

LOOM Members' Handbook (Rev 2025)

We are glad to have you! This handbook will help you integrate into the community. We hope that you plug in and gain a sense of ownership of the coworking spaces. If you have any questions, please don't hesitate to ask any of the owners/directors, or any other member, for help. See the LOOM Terms and Conditions on Cobot for membership for information regarding liabilities and prohibited activities.

Membership

What the community expects of its members:

- Treat other members with courtesy and respect, understanding their primary role for being here.
- Help create a comfortable but professional environment.
- Connect with other members.
- Treat the space with respect especially in regards to art exhibits, as these are not LOOM property.
- Keep current with membership dues and keep payment methods up to date.
- Contribute work for the good of the community, including cleaning, marketing, and other activities that increase the livability of the space and financial viability of the community.
- Make sure that you and your guests recognize and be respectful of LOOM as a shared work space.

What the community expects of the leadership:

- Be open to suggestions from the members.
- Actively communicate and connect with Members.
- Keep the space running so that it is functional, comfortable, and professional.

Culture

Our culture is important to us. We aim to make LOOM a welcoming, inspiring and friendly community, away from the professional distractions of household chores, kids, pets, etc. We value openness, curiosity and collaboration; the key factors that drive success. Our hope is that you will naturally make friends, meet people, collaborate, and bring your positive energy and ideas to LOOM, creating an innovative and exciting environment. We believe in work/life balance and positivity. When you are here, we ask everyone to leave negative vibes, confrontational behavior and personal problems at the door.

Please look after our wonderful building and consider doing the following:

- If you find something damaged, out of order or out of the ordinary, please let us know.
- Help to keep the place clean and tidy. Make yourself at home in the space, but treat it with respect.
- Make visitors feel welcome, let them know who you are and what you do.

We are an inclusive community and do not accept discrimination in any way, shape or form. We also ask that publicly acceptable language be used in business and social situations at all times for the respect of all members. If something is clearly inappropriate, please speak directly to us. Smoking is not permitted anywhere on the property, around the main building or the studios.

Plans

Please see the website for details on membership levels. Part and Full time plans can be adjusted at any time to best meet the needs of the member.

Termination of Membership

LOOM has a 15 day cancellation policy. Notice must be given in writing to jbelk@loomcoworking.com fifteen business days prior to the last day of the member's billing cycle. For notice less than 15 days, the membership will terminate at the end of the next month's billing cycle.

LOOM Coworking reserves the right to terminate a member's active membership at any time. In the event of a member termination initiated by LOOM, a prorated refund will be given based on the number of days of the month used at the time of termination, divided by the member's billing that month. No refunds will be given to members who are terminated for non-payment.

Working and Space Usage

Hot desk members can work anywhere within the space except a dedicated desk that has been assigned. We encourage you to work in different places throughout the day & sit by different people. Those who need large, dedicated equipment in addition to their laptop (such as a monitor too large for a locker) must become a dedicated desk member.

In addition to the main building, the Workshop, Training Room and Studio next door (when not reserved for other events) are available for individual and member/client work if needed for concentration or expanded work space. Please check with management before moving to an adjacent space.

Members should be considerate and clean their work areas when they are finished working each day. LOOM is not responsible for any personal items left on desks or in any of the common areas although we do have a lost and found in the front entryway cabinet. Only dedicated desk membership allows the members to leave their equipment at the assigned desk overnight. Members and guests are welcome to leave items out while they step out to meetings or lunch.

Noise

A shared environment will never be completely quiet (nor do we want it to be!), but all members are expected to be respectful of the needs of others. Noise needs to be kept at a reasonable level. Please be conscious of those around you and their need to focus on their work. Please consider the guidelines below:

- LOOM is not a library. Members should feel comfortable making the noise they need to get the work done.
- Feel free to have voice/phone conversations in the space at a reasonable level just like in a regular office. Most members do take conference calls out in the work areas.
- Go ahead and work with others – that's what collaboration is all about!
- Please keep phones on vibrate, don't use speaker phones in the main space, and be aware of headphone volumes.
- Be conscious of cell-yelling. Most cell phones can handle a normal speaking voice. It is suggested that members use only one earbud, which makes you aware of your volume.
- If you need to focus & don't want to be interrupted, use the balls of yarn by placing it on your desk to signal to others you wish to be left alone ("don't mess with me, I'm on a roll!").
- Louder conversations and those who pace while they talk are asked to work in an open meeting room, outside or in the adjacent Studio building.
- If someone is not following supportive coworking etiquette, members are encouraged to address it directly rather than going to management as we aim to create an environment where members feel ownership of the environment.

Access

Building access is supplied through the VIZpin Smart app on the back right door of the main building, and middle door on the Studio. All new part-time and full-time members will be walked through this process. See last page for additional information.

