hold at any time with 30 days notice in writing or by email. There is a \$15 processing fee for this service. Minimum hold time is one month; maximum is one year.

Switching Membership

You may find that your needs change and you need to change your membership. We require one month's notice to switch your membership. There is a \$15 processing fee.

Transferring Membership

You may transfer your monthly membership to a non-SGES member for a \$15 processing fee plus the usual \$50 registration fee for the new member. Access Memberships and Bucket of Hours Memberships are not transferable.

Terminating Membership

SGES requires 30 days notice to cancel your membership. If you choose to join again at a later date, the registration fee applies just as it does for new members.

If you have a discounted plan in exchange for a specific term of membership, the early termination fee is 75% of the remaining membership fees for the agreed term, payable on termination.

Please return your Fob Access Key at the end of your membership. \$15 will be charged for any fobs not returned.

Community Guidelines

SGES Server Courtesy

Please respect that all Satellite Users share the internet service. No illegal downloads, please! Be considerate of bandwidth usage. (Don't download 2 movies at once.)

No Tailgating

Please make sure that only you and your guests enter the SGES facility when you scan in through an exterior door. If someone unknown attempts to enter with you, remind them of this "No Tailgating" policy and ask that they scan themselves in, as well.

Recycling

All spaces have separate waste baskets for recycling of clean paper and for garbage. Please put waste in the waste basket with the plastic liner and recycling in the other waste basket. There is a Green Bin in the Breakroom for recycling of Plastic bottles and Plastic grocery bags.

Free Coffee | Herbal Tea

Please help yourself to as much as you want. We try to keep up with it. If the supply of Keurig 2.0 coffee cups runs out, let us know. Please refill with water so the machine



doesn't burn up. Keurig Usage Guide is in the top left drawer. Sugar and creamer are in the cupboard.

Voices

Please consider other people working around you. Don't use a speakerphone unless in a private space. If you are in the coworking area and know your voice is loud, go into the break room or step outside to take a call.

Guest Policy

Please have guests sign in at the front desk.

Private Office Members

You are welcome to have one or two guests in your office with you. If you have more than 2 guests you may be more comfortable in a conference room.

Coworking | Bucket of Hours | Access Members

We try to keep these memberships as inexpensive as possible, so the membership is for a single person. You are welcome to use a Day Office or Conference Room for a meeting for a small cost (see Pricelist for your plan type), or you are welcome to bring a guest into the Coworking area on their own half-day or day pass.

Additional charges for your guests, if any, are included in the end-of-the-month billing.

Special Coworking Guidelines

1. You are welcome to leave things at your seat if you are comfortable doing so, but we are not responsible for lost items.
2. Please be sensitive to others working around you. Be sure you are not disturbing others.

Special Bucket of Hours Guidelines

The Bucket of Hours plans are designed to be as flexible as possible for you, which means there may be a few more questions with how they work.

1. Be sure to scan in to the Facility when you arrive and scan out when you leave. Also, scan in and out of any Conference Room, Coworking Area or Day Office that you use. Otherwise you may be charged for more time than you should be!
2. Bucket of Hours Members are charged at the Day Pass rate when not in a Conference Room.
3. There is a one hour minimum time for Bucket Usage. Time under 15 minutes is not charged and is assumed to be for printing or checking mail.
4. Buckets expire 18 months after purchase.

Member Signature and Agreement

Start Date:

Initial Term:

Initial Cost / Month:

Special Terms:

I understand and agree to the SGES membership terms, community guidelines, building & exterior associations rules & regulations, initial term and monthly cost, and any special terms above.

Signature _____

Print Name _____

Date _____

