

## Cancellation Policy for Meeting Rooms / Bookings

When space is reserved at The Innovation Spot we turn other members & customers away and do not give them an opportunity to book the room during that time. Although we love to be as accommodating as possible, we do have to comply with our cancellation policy so please be sure you are comfortable with the requirements before booking your reservation, please do not request exceptions to this policy. This policy applies to ALL bookings, regardless of payment method (booking credits or monetary funds).

- Bookings **4 or more hours in any given day** or **consecutively booked / multiple day bookings** are Non-Refundable upon payment for your reservation. Changes to date/time are not permitted.
- Bookings **less than 4 hours in any given day** that are not part of a consecutive or multiple day booking, that are cancelled as follows within the event start time.  
***NOTE:** If booking credits were used as the original payment method, should a refund be warranted, credit will be applied to the original bank of credits and will expire as originally assigned.*
  - 72 hours or more will receive a 100% refund to be applied towards original payment method.
  - Less than 72 to more than 24 hours will receive account credit to be used within 30 days towards another booking reservation if monetary funds were used as the original payment method (note exception above if booking credits were used as the payment method).
  - 24 hours or less are Non-Refundable. Changes to date/time are not permitted.

## Membership Spaces

Termination is based upon membership level:

- Cubicles / Dedicated Desks / Hot Desks / Virtual Offices: Advance notice is not necessary, but always appreciated, although vacancy must occur prior to the expiration of the Current Months Term, either Party may terminate by sending written notice to the other Party. Any fees collected will not be refunded. No refunds for prior months paid.
- All Offices: At least 60 (sixty) days advance notice is required. Vacancy will fall on the last day of the 2nd Upcoming Months Term (equating to 2 additional billing periods). For example, if your contract renews each month on the 14th, you must give notice prior to the 14th, your contract will then end 2 billing cycles from the end of the contract period. There will be no prorating of fees for your notice period. Either Party may terminate by sending written notice to the other Party. Any fees collected will not be refunded. No refunds for prior months paid.
- Conference / Meeting Room Plans: 3 month commitment. Cancel anytime after 3 months, although vacancy must occur prior to the expiration of the Current Months Term, either Party may terminate by sending written notice to the other Party. Any fees collected will not be refunded. No refunds for prior months paid.