



# **King Street Studios Member Policy V.01**

# Contents

1. Contacts and Information.....	3
3. Induction .....	3
4. Access Pass .....	3
6. Grievance Procedure .....	4
8. Network Policy.....	5
9. Electrical Equipment.....	6
10. Use of the King Street Studios Brand	6
11. Photography, Filming & Recording....	6
12. Branding & Customising Your Space	6
13. Printing.....	7
14. Mail and Couriers .....	7
15. Visitors in the Space .....	8
16. Meeting Spaces .....	8
17. Alcohol in the Space .....	8
18. Pets .....	9
19. Safety & Security .....	10
20. Suite Access .....	10
21. Lost Property .....	10
22. Privacy Policy .....	11
23. Cancelling Your Membership.....	11
24. Feedback.....	11
25. Removalist – Large Item Deliveries..	11
26. End of Membership - Make Good .....	12
27. Fire Warden.....	12
28. Disclaimer .....	12

**Here is what you need to know – please also refer to your Agreement:**

## **1. Contacts and Information**

King Street Studios  
66 King Street  
Sydney  
NSW 2000

E: [hello@kingststudios.com.au](mailto:hello@kingststudios.com.au)

## **2. After Hours Contacts**

Business hours are 8:30am to 5:00pm Monday to Friday, excluding public holidays. The King Street Studios Team will not be in attendance in the space after hours or on public holidays.

In case of an emergency, please see the after-hours contact info displayed on the directory board on in GF lift Lobby.

## **3. Induction**

On occupation of your space, we will induct a representative of your company. Inductions cover everything from getting to know your King Street Studios Team to booking meeting rooms and even reviewing these member policies. For workplace health and safety reasons, we also cover critical information such as building fire escape routes and evacuation assembly areas.

You will be provided with an induction booklet that you should familiarise yourself with, so you get to know your new King Street Studios space and important information to help you settle in.

## **4. Access Pass**

Each member is issued with an access pass. The cost of your access card is covered in your initial setup fee.

Access passes are not, under any circumstance, to be copied by any member.

Access passes are not transferable and must be returned to us at the end of your membership. You must not lend your access pass to any other person, and you must notify us immediately if it is lost or stolen.

You will be charged a fee for any access cards that are not returned at the end of your membership.

### **Lost or stolen pass**

In the event that your access pass is lost or stolen, you must notify us immediately and we will issue you with a replacement access pass at your expense. The replacement fee is not refundable.

### **Access issues**

If you have any problems with your access pass, please speak to your King Street Studios Team to troubleshoot.

## 5. Code of Conduct

As King Street Studios is a shared workspace, we want to ensure that we provide an environment that allows members to carry out their business in a safe and positive manner. As such, we ask you to familiarise yourself with and adhere to the following guidelines.

### Workspace Guidelines

- Do not enter or use a workspace or desk that belongs to another member
- Please be considerate of noise when taking telephone calls outside of your suite
- Leave meeting rooms in a clean and tidy manner for the next user
- Please remember to close all doors behind you upon leaving
- No smoking is permitted anywhere in the King Street Studios space

### Kitchen Guidelines

- Bring your dirty dishes and cups back to the kitchen and place them in the dishwasher provided
- Switch the dishwasher on when it's full

### Workspace Guidelines

Please speak to the King Street Studios Team first if you propose to make any alterations to your office or furniture. If approved by us, we will help to perform works at your cost to ensure that they are done in a safe manner and the carrying out of the works do not adversely impact the experience of other members. If you make changes without speaking to the King Street Studios Team, we may ask you to re-instate the changes at your cost.

Please speak to us first if you plan to operate any equipment other than laptops or personal computers inside your office so that we can assess the impact of these devices. Heaters, radiators and portable air conditioners are not permitted in King Street Studios spaces.

The office is to be used for commercial office use only. This means you cannot operate a shop or other walk-in type business from our space. It also means that King Street Studios spaces must not be used for non-office accommodation or overnight stays.

In consideration for the environment, please switch off lights and electrical devices when you leave your office, especially when you are away for an extended amount of time.

King Street Studios is not responsible for your property or the property that your visitors bring into the space. Please keep your belongings safe and consider taking out appropriate insurances.

## 6. Grievance Procedure

If you have any issues with your experience or a certain aspect of your membership, please email your King Street Studios Team. They will endeavour to help you as best they can.

If you have a concern, problem, or complaint with another member of King Street Studios, it will be your responsibility to resolve the issue with the other member. King Street Studios will be impartial in disputes between members.

## 7. Obligations

In accordance with your Licence Agreement, you are obliged to adhere to this Member Policy. If we feel you are not complying with this policy, we will issue you with a warning.

If your behaviour is consistently incompatible with a professional office environment or you do not comply with this policy, we may ask you to leave and may terminate your Licence Agreement.

Examples of incompatible behaviour with King Street Studios spaces are:

- a) Abuse or harassment of other members or King Street Studios staff
- b) Inconsiderate, persistent noise or music
- c) Use of offensive or derogatory language or speech
- d) Deliberately damaging or deteriorating shared facilities
- e) Illegal or excessive usage of the shared internet service

## 8. Network Policy

### Using Wi-Fi in King Street Studios

King Street Studios operates a Wi-Fi network for members and their guests to use.

### Protecting our network

Our internet services, network and Wi-Fi are shared between all members. To ensure consistent performance, please refrain from excessive data usage. Some examples are:

- a) Persistent video streaming
- b) Torrent downloading
- c) Network IP/SNMP scanning
- d) Similar high-intensity use.

Members are only permitted to connect end user computing devices to the network.

Permitted devices:

- a) Laptop or desktop computer
- b) Tablet or smart phone
- c) IP Phone

If you wish to connect networked peripheral devices such as a network printer, screensharing/casting equipment, or a network scanner please reach out to the King Street Studios Team.

Network hardware devices such as servers, routers, switches, firewalls, wireless access points and any other equipment that could interfere with the King Street Studios network are prohibited and must not be connected to the network. If your business has special IT requirements, please chat to the King Street Studios Team – we can offer a wide range of solutions that cater to specific IT requirements.

Transmitting the following is strictly prohibited:

- a) illegal, racist or obscene/pornographic material
- b) Spam or mass email

King Street Studios does not make any representation as to the security of the network (or the internet) or any information that the members place or transmit on it.

We advise members to adopt whatever security measures (including encryption/firewall/antivirus/VPN etc) it believes are appropriate to its circumstances. King Street Studios cannot guarantee that a particular degree of availability will be attained in connection with the member's use of King Street

Studios network (or the internet). The members sole and exclusive remedy shall be the remedy of the network failure by King Street Studios within a reasonable time after written notice is provided to King Street Studios of the fault.

#### **If you experience technical issues**

If you encounter technical issues or require specialised IT services, please reach out to the King Street Studios Team.

## **9. Electrical Equipment**

You must ensure that any electrical equipment you bring into the King Street Studios space is inspected and tested in accordance with AS/NZS 3760:2010.

Please don't 'daisy chain' power boards or surge protectors as doing so presents a significant safety concern. If you require further assistance, please contact a member of the King Street Studios Team.

## **10. Use of the King Street Studios Brand**

You may use the King Street Studios brand, trademark, logo and other intellectual property in your communications. However, you may only do so with our prior express consent. Please contact the King Street Studios Team with your request. We may impose conditions in giving our consent (including providing you with correct logos and pre-approved images of the site) and you must not permit any other person to use King Street Studios brand, trademark, logo or other intellectual property.

## **11. Photography, Filming & Recording**

As King Street Studios is a shared environment, we ask that you notify your local team if you plan to invite reporters, photographers or film crews into the space.

You must obtain permission if you plan to carry out any photography or filming in the common areas, meeting rooms, kitchens or any other shared space. Photography, filming, or recording of any other members or their office space or desk area is not permitted without prior written consent. If you require further clarification, please contact your local King Street Studios team.

## **12. Branding & Customising Your Space**

Members of King Street Studios will be listed on the building tenant directory board.

All other fixed branding within your office is required to be approved by your King Street Studios Team.

We request that nothing is fixed to the external or internal glazing of your space without King Street Studios permission.

If you wish to customise your space further, please speak to a member of the King Street Studios Team.

## 13. Printing

If you are allocated complimentary printing credits it will be detailed in your licence agreement. \$0.01 = 1 printing credit on the member portal.

Credits are automatically topped up on the first day of each month and do not roll over to the next month. Printing credits are non-refundable.

Printing Credits are pooled as a company. Please contact your King Street Studios Team for more information.

Printing rates per impression are as follows:

Small B/W	\$0.10
Large B/W	\$0.15
Small Colour	\$0.30
Large Colour	\$0.50

## 14. Mail and Couriers

We accept mail and parcels at the Concierge Desk located on L1 Monday to Friday. Parcels and packages will be signed for and stored in the mail cupboard. We will notify you when a package has been received and it is your responsibility to collect it. If you intend to be away from a prolonged period, please notify a member of the King Street Studios Team so that appropriate arrangements can be made in your absence.

King Street Studios mail service must not be used for any illegal purpose, or to receive any unlawful or harmful material. We reserve the right to dispose of any such material as appropriate, at our discretion and at your cost, and to notify the police or other authorities if we are concerned unlawful activities may be taking place.

We will not accept, forward or hold mail or deliveries for any member that does not have a current and paid-up membership. If we receive mail for you but you do not have a membership, your mail may be returned to sender if we cannot reach you in a timely manner.

### **Courier pick ups**

If you need to arrange for a courier to pick up a package from King Street Studios, we will be happy for you to leave it at the Concierge desk on the day of pick up. However, please be aware that King Street Studios is not liable for any damages or loss and will not be responsible for the delivery of your package. The King Street Studios Team will notify you if incoming packages are received and you will need to collect it from the Concierge desk.

### **Mailing address, labelling and returns**

Mail being delivered to King Street Studios must include the following information:

- Your Business/Company/Trading/Sole Trader Name as listed in your Licence Agreement
- The name of a current member (recipient)
- Your return to sender address

Note that items that have not been addressed appropriately or that have been addressed to a business not affiliated with King Street Studios may be returned to the sender. In the event that there is no return to sender listed, the item will be shredded, and we will not be responsible for any damaged or lost mail or packages.

## 15. Visitors in the Space

Visitors are welcome in the shared spaces during business hours 8:30am-5:00pm and must be accompanied by a member at all times.

Visitors are required to sign in and out at the welcome desk any time they visit the workspace, you are responsible for accompanying them at all times and it is your responsibility to ensure visitors are covered by your own insurance policy.

Your King Street Studios team will help you facilitate visitor sign-in if required, however it is your responsibility to ensure that each visitor is signed in for each visit. We reserve the right to refuse entry to your visitors if they fail to sign-in.

Should the King Street Studios team have any concerns about the behaviour of one of your visitors, you will be responsible for addressing this behaviour directly with the visitor and will be required to remove them from the space if necessary.

## 16. Meeting Spaces

King Street Studios offers meeting spaces and an events space that can be booked both in and out of hours. As the meeting spaces are a shared facility, we ask all members to leave the room tidy, free of rubbish and with any equipment returned to its rightful place.

### Meeting Spaces

All our meeting spaces are bookable and must be booked via the member portal or by speaking to member of the King Street Studios Team at the concierge desk prior to use. Each meeting room has parameters around the amount of time it can be booked for and how far in advance. Details of this can be found on the member portal.

### Out of hours Booking

Out of hours booking in the front of house meeting rooms and the event space may require a member of the King Street Studios Team to be onsite which will incur an additional cost.

King Street Studios reserves the right to relocate member meeting bookings to other rooms within the space. This is to ensure that meeting spaces are being used efficiently and occupancy is maximised.

## 17. Alcohol in the Space

King Street Studios operates a strict Alcohol Policy that ensures we provide a safe space for our members.

### Important information

- Alcohol consumed within your suite is the responsibility of the Member. You must ensure that all RSA regulations are complied with. King Street Studios does not assume any liability for alcohol consumed within your suite.
- Alcohol may be served at specified King Street Studios events.
- Alcoholic beverages supplied by King Street Studios to individuals must be consumed on site.
- Drunk, violent, or quarrelsome behaviour or harassment will not be tolerated, and we reserve the right to remove offenders from the space. Uncontrolled drinking, intoxicated behaviour and damage to property will not be tolerated. For the safety and security of others, we have a responsibility to report unlawful behaviour to the police.



- Underage persons will not be permitted to consume alcohol on King Street Studios premises at any time, even if accompanied by a parent or other adult.
- We appreciate you leaving the premises in an orderly and quiet manner.
- We reserve the right to limit the amount of alcohol supplied at any King Street Studios event, whether it is a King Street Studios hosted event or externally booked event. We will liaise with the event organiser to advise how much alcohol may be brought on site and we reserve the right to restrict the organiser from continuing to serve alcohol if we have any concerns about the conduct of attendees.

## 18. Pets

We accept dogs in 66 King Street however they are limited to your suite only. We do not accept dogs in shared amenity areas including Meeting Spaces, the Roof Top and Level 1.

You are responsible for your dog for the entire day they are onsite, and we ask you to exercise common courtesy given we are a shared workspace.

### Three strikes policy

King Street Studios is a shared workspace and we are ultimately focused on providing a productive work environment, so it is important to be mindful that members may have varying comfort levels around animals.

For the benefit of other members, we operate a three-strike policy; if your dog receives three complaints of any nature, you will need to remove your dog from the space as soon as practicable.

As an exception to this rule, in the event of another member having a medical condition which prevents them from being around animals, you will be asked to remove your dog from the space immediately.

For clarity, providing a positive member experience for other members and protecting their health and wellbeing will be prioritised.

### Little 'accidents'

If your dog has an 'accident' in the space, you are responsible for cleaning up the mess, and that counts as a strike against your dog. Should dry cleaning be required to fix any damage, the cost will be passed on to you to pay on the same day.

### Dogs in the space

