



## FREQUENTLY ASKED QUESTIONS

### WHAT DOES A MEMBERSHIP AT CENTERFUSE INCLUDE?

#### **Super-Fast, Reliable Internet**

Our office has access to high speed Wi-Fi.

#### **Conference Room Time**

Private Offices, Dedicated Workspace and Grab-a-Spot Memberships, include a monthly allocation of conference room time. Additional time can be purchased, along with services for the conference room for those membership levels. Reservations can be made online or over the phone.

We also offer conference room time to Non-Members when available, please contact the CENTERFUSE Manager for pricing and availability at 844-324-9675

#### **CENTERFUSE Member Network**

Connect with other members through our online community. You can ask questions, share stories, announce product launches and other good news, invite others to events, promote your job listings, or simply find someone to grab a beer with. It's a great way to start meaningful relationships with creative entrepreneurs and business leaders.

#### **Furniture**

Private Offices include desks and chairs. Dedicated spaces have a tabletop and chair.

#### **Printing/Copying/Scanning**

CENTERFUSE has at least one multi-function copier/scanner/printer available at all times.

#### **Unique, Exciting Events**

CENTERFUSE is a community of industry leaders and innovative entrepreneurs. Meet and connect with like-minded people and companies at our weekly and monthly events.

### WHAT MEMBERSHIP PLANS DO YOU OFFER?

#### **CENTERFUSE Day Pass Membership**

Access to our events and services – perfect for people who wish to connect with our community but may only need space on a one or two day a month basis.

### **Grab-A-Spot**

A shared workspace in the common area. When you purchase a Grab-a-Spot, there is no need to reserve a particular workspace in advance each day; you can come and go as needed and use any spot that is available when you arrive.

This plan includes access to our Member Network, our events and services, 24/7 keycard access, as well as 2 hours of conference room time per month.

### **Dedicated Workspace**

An assigned desk space in the large open area. Desktops may be set up and left overnight.

This plan includes access to our Member Network, our events and services, 24/7 keycard access, as well as 2 hours of conference room time per month.

### **Private Office**

A fully enclosed, furnished and lockable office space.

This plan includes access to our Member Network, our events and services, 24/7 keycard access, and 4 hours of conference room time per month per person.

## **DO ALL MEMBERSHIPS BEGIN ON THE 1<sup>ST</sup> OF THE MONTH?**

CENTERFUSE Membership plans begin the day you sign up and you are then billed monthly. Private Office and Dedicated Desk membership plans begin on the 1st of the month.

For Private Offices and Dedicated Desks, our one-calendar month move-out policy requires you move out on the last day of the month, allowing new members to move in on the 1st of the month. If this day lands on a weekend, arrangements will be made accordingly.

## **WHAT IF I'M LOOKING FOR A PRIVATE OFFICE OR DEDICATED DESK MORE THAN 30 DAYS IN THE FUTURE?**

If you're looking to schedule a start date on a longer timeline, please speak with a Manager. We're happy to discuss potential options with you.

## **WHAT ARE YOUR BUILDING HOURS?**

CENTERFUSE staff are generally onsite at between 9 AM – 5 PM local time Monday through Friday.

For members with Grab-a-Spot, Dedicated Desks, or Private offices, your location is accessible by key card 24/7.

## **SHOULD I STOP IN OR SHOULD I MAKE AN APPOINTMENT FOR A TOUR?**

Tours must be scheduled in advance. This ensures our availability and helps our team focus on helping you choose the best CENTERFUSE space to suit your needs. Give us a call at: **844-324-9675** or email us at: **membership@CENTERFUSE.work** to schedule a tour!

## **WHAT'S YOUR PET POLICY? CAN I BRING MY DOG WITH ME?**

From time to time we will have events that will be tailored to you working with your pet, but until that is announced, we appreciate you leaving your pet at home.

## **I'M CONSIDERING ONE OF THE CENTERFUSE OFFICES. WHAT IS THE AVERAGE SIZE?**

Every CENTERFUSE office is uniquely designed and total square footage differs from room to room. Each office provides more than enough space for a team to work comfortably. Schedule a tour to check it out for yourself!

## **WHAT DO I NEED TO KNOW ABOUT PRINTING AND COPYING?**

See below for printing and copying costs in both color and black and white. With Private Office, Dedicated Workspace and Grab-a-Spot Memberships, you'll be billed per month on your usage. Day Pass Membership it's a pay as you copy.

## **CAN I ADD MAIL AND PACKAGE HANDLING?**

Private Office and Dedicated Workspace Memberships include free mail and package handling.

## **ARE MAILBOXES AVAILABLE FOR RENT?**

Yes. You may rent a mailbox at a cost of \$75 per month. You will have access to your mailbox, 9am-5pm, Monday through Friday.

## **HOW DO I RESERVE A CONFERENCE ROOM OR A WORKSPACE?**

You can make a reservation for a conference room or a workspace either via the Member Network or by calling us.

For both workspace and conference room reservations, we have a first-come, first-served policy and recommend making a reservation as early as possible to guarantee availability.

## **WHAT ARE YOUR CONFERENCE ROOM SIZES?**

We have two conference rooms that accommodate teams of up to 4 or up to 15. When reserving the space, we appreciate you choosing the room that's size appropriate for your meeting.

## **WHAT IS A WORKSPACE?**

A daily workspace provides access to a designated work area in a shared common room, working side-by-side with other CENTERFUSE members. You'll have ample space to set up your laptop for the day, a power port and Wi-Fi. In addition, you also have access to a host of amenities.

