

## Conference Room Policies and Procedures

The San Rafael Chamber of Commerce is pleased to be able to offer conference space to our members at affordable rate of \$50 an hour (2 hour minimum and 4 hour maximum per day). To enable us to continue to offer our conference room for rental, we require that you read the following policies and procedures, which explain how this process works. This document contains:

1. How to reserve the meeting room
2. Procedures to follow upon arrival
3. Information for your group members
4. Check-out procedures preview
5. Agreement of policies and procedures

If you have any questions, please contact Jesse Taylor-Vermont at the front desk, 415-454-4163 x102. The agreement must be signed and dated by a designated contact person for your organization. Your organization will be held responsible for following all the required procedures.

Referral Program: As a chamber member you can help this program grow by referring it to fellow chamber members. If any member rents the conference room then the referring chamber member will receive a check for \$30. You and your business must be listed in the agreement form on the last page of this packet in order to be eligible for this referral program.

## How to Reserve the Conference Room

**1. Eligible groups:** Any San Rafael Chamber member may reserve the room and the presentation must be of non-political nature. The Chamber staff reserves the right to refuse use of the conference room based on availability.

### 2. Description of the Room

- a. **Location:** Our conference room is located in the San Rafael Chamber of Commerce offices at 817 Mission Avenue, San Rafael.
- b. **Capacity:** Seats 18 – 20 people around a rectangular table
- c. **AV/Presentation Equipment:** Pull-down screen and Whiteboard at the front of the room. Ample outlets throughout room.
  - i. The conference phone is free of charge for local calls; all long distance charges will be taken out of the security deposit.
  - ii. A pull down screen is available free of charge. Laptop and projector will need to be provided by user.
- d. **WiFi:** We offer free wifi, with password available on site.
- e. **Air Conditioning:** The room has its own AC unit.
- f. **Kitchen:** The conference room has a small kitchen with a sink, and coffeemaker.
  - i. **There is a refundable \$100 deposit for any unfinished cleanup or damage to the conference room and the materials within.**

**3. Reservation:** Please contact Jesse Taylor-Vermont via email ([frontdesk@srchamber.com](mailto:frontdesk@srchamber.com)) or phone (415-454-4163 x102) to reserve the SR Chamber conference room.

**Please note that there is a 2 hour minimum reservation time, including set up and break down time.**

When making a reservation, we recommend adding 30 minutes to the beginning and to the end of your requested time for set up and break down. It is your responsibility to make copies and bring supplies needed for your meeting.

Our Check-out Procedures list will make it easy to leave the room in the same condition you found it.

**4. Frequency:** The conference room may be reserved for up to 4 hours per day. There is no limit on the number of days you may rent it and we encourage you to make a regular

# San Rafael Chamber

reservation to make booking easier. Please note that all dates and times are subject to availability. (The Chamber hosts regular committee and other meetings in the conference room and we cannot move those regular committee meeting days nor times).

- 5. Availability:** The SR Chamber conference room is available Monday - Thursday, from 8:30 A.M to 5:00 P.M. In the rare case that we need the room for an unforeseen internal meeting, we will unfortunately have to ask you to reschedule. We will do our best to accommodate your request however; all reservations are at the discretion of the Chamber staff.
  
- 6. Catering:** The room is available for catered meetings. We do not have refrigerator space to store food, so it is important to schedule your food drop-off time to coordinate with your meeting. Please make all arrangements as necessary with your caterer, including delivery and pick-up times, clean-up, and supply of all plates, glasses, utensils, and napkins. Catering materials cannot be left overnight in our meeting room or kitchen. Charges may apply for left over supplies and food.
  
- 7. Payment:** Prior to confirming your reservation payment must be received. A Security Deposit of \$100 is required with your payment and is fully refundable after your rental concludes. We accept payments of check or Credit Card (Visa, MasterCard or Discover).

