



## Terms of Service

These are the terms of service. The SV Cultural Hub Guidelines are the core of these Terms of Service. Also see the Membership Agreement and the Cancellation Policy.

For clear and timely communication, we require all members to have a current email, mobile number, and home address on file. If you have not provided us with these details yet, please do so by emailing Teresa at [tcravet@SententiaVera.com](mailto:tcravet@SententiaVera.com).

### 1. Hours:

1. Members have 24/7 access with door codes and keys.
2. Regular business hours (when SV Cultural Hub is staffed) are Mondays through Fridays, 9am to 5pm and Saturdays, 10am to 4pm.

### 2. Basics:

1. Each member must have a separate residence where he or she sleeps.
2. Everyone here acknowledges the SV Cultural Hub Guidelines are the core of these terms of service.
3. It's 1 person per membership, memberships may come with guest passes.
4. Entry codes, security codes, keys, may not be shared with non-members for any reason.

### 3. Day trials:

1. Once per person, and only if you're considering becoming a member.
2. Purchase coworking passes and reserve meeting rooms via email to [info@SententiaVera.com](mailto:info@SententiaVera.com)
3. The day trial doesn't include having: visitors, locker storage, or mail/package delivery.
4. The day trial is for one calendar day, between 9am and 5pm.

### 4. Payment:

1. Payment is required to reserve.
2. Your card is charged on the same date each month (unless you prepay for 12 months or more; then it is charged the same date each year).
3. Payment for a year upfront has a 10% discount.
4. The rate you sign up at is the rate you keep, as long as you're a member. Rates stay the same for current members forever (including the option to switch between monthly and yearly prepaid).
5. To get 20% off your first month when you pay for membership, tell us the name of the person who referred you, and they'll get the same amount too.
6. If at some point you wish to cancel your membership, then email at least the day before your next billing cycle. For billing questions or requests, email Teresa at [tcravet@SententiaVera.com](mailto:tcravet@SententiaVera.com)
7. Receipts are emailed for each monthly membership payment and for each yearly membership payment.

# Sententia Vera

8. On the last day of membership or before, mail delivery and locker storage must be ended, designated desks cleared, and any keys must be returned.
9. If lost or late, there's a \$50 fee for the key or set of keys.

## 5. Meeting rooms, coffee shop, phone nook, and other common areas.

1. SV Cultural Hub has a Conference Boardroom, a Private Meeting Office, and a Training Classroom. We also have "common areas" which include:
  - Shared Coworking area,
  - Coffee Shop reception area,
  - Phone Nook,
  - Front & Back Patios,
  - Prep Kitchen.
2. If you're in meeting room without a reservation for more than 1 hour in a day, it's your responsibility to self-track and pay the room's hourly rate for the extra time, rounded up to the nearest half-hour, via the Square register. Why: SV Cultural Hub cooperative culture.
3. You can reserve the meeting rooms in advance or on the spot, if available. If you walk in without reserving, you might need to leave if someone else has scheduled the room while you're in there, so it's best to either reserve before, or reserve 15 minutes after you walk in.
  - Schedule your meeting for the most time you might need, so it ends up being the same or less than the amount of time you reserve for.
  - To view the calendar and reserve: the calendar is on the SententiaVera.com website at <https://sententiavera.com/event-calendar/>
4. Email Teresa with any questions, notes, to see how to set up equipment in the meeting rooms, or to cancel the reservation. See Cancellation Policy.

## 6. Phone calls, Noise level & Audio/Video Sound:

Be considerate and aware of phone call volume as top priority for other members and volunteers. Check out the SV Cultural Hub Guidelines. Movies, videos, songs, webinars, and presentations cannot be played through laptop or mobile device speakers at any time except in meeting rooms. Please use headphones or earbuds/pods at all times. Ask Teresa if you have questions.

You may make/take calls in these areas:

1. Medium conversational volume:
  - Shared coworking space, kitchen, and phone nook and,
  - Coffee Shop reception area.
2. Any volume:
  - Front and Back Patio,
  - Empty Meeting Room.

# Sententia Vera

If someone's talking too loudly, writing on a piece of paper and showing them is great, "Could you take the call in the phone nook, meeting room, or patio?" Then they can say "Hold on" to the person on the call and walk to a good area.

## **7. Coffee Bar & Prep Kitchen:**

1. Coworking membership comes with all the coffee, tea, and/or water the member can drink in a workday. All other beverages, snacks, and food items may be purchased.
2. Coffee-making instructions can be found hanging on the wall next to the coffee grinder, please be proactive and start an additional Small Pot when coffee has run out.
3. Members may start a ticket (tab) on the Square register to purchase beverages, snacks, and food items to track a day's or week's purchases. Instructions on how to use the Square register can be found in the Hub Manual underneath the register counter.
4. The prep kitchen is a common area and may be used by members to store and/or prepare food using the fridge, the stove/oven, and microwave.
5. Please label your food containers with your name and throw out any unwanted or expired leftovers. Staff will do a regular fridge cleanout.
6. The coffee creamers and bottle waters located on the fridge door are the only shared food items.
7. On occasion Teresa will place a plate of desserts, fruits, snacks on the tall counter to be shared by members.

## **8. Social Media:**

The SV Cultural Hub community thrives on a shared set of values, rooted in privacy and respect. While we encourage active participation in social media, please ask permission from others before taking and posting photographs and tags.