## **WHEN CAN I RESERVE A WORKSPACE?**

Workspaces can be reserved Monday through Friday from 9 AM to 5 PM.

## **I HAVE A CENTERFUSE MEMBERSHIP PLAN. CAN I BOOK A CONFERENCE ROOM/WORKSPACE ON THE WEEKEND?**

At this time, a CENTERFUSE Membership plan only allows you access to conference rooms, Monday to Friday from 9 AM to 5 PM.

## **I HAVE A CENTERFUSE MEMBERSHIP PLAN. DO I HAVE TO RESERVE A WORKSPACE BEFORE COMING TO WORK?**

NO, come on in, we're waiting for you.

## **I JUST RESERVED A CONFERENCE ROOM. HOW DO I REGISTER MY GUESTS?**

To register guests, please log on to the Member Network, or call us. Including yourself, you may register as many guests as allotted for the particular conference room.

## **CAN I REGISTER GUESTS FOR MY WORKSPACE?**

We encourage you to use this as your business, if you need to meet with clients, then please register for a conference room space. If you need to confer with an associate, then we have private areas for this, but you will need to register them as guests. Please speak with the Manager prior to your guest's arrival, but remember, we aren't the local coffee shop, when your guest becomes a regular, we will be looking for them to join.

## **CAN GUESTS VISIT ME IN MY PRIVATE OFFICE?**

Yes. Just make sure you register them either via the Member Network or by calling us prior to their arrival.

## **I'M READY TO SIGN UP! WHAT ARE MY PAYMENT OPTIONS?**

Private Offices, Dedicated Desks and Grab-a-Spot, may be paid for via ACH (automatic withdrawal), credit card or wire transfer. For Daily Passes, you must pay by credit card.

## **IS THERE A RETAINER OR SET-UP FEE REQUIRED TO SECURE A DEDICATED DESK OR PRIVATE OFFICE?**

Yes. CENTERFUSE requires a Service Retainer equal to one month (1 month) of your monthly Membership fee when paying via ACH (automatic withdrawal)

*\*Note: CENTERFUSE may require an additional retainer for any custom work or special arrangements requested for Private Offices.*

## **WHEN DO I HAVE TO LET CENTERFUSE KNOW I'M MOVING OUT?**

Members with Dedicated Desks or Private Offices are required to give one calendar month notice to move out or transfer offices. Move out forms must be submitted by the last business day of the month prior to vacating. For example, if a member wants to move out on August 31st, they must give notice to CENTERFUSE on July 31st.

Please note: There are no prorated refunds issued for moving out, transferring offices or cancellations.

## **I AM A CURRENT CENTERFUSE MEMBER AND LOVE MY SPACE! DOES CENTERFUSE GIVE REFERRAL REWARDS?**

Yes! Our referral program rewards CENTERFUSE members with a \$25 credit toward the monthly Membership fee of the Member who signs up for up to one year. The Referral Rewards program only applies to Dedicated Desk and Private Office Membership plans. There is no limit to the number of referral rewards a member may earn on these plan levels.

## WHAT ARE THE ADDITIONAL FEES FOR RESERVATION CREDITS, PRINTING, ETC.?

- Conference Rooms: Starting at \$30.00 per hour for Members – Starting at \$40.00 per hour for Non-Members
- Black & White printing (per sheet printed): \$0.08 Members; \$0.11 Non-Members
- Color printing (per sheet printed): \$0.20 Members; \$0.25 Non-Members
- Extra Member Fee (Private Offices only; per member per month)\*: \$100.00
- Keycard Replacement Fee: \$25.00
- Cooperate Rates Available – Contact the Program Director/Community Manager for a quote

*\*Extra Member Fee: Your office space has a limited capacity. If the number of members or other individuals regularly using your office space exceeds the number allocated on your membership application form, you will be required to pay the additional Extra Member Fee listed above. For safety reasons, the number of members in your office space can never exceed 1.5x the number of desks, regardless of additional fees paid. We reserve the right to further limit the number of Members allowed at any point.*

We reserve the right to increase the fees noted above at any time.

## DOES CENTERFUSE CHARGE LATE FEES?

We charge a late fee of 10% of the outstanding invoice, excluding Service Retainers, for payments that are not received by the 10th of the month.

## HOW DO I UPDATE MY PAYMENT INFORMATION?

You can update your payment information anytime online [via the Account Manager on the Member Network](#). Just select the “Payment Info” tab and you’ll be able to make the appropriate adjustments.

Please note that for Private Offices, only the **primary member** has access to the Account Manager and can update payment information.

## HOW CAN I REVIEW MY MONTHLY INVOICE?

You can view your monthly invoices anytime online [via the Account Manager on the Member Network](#). Just select the “Invoices” tab and you’ll be able to make the appropriate adjustments.

Please note that for Private Offices, only the **primary member** has access to the Account Manager and can view invoices.

## **MY CENTERFUSE MEMBERSHIP IS INACTIVE. CAN I REACTIVATE MY MEMBERSHIP?**

Yes, and we'd love to have you back! Please contact us at: +1-844-324-9675 or email us at: [membership@CENTERFUSE.work](mailto:membership@CENTERFUSE.work) .

## **HOW DO I CANCEL MY CENTERFUSE MEMBERSHIP PLAN?**

You can cancel your CENTERFUSE membership online [via the Account Manager on the Member Network](#), but please note that cancellations take effect on the last day of the current month and that there are no prorated refunds issued for cancellations.