

House Rules

These set of rules are not exhaustive, please apply common sense to maintain a nice, clean and safe coworking culture:

Kitchen Area

Let's keep our space clean, hygienic and safe for all of our community. Follow these simple rules to help everyone continue to have a great experience at CLOUD39.

1. Don't leave your dirty dishes behind on the table or in the sink. Rinse and put them in the dishwasher.
2. The refrigerators will be cleaned out every week so please remove the leftover and expired food.

Coworking in General

1. Safety first! Please don't let strangers in after you and ask all your visitors to fill in the visitor form available on computer at reception before allowing them to enter upstairs. If you notice anything weird or not working with the visitor form, please inform the management team.
2. Please respect the privacy of all our Coworkers and do not interrupt others unless they've said that they're ok with it.
3. Coworking area conversations should be around "library" level. Try to keep the volume down, when you're having a conversation, no speakerphone calls, and Keep the ringer on your cell phone at a civilized level.
4. Keep your space clean and tidy. All cardboard boxes and cartons should be kept in storage, please discuss with us for the storage options (if required). Please do not spill over into adjacent space.

5. Don't be messy! Please do not leave your utensils, mugs, glassware or dishes on your desks at the end of the day.
6. We certainly love our office playlists. However, sometimes coworkers in the office might need a bit of quiet time to get their work done or take phone calls. Please respect everyone's need for quiet time as and when required. If the music is off, it's probably for a reason. A great alternative is headphones connected to your own device.

Meeting Rooms & Meeting Room Guests

If you've booked a meeting room and have outside guests joining you, please observe the following rules:

1. Meeting rooms are strictly available on a booking basis. Availability can be viewed through our CLOUD93 app so please don't use the meeting room without a booking, especially if you know that someone else has booked it. We highly recommend booking the rooms at least 1 week in advance or with a minimum of 24 hours' notice.
2. Members can book the meeting room either via app or by emailing (support@furmgroupp.co.nz) or by informing us personally.
3. Privy room is available for all the members and can be used for phone/video calls, team meetings and private conversations.
4. If Privy room is not available, then members can access the cirrus meeting room for quick calls for up to 20 minutes. Please make sure that the meeting room is unoccupied and not booked before accessing. If you spend more than 20 minutes, we will charge you on an hourly basis (minimum 1 hour will be charged).
5. Please keep the usage of Privy room for no more than 2 hours a day in order to respect everyone's access and fair use.

6. Use the visitor spy cam to check who's here before letting them up remotely via the CLOUD39 door app.
7. You or another member of your team must greet your non-member guests. Please make sure your guests can easily contact you and ask them to wait outside the main entrance to be met by you and escorted to your meeting.
8. Please also escort your guests out of Cloud39 space after your meeting is over.
9. Strictly no alcohol permitted during the meeting room booking unless approved by management via email.
10. Please respect the Cloud39 space by leaving the meeting room space ready for use to the next member. Bring coffee mugs, glassware or any other items back to the kitchen and throw away rubbish. Remember to erase any notes from the whiteboard particularly any sensitive information.
11. If you notice any damage or technical faults in our equipment, please immediately inform to the management.
12. Members who booked the room are responsible for the behaviour of the guest/visitors, however we maintain the right to remove any guest/visitor who are not upholding our house rules.

All the other stuff

1. We have a fair usage policy for printing. Members are allowed to print up to 50 pages in a month. Please discuss with us if you have any specific printing requirements.
2. Car parking is limited to 1 car park per member. Do not use the car park outside of the Kiwi Supertots building as this not part of Cloud39 property.
3. Cloud39 is strictly a no smoking precinct, including all grass areas and carpark (including electronic cigarettes)



Guest/Visitor Policy

We certainly love guests, but sometimes there is a fine line between guest, coworker & visitor. So please observe these simple guest/visitor rules:

- Your guest/visitor may come to meet and work with you. However, if the guest/visitor spend more than 2 hours per day with you during their visit without a meeting room booked, we would classify them as a casual coworker and they must purchase a Day Pass (\$24+gst per day per person) or join as a Cloud39 member.
- Please make sure your guest can contact you and make sure that you meet them at the door and escort them in and out of the building.
- Sign them in! Every guest must be signed in (Visitor sign in form is available on the computer at reception). We need to know who is in the building and how many people are there at any given time. This not only helps us be better hosts but is also an important health and safety measure.
- Members are responsible for the behaviour of their guest/visitors, however we maintain the right to remove any guest/visitor who are not upholding our house rules.
- Guest/Visitor policy applies to all Cloud39 members.

Report it like its prime time news...

If you see anyone breaking the house rules or if you notice any damages or something wrong, please inform the CLOUD39 management team immediately. House rules do not overrule our CLOUD39 terms and conditions but one of the House rules is to abide by our terms and conditions, which are already signed and agreed by all our members.