The main entrance doors will typically be open between 8.00am and 5:00pm Monday to Friday although members are still asked to utilize the reader on the back rear door upon entering whenever possible.

- Accessing LOOM is restricted to members, escorted guests and event attendees in the event space.
- Do not allow strangers, non-members who are not your guest, pets or children in space.
- Members and event hosts will have door access privileges, but may not share with others.
- People associated with a private or after-hours event should not have access or be in the main coworking area unless they have prior approval.
- For events and meetings, non-members will need to be greeted by their event host at the venue door.

Part time and Full time member access to the main building is from 7am-7pm Mon-Fri and 9am-12pm on Saturdays (when available). Member access to the Studio building is from 5am-Midnight. Visitor and Day Pass Member access is from 8am-5pm Mon-Fri only; no night or weekend access.

As work spaces are rarely utilized after 5:30 pm and on weekends, members should be aware that there are often scheduled events on Saturdays and Sundays in the event spaces (Gallery and Studio). Members are welcome to use the unoccupied spaces but should not enter or circulate through occupied event spaces.

Downloading VIZPIN Smart for Door Reader

For members and event organizers to access the space outside of working hours of M-F 8a-5p, we grant access based via a phone app. The app uses Bluetooth to trigger the door reader. This way, you do not have to have a key or a key fob to carry around.

- Please download the VIZpin Smart door access app so we can set door access. [See instructions here](#). When asked, the **ONE TIME USE Location ID is LRB9CL**. The first minute of this short video will show you how to use it https://www.youtube.com/watch?v=5xeqCJu7V_M
- Please notify management if member's "keys" are not working properly during the designated times set for member access.

Checking-in

When members arrive and log into the community internet, members are asked to also check in via Cobot. This information will be used to analyze member usage and for billing part-time member overages. Please also sign-in at the front table. This is as a backup to our staff documentation.

All members ... at the end of each day please:

- Make sure you have all your belongings
- Ensure that your dishes are washed and put away
- Return any moved furniture to its home
- Make certain any guests have left before you do
- If it is your last visit for the week, take any of your leftovers or fridge contents

If you are the last member to leave, please:

- Check that the thermostat is set to 60 for heat and 80 for air conditioning
- Make sure all lights are off throughout the space
- Ensure that the coffee maker, sound machines, etc. are off
- Ensure the door closes and locks behind you, making sure that any of the opposing glass doors are also relatched.
- If any door is unlocked and you can't lock it, please call 803-548-5666

Guests

We encourage all members to invite friends and business associates to try out coworking as well as to host meetings in our facility with outside guests. Member incentives are in place for those who recruit new members! If a visitor comes in for a trial day, please feel free to set them up with guest wifi access, then let the manager or someone else in charge know.

All guests must be signed in at the front desk and must be guests of active members or trial day visitors. Please be aware of security within the building. Do not let guests (other than your own) into the work spaces outside of business hours, or when management is not present.

Your membership covers your use of the space. We define a guest as someone who is actively meeting with a member in the event space, work lounges or meeting rooms, but doesn't maintain an active membership with us.

- You may actively meet with guests throughout the space
- For non-members who are not actively meeting with you, who are staying and working alongside you for an extended period (more than 2 hours) we require them to purchase either a day pass or become a member. The member who hosts a guest is responsible for their guest actions in both financial and legal capacities and must remain in the facility with them at all times.

Reserving Meeting Rooms, Media Lab, Consultation Room, and/or the Phone Booth

Members may reserve the smaller meeting spaces in advance by reserving their desired time(s) online through Cobot. At this time, the use of small meeting rooms are included with your membership (max 2 hours/day). However, we ask that members be reasonable and considerate of other members, especially during high use hours, and not use them excessively. Members are welcome (and encouraged) to have non-confidential meetings with clients throughout the open areas or outside without reserving a space.

- Meetings that exceed the maximum capacity of the above rooms should be relocated to the next size space. Use of larger spaces will require hourly rental by the member (at a reduced rate) or the purchase of day passes for all attendees. Management should be made aware of this need at least 48 hours prior.
- To schedule a small meeting space, you must use the Cobot website, "Booking Calendar" Tab.
- Rooms should be reserved 24-48 hours in advance to avoid potential last-minute confusion and conflicts.
- Day pass members may reserve up to 2 hours of time in a meeting room on the day of their visit.
- We prioritize meeting room usage to those who have paid membership types (hourly renters) or previously scheduled reservations.
- Give a 15-minute window before and after your slot if you have any setup needs.
- Clean up after you use a room, wiping table(s), returning chairs and tables to their proper places, dispose of trash, return any equipment to its proper location, turn off TV/monitors.
- If using technology, please do a dry run at least 24 hours in advance to ensure everything works correctly.