## **9. Visitors/Guests:**

1. Conversations are great in our Hub if they are in normal voices, indoor voices/office voices, not loud or emoting. 15 minutes to 3 hours per day of people talking is common.
2. Reservations for meetings with visitors are recommended in order to guarantee meeting rooms availability and have rooms clean and ready for arrivals.
3. The member who is hosting the meeting is required to arrive at SV Cultural Hub at least 15 minutes before their first visitor is expected (so that people aren't waiting outside).
4. Members have the option of using all or some of their monthly membership meeting room FREE time to host visitors, if appropriate.
5. All visitors for meetings have to stay within the same room or nearby area (except for restrooms/coffee shop). All visitors for a day pass, a guest pass, or trial pass can work in separate areas from the member hosting them. The member host must self-track and purchase passes via the Square register.
6. The member hosting the visitor needs to be here the whole time that the visitor is here – as an example: if you leave at 1:30pm, the visitor needs to leave before you or with you at 1:30pm.
7. Visitors are the responsibility of the member who invited them and are also responsible for themselves.

# Sententia Vera

## 10. Dogs as visitors:

Dogs are formally allowed at SV Cultural Hub. There are no other formal policies for other pets.

1. No barking. Friendly and minimal barking isn't okay. The VERY occasional bark (i.e. once in a blue moon) is okay but anything more than that isn't okay.
2. No dogs touching soft surfaces (pillows, blankets, cushions, sofas) that are left out. Cleaning will continue weekly.
3. Dogs will have the same standards as human visitors – SV Cultural Hub Guidelines etc. but non-humans don't count towards members' visitor days or visitor hours.
4. People do tend to have a blind spot to their dogs, so make sure your dog interacts with humans and other dogs in a hub guidelines way; be responsible for your dog, and your dog needs to be responsible for itself, if you bring it. If your dog might be outside the rules more when you're not here, keep your dog with you at all times.

## 11. Members hosting events:

1. The main reason for becoming a member cannot be to host free events.
2. Times: Members can reserve the Training Classroom for 15 to 40 people at most once per month, for up to 4 hours total after 9pm on weekdays, or anytime on weekends.
3. Capacity: Training Classroom + Coffee Shop Reception area has a combined capacity of 50.
4. Parking Lot: Free parking for visitors is available in side lot and an overflow lot at the back of the property (3<sup>rd</sup> drive entrance). If expecting full capacity contact Teresa at [tcravet@SententiaVera.com](mailto:tcravet@SententiaVera.com) to arrange for street parking and neighboring business lots.
5. Notice: At least a week notice to members is required, including the name of the event and a description so that any member can join in, and if it's not likely that there will be at least 15 people, the event will be rescheduled to the Conference Boardroom.
6. Designated desks won't be moved or touched.
7. Staff will manage the events, which are published at <https://sententiavera.com/event-calendar/>
8. The form with full info is the Hub Venue Reservation Agreement.

## 12. Membership payments – fine print:

A person or company with 12 months or more prepaid membership may switch out the person who has the membership for a new person, provided there is at least 5 business days notice to SV Cultural Hub, and not more often than once every 90 days per membership. The departing person will need to clear designated desk, if needed and return room key, if appropriate. The new person will need to sign a new Membership Agreement and choose a new keycode and locker.

## 13. Rates:

# Sententia Vera

1. There may be individualized discounts, rates, extensions or cancellations that have been negotiated in advance with Teresa; everyone is unique and brings a different value to the SV Cultural Hub, however all members and volunteers are valued and treated equitably. The monthly and yearly rates include:
  - 24/7 workspace access.
  - Use of multi-function machine, Fax number: 512.858.2111.
  - Use of business mailing/delivery address: c/o SV Cultural Hub, 4002 E. Hwy 290, Dripping Springs, TX 78620.
  - Black & White printing is the responsibility of the member to self-track an average and reasonable amount of printing or copying per day. No large printing or copying projects, that is, do not print a draft of your novel, manuscript, how-to manual, etc. Large printing/copying projects may be charged at 15 cents per page.
  - Use of office supplies in Supply Cabinet and Work Station.
  - Keys to Meeting Rooms, if reserved for Exclusive Use. Keys must be returned on or by the last day or there is a \$50 late fee per set of keys.
  - All the coffee, tea, and/or water the member can drink in a workday. Members hosting meetings may purchase beverages for their guests or have guests purchase their own.
  - Use of a member locker.

## **14. Liability:**

1. There is no liability for lost, damaged, or stolen equipment, unless that person stole or intentionally damaged the equipment.
2. There is trip and fall, and building insurance, for the building.
3. There is a liability waiver: as a person who may occupy the premises, you agree at your own risk to indemnify Sententia Vera Cultural Hub against all claims for any lawful guest to the premises who shall have entered onto the premises for the purpose of lawfully visiting you or who shall enter onto the premises with your permission. You agree that SV Cultural Hub shall not be liable for any personal injury, damage, loss or inconvenience howsoever or wheresoever caused to any person, any company, or any property brought in by any person upon the premises.

## **15. Confidentiality:**

Members, volunteers, and staff are held to strict confidentiality standards regarding members, guests/visitors, volunteers, events that take place at SV Cultural Hub. Please respect the privacy of other individuals and events at SV Cultural Hub.

## **16. General:**

1. Sententia Vera Cultural Hub is the trade name of the location and the name of the business, with these Terms of Service. Teresa Carbajal Ravet is the business owner.

# Sententia Vera

2. Violation of the Terms of Service, especially violation of the SV Cultural Hub Guidelines, may result in termination of membership as determined by Teresa Carbajal.
3. The maximum amount of money owed for any reason by SV Cultural Hub to a person or company shall be the amount paid them for services in that month by that person or company.
4. The SV Cultural Hub Guidelines and other terms of service or policies may change in the future as per Teresa Carbajal Ravet as the owner of Sententia Vera, LLC.

*Modified from [Collective Agency's Community Guidelines](#)*