THE innovation SPOT
More Than An Office

233 ARNOLD MILL ROAD   📞 770.262.3668
SUITE 300   ✉ INFO@THEINNOVATIONSPOT.COM
WOODSTOCK, GA 30188   🖥 WWW.THEINNOVATIONSPOT.COM

<u>Visitors, Meeting Rooms, Hot Desks, & Deliveries</u>

Welcome to The Innovation Spot. Listed below are some common questions that you may need answers to during your stay. All of these processes can be handled on the <u>Member Portal</u>.

VISITORS: We realize that there are a couple of different scenarios that may arise with Visitors and we want to be able to accommodate each of you without disrupting or inconveniencing other members.

1. Quick Visits: Sometimes you may have someone who stops in for a quick chat or to drop something off (usually less than 1 hour), these folks will NOT be counted towards your visitor allotment.

   A. Private Office Members: We ask that you use your office to meet with this person.
   B. Hot Desk / Cubicle & Dedicated Desk Members / Mini Glass Offices: We ask that you meet with this person in the front lobby area for your quick visit.

2. Longer Visits: Sometimes there are situations where you may need to meet with people for a longer period of time, usually over 1 hour.

   A. Private Office Members:
      1. Visitor Passes: You may use one of your monthly allotment of visitor passes and visit with your guest in your office or the common area (ie: coffee bar).
      2. Booking Credits: Should your visitor require a desk space, please use your booking credits and purchase a day pass for your visitor.
   B. Hot Desk / Cubicle & Dedicated Desk Members / Mini Glass Offices: These memberships do not come with Visitor Passes, instead we ask that you use your provided booking credits and purchase a day pass for your visitor. Your guest may then have access to an open Hot Desk or the Common Area.

3. Either way, short or long visits, ALL Visitors (non Members) must Register at the front desk. Once they arrive you will receive an email notifying you of their arrival, and you may come out to greet them in the reception area and conduct your business as necessary. Anyone who enters into the back office space must be registered and checked in by the Front Desk. Our <u>Member Portal</u> is the easiest way for your to let us know your will have a visitor. Please sign in your guest ahead of time and we will be able to notify you via text message of their arrival.

DISCOUNT OF 10%: Each member receives a 10% discount on posted rates for meeting/conference rooms, daily hot desk and touchdown office passes. This is automatically calculated in the price charged on your invoice for each booking.

BOOKING CREDITS: Memberships receive a bank of booking credits each month. These booking credits are for any combination of meeting/conference room time, daily hot desk and touchdown office passes. Please just follow this process to schedule your booking.

1. Login to the Member Portal
2. In the top right click on "Manage Bookings" and then "Make a Booking" – choose your desired "Resource" (which is the desired meeting/conference room or daily pass). And continue through to schedule your booking.
3. It will then tell you the charge for the booking, which already includes your 10% discount. Go ahead the click "Go to checkout"
4. Provided you have enough Booking Credits on your account you should see a Zero charge in the "Total to pay" section for your booking.
5. You can always check your booking credit balance on the Home screen where you will see your remaining Visitor Passes and/or Booking Credits.

DELIVERIES: Each member may receive mail or packages here at The Innovation Spot. However, before doing so we need you to complete the required PS1583 form provided in your move-in folder. Mail & packages are scanned into the system and you are notified via the Member Portal, all you need to do is stop in and pick up your delivery once notified – its that simple 😊 Should you need to look back at your deliveries this can be viewed in the Member Portal.

MEMBER PROFILE: You can make changes to your member profile by clicking on "My Account" in the top right of the portal and then scrolling down to adjust as necessary. Be sure to mark the check box under Profile Privacy if you wish to be listed in the member directory. Lastly, click "Save Changes".