Hosting events

- Monthly members receive discounts on rentals during non-peak times. See management.
- Should outside rental space set-up ever need to take place during the work hours, members will be informed.

Technology (see room reservations for additional info)

- All accounts, room reservations, and member profiles (keep updated!) are maintained through Cobot
- All member communications are via Slack.com/App and newsletters. Please utilize the app and set notifications for each channel as you like.
- The spaces have two methods of wi-fi access:
 - Guests should use "Loom Coworking Guest" (**password: community118**)
 - Members should use "Loom Coworking Member" (**password: collaborate118**)

It is important that no one disturbs the I.T. equipment or the networking of the printer except LOOM Management. If the internet goes down, just breathe. Contact management and a technician will be notified.

Printer/Scanner/Copier

LOOM has a printer/scanner/copier located in the workspace. It has the ability to scan to a pdf via USB drive, or print via network (must be on the member wifi) once you have added it to your printer preferences. More than 3 copies per day (b/w or color) should be logged on the provided clipboard located next to the printer to be added to member's monthly charges. B/w copies = 10c/sheet; color copies = 25c/sheet. No one is to reset the printer.

Thermostat

Please feel free to make minor adjustments to the heat/air settings on the thermostat (ask others if they mind) when needed. Make sure you return it to the original setting before you leave, especially in the studio as it is more sporadically used.

Sustainability

We are committed to sustainable environmental practices:

- Please reduce electricity consumption by switching off lights and electrical items when not in use.
- Please reduce energy consumption by not being too varied with the thermostats.

Breakroom, Bathrooms and Supplies

In general, supplies are located where they are needed, based on whether event guests should have access to them. Do not hesitate to ask if you can't find something. Please let us know if we run out of any basic office, restroom or breakroom supplies via the shopping list on the refrigerator.

LOOM members have use of the kitchen area, including the refrigerator, coffee maker, microwave, utensils, etc.

- Label your stuff! Members frequently bring food in to share with other members and should be marked accordingly as well. Perishables and leftovers must be removed at the end of the week or will be discarded on Friday.
- Anything left on the coffee counter or on top of the microwave is "fair game!"
- Coffee and tea are free and the first person in the office is encouraged to make a pot of coffee to share.
- LOOM is BYOC ... Bring Your Own Cup! Bring yours and claim it proudly.
- Members are asked to wash their own dishes immediately after use and clean up any spills.
- Snacks, bottled water and sodas are offered via honor system. A tally sheet is located on the refrigerator for you to mark with hash marks, \$.50 per item will be added to your account at the end of the month.
- The beer located in the refrigerator is available to members. However, we ask that members refrain from partaking until after normal business hours.
- A First Aid kit is located in the cabinet in the bathroom next to the shower room.

Storage

Locked storage is available for rent at \$5/month.

Lunches

We encourage members to have lunch here with coworkers and even grab take out and bring business associates for lunch! There are several dining options where we get discounts in the immediate area. Group lunch plans will be posted on the kitchen marker board.

Parking

There are several options for free parking on our property and throughout the area. Please refer to the LOOM parking plan on our contact page for specifics. Please refrain from parking in front of the neighboring business, M-F 8-5p. There is NO overnight parking allowed as per the property owner.

Mail

Members may (for an additional cost) receive mail and packages at LOOM, use our address for business filings as well as use LOOM as your Google registration address. Ask management for details on Virtual Tier 1 and Tier 2 plans. Members without this service may not have packages delivered to LOOM without prior approval

Member Promotion

Members are encouraged to:

- Ensure their photo are shared with management to be displayed on "Member Wall"
- Complete their profile information on Cobot
- Keep cards on the literature rack (if available)
- Announce business promotions, awards, news, etc. via SLACK and share on social media
- Use our space for any lunch and learns or other public events that benefit you and your business

Community Benefit Partners

LOOM part-time and full-time members are encouraged to take advantage of the members-only discounts offered from local vendors and service providers. Just show your Vizpin access screen to claim your discount. As this is an ever evolving list, you should check the *Community* page on the LOOM website.

Calendar

Events, collaboration opportunities, new members, etc. are announced on SLACK and our regular newsletter.

Social Media

Members are encouraged to actively participate via social media networks by sharing articles and other helpful information and events by tagging LOOM on LinkedIn, Twitter, Instagram and Facebook. We appreciate you checking-in at LOOM on social media when coming to work or attending events. Only professional and positive content please.

Contact information

Items below warrant immediate phone calls to 704-516-9949 regardless of time or day of week (24/7).

Items with *call 911 first!

- *Fire (Extinguishers located at exit doors)
- *Medical emergencies
- *Burglary or break in
- Flooding
- Not able to securely lock a door when leaving
- Any other instance that threatens security or safety

The *non-emergency* number for the Fort Mill Police Department is **803-547-2022** and do not hesitate to call!