

Scheduling (Members Only)

Our Mobile App allows you to schedule a reservation for an office or conference room and update your status and alerts in live time. Reservations are available 24/7 but *must* be reserved directly via the Member's profile in the Mobile App CoWorks. Food is allowed in the conference rooms during regular business hours; however, we ask that you refrain from providing catered or outside food vendors in the conference rooms after hours and on weekends unless prior approval has been granted by Provident1898. All food containers and waste should be removed from the conference room following the meeting and deposited in the recycling or trash bins in the kitchen. If you need to schedule a meeting with 12 or more people, please contact Provident1898 team member Tyra Wade, tyra@provident1898.com for reservations and/or pricing. For member event inquiries please complete this form: <http://provident1898.com/host-an-event/>. Proposals are evaluated once a week and are based on mission and vision alignment, scheduling and logistics.

Scheduling (Non Members)

All conference room rentals are available on a first come, first served basis. Be advised the schedule is real time, thus detailing accurate availability. Reservations are available 24/7 and can be reserved through our [website](#). Members please use your CoWorks to reserve meeting rooms, if your membership comes with hours.

Conference room cancellations

A cancellation policy is in place for the conference rooms. In the event that you do not cancel within 24 hours of your scheduled use, you will be charged full price for that reservation.

Security

The building is secured and staffed 24 hours a day, 7 days a week. For building access you will need to use your keycard from 6:00pm to 8:00 am. For Provident1898 access you will need to use your keycard for access to the reception area 5:00pm to 9:00 am and for access to the meeting rooms and coworking area 24/7. There are security cameras installed at all main access points of Provident1898.

Guests

All guests *must* be accompanied by a member to access Provident1898. Between the hours of 9:00am to 5:00pm guests may enter the front doors of the Mutual Tower Lobby. Upon arriving on the floor, please follow the signs to "Provident1898". Once they enter the glass doors, they must sign in using the iPad and wait in the Lounge. After 5:00pm, guests must access Provident1898 via the front door and be greeted by a Provident1898 member for the safety and security of the entire office. Guests will need to sign in with the security attendant in the building lobby and will then be granted access to the Provident1898 floor. Children are welcomed but must be accompanied by an adult at all times while visiting Provident1898. Please familiarize your guests with these policies.

Maximum Capacity

Maximum occupancies of suites and conference rooms where posted must be observed.

Community Space

Please be mindful that this is a shared workspace. We encourage networking and socializing between our members; however, please be conscientious and courteous of all office occupants. Please keep volume to a reasonable level. Phone booths are provided on a first-come, first-served

basis for phone calls or Web conferences. If you have food to share with your fellow members, please bring it to the kitchen area. Please do not leave food and beverages in the CoWorking areas. We ask that Dedicated Office members use their offices or conference rooms for team celebrations. If you need to reserve additional space, contact Tyra Wade - tyra@provident1898.com. Children are welcomed but must be accompanied by an adult at all times in the CoWorking areas.

Kitchen

Provident1898 provides both reusable and eco-friendly, plates, cups, coffee mugs and silverware for member use. Items that are on the counters and inside the cabinets in the kitchen are for use by all members and considered community property. The refrigerator will be cleaned out every Friday evening. Items placed in the refrigerator should be clearly labeled or removed from the refrigerator by Friday. The bottom shelf is for Provident1898 Member events, please refrain from utilizing or consuming items stored in that space.

Dishwasher

The dishwasher will be loaded/ unloaded daily at 8:30am and 5:00pm by a Provident1898 staff member. Place all used kitchen items in the black bins on the shelves to the left of the dishwasher. Please do not leave kitchen items in the sink.

Photocopier

To make self-serve copies or scans, you will need to have your facility code that was assigned to you. Our staff can make copies or scan for you, for an additional charge. Charges will be placed on your monthly invoice. If you wish to print directly from your device, you must be set up to print. Please follow the instructions for printing on each station or view the FAQs on Secure Printing available in the Resources section of CoWorks. If you need further assistance, please contact a Provident1898 team member.

Janitorial Services

Janitorial service will empty waste baskets nightly and vacuum the offices on weekdays *only*. In the event that you do NOT want the crew to access your office, please contact Tyra Wade, tyra@provident1898.com.

Moving of furniture/items

While we encourage personalization of your office space, please be advised that the removal or addition of any furniture, as well as permanent fixtures, must receive prior approval from the onsite Provident1898 Staff. Painting of office space is prohibited.

Equipment/Hardware

Routers, printers, VOIP or other phones, data-related items and technical assistance. Any technical assistance involving the Provident network must be done by Provident-designated IT personnel only. Routers, printers, phones or any other data hardware must be approved in writing by Provident IT prior to usage. Many are not compatible with the Provident network and will "crash" the entire system if not installed by Provident IT personnel. A one-time \$125 installation fee, paid by Client, is required for all such hardware. Any Client found installing unauthorized equipment or crashing the Provident system will be subject to \$500 in fines. Any technical assistance to the Client that involves Provident IT personnel will be provided at a minimum of \$125 per hour, with a one-hour minimum.

Parking

Long term monthly parking is available on-site for purchase through Provident1898 Staff. Parking can be added using this [link](#). Once completed, parking will be added to your current badge. Please do not use the visitor parking located at 411 W. Chapel Hill St. There are multiple off-site options for hourly, daily and short term parking if you do not wish to add parking to your plan. Use your discretion when parking off site.

Mail & Packages

Mailing address: 411 W. Chapel Hill St., Suite C2, Durham, NC 27701

Mail and packages are received by Provident1898 staff daily. If mail services are included in your membership, you are asked to submit the [PS Form 1583](#) as required by the USPS. Once completed and turned in, you'll receive your personalized pin and mailbox number. Packages will be notified through CoWorks with instructions for daily pick up in the Lounge Area. If you are interested in adding mail/package service to your membership, please contact Tyra Wade tyra@provident1898.com

Billing

You may receive your invoice around the 1st of the month or on the purchase date, depending on which membership you have. EFT and credit card payments are automatically processed by the 5th of the month. Inquiries regarding billing/invoices should be directed to tyra@provident1898.com or contact a Provident1898 Staff member.

Film and photography requests

We enjoy being able to offer the space for film and photography within the Provident1898 space! In an effort to limit distractions to your fellow coworking members, please fill out the film and photography request form [located here](#).

How to make account changes

If we can better serve you by providing a different level of service or make a change to your existing services, please contact a staff member. Most changes can be made within 48 hours. Additional installation charges or deposits may apply.

Membership cancellations

While we encourage you to continue benefiting from the exclusive privileges and opportunities your membership offers, we also understand if you find it necessary to cancel. We kindly request that you adhere to following policy regarding your membership cancellation and/ or refund:

- We are unable to offer refunds for cancellations unless we are notified **at least one week (7 days)** prior to your next billing date.
- To ensure a smooth cancellation process, please return your issued keycard upon notifying us of your intent to cancel. You can cancel your On Demand or All Access Membership by reaching out to Tyra@provident1898.com
- Cancellations submitted within one week of your billing date will not be eligible for a refund.
- Membership fees will continue to be charged until the cancellation process is complete, including the return of your keycard.
- Please note failure to return the keycard may result in a \$20 lost card fee.

Terminations for non-payment and service suspensions

For dedicated suite members, we require that all monthly payments are made by the 5th of the month. For any account over 30 days past due (regardless of reason) Provident1898 reserves the right to terminate the account and services. In this instance, Provident reserves the right to settle all or a portion of the unpaid services, costs or late fees with any security deposit and refer the remaining balance to collections. Furthermore, Provident may require the payment of additional deposits, reimbursement of bank charges, and other fees to bring the balance current. Please note: Provident is NOT required to restore or reestablish any account that is terminated due to non-payment.

Terminations

For dedicated suite members, all requests for termination must be in writing. This can be in the form of a formal letter or an email to staff at tyra@provident.com. Early termination fees may apply. Deposit will be returned within 60 days of termination. All keys and key cards must be returned prior to the deposit refund being issued. Please reference your lease agreement for complete details.