## Procedures to Follow Upon Arrival

- 1. Check-In:** We require the contact for the group to check in at the front desk. At this time we will give you a clipboard with the Check-Out Procedures. This is also an opportunity for you to let the front desk know of any miscellaneous items – e.g., who the caterers are or any questions you might have.
- 2. Kitchen:** Items available for your use: Drip Coffee maker (coffee not included), sink, filtered cold drinking water and hot water for tea, table with tablecloth, any necessary cleaning supplies. Please note that dishware and utensils in cabinets and drawers are not available for use.
- 3. Your Group:** As the contact for your group, it is your responsibility to have the members follow all applicable policies. Before your meeting starts, please instruct them to read the “Information for Your Group” document, especially information about parking. If you dispersed the “Information for Your Group” policies prior to the meeting, we find it is helpful to remind the attendees again once they are here. Please inform your group of where the restrooms are. **It is important to explain to your group that you are the contact for the meeting and that Reception and office staff are not.**

## Information for Your Group Members

- 1. We and the other offices in our building will be conducting business during your meeting:** Sound travels very easily through our office and our building. Please take into consideration the tenants, staff and guests of the building. Do not talk loudly at reception, in the hall, or outside the conference room. We ask that you use your “inside voice”. Please also do not loiter in the hall or go upstairs.
- 2. Cell phones:** Keep them on vibrate and use them in the conference room only. The speakerphone setting should not be used in the building. Do not talk on your phone at reception, in the hall, or directly outside the meeting room.
- 3. Breaks:** Keep the door to the conference room closed and avoid loud conversation in the public areas. Please do not congregate around the Reception area.
- 4. Room condition:** Your group will be charged \$100 if the room is left unclean or if there are any missing items. If there is any damage more charges may apply.
- 5. Bathrooms:** The men’s bathroom is across the hall from the conference room to the left. The ladies’ bathroom is across the hall to the right, underneath the stairs. Reception will provide the passcode for the restrooms to the contact person, who should then inform the group of the code.
- 6. Parking:** Free parking in our lot is extremely limited as we share it with other tenants. We only allow the spaces that are designated for chamber use, or not designated (2 spaces under a tree) to be used. Do not park in another tenant space or they will have you towed. We encourage carpooling or walking if that is an option for guests and plenty of street parking is available on Mission Ave, 5<sup>th</sup> street, Garden Lane or the surrounding area.

## Check-Out Procedures

This is a copy of the Check-Out Procedures to read in advance of your meeting. You will receive another copy when you check in at Reception the day of your meeting.

Our goal is to have the room readily available for a meeting immediately following yours. When you are done with your check-out, please sign, date and return the form to the Receptionist. If the Receptionist is not at the desk, leave it on the counter at Reception.

Check off each item as you complete them:

- Chairs straightened and pushed in
- Table/counters wiped off (Paper towels are above the sink; Windex and all-purpose cleaner are available )
- Counter items positioned as you found them
- Lights turned off
- Blinds back up
- HVAC has been turned off
- Trash has been thrown away or recycled in the appropriate bins
- Catering equipment is picked up. You may not leave the equipment here.
- Bathrooms are as clean as when you came

If you used the kitchen:

- Kitchen counters have been cleaned/cleared
- Coffee maker has been wiped down and emptied of coffee and grounds
- Food items have been thrown away or removed from the building

## Policies and Procedures Agreement

Please complete this form and send it to Front Desk, San Rafael Chamber of Commerce, 817 Mission Ave., San Rafael, CA 94901. This form may also be faxed to 415-454-7039 or emailed to [frontdesk@srchamber.com](mailto:frontdesk@srchamber.com).

By signing this agreement, I agree to the following as the person responsible for this group:

- To ensure all participants will have left the building by 5:00 P.M.
- To indemnify, defend, and hold harmless the San Rafael Chamber of Commerce, Linbro Inc. and any agent or employee of the San Rafael Chamber of Commerce or Linbro Inc. from and against all claims and liabilities, whether proceeding to judgment, settlement or otherwise brought to conclusion, arising out of any activities or operations performed by the group named below.
- To follow all procedures and policies established by the San Rafael Chamber of Commerce for the use of their conference room.
- To inform the group of the policies.
- To be responsible for any charges resulting from the non-compliance with these procedures.
- If I do not comply with the Check-Out Procedures, I agree to forfeit the return of my \$100 security deposit.
- Not to use alcoholic beverages within the building.
- I agree to sign this form and turn it in before my organization's first meeting.
- By signing below, I confirm that I have received and read ALL materials in the Conference Room Policies and Procedures document.

Organization name: \_\_\_\_\_

Phone: \_\_\_\_\_ Fax: \_\_\_\_\_

Contact Person: \_\_\_\_\_

Contact person's email address: \_\_\_\_\_

Contact person's phone (if different from above): \_\_\_\_\_

Signed and accepted:

By: \_\_\_\_\_  
(Signature)

For: \_\_\_\_\_ Date: \_\_\_\_\_  
(Organization Name)

Referred by : \_\_\_\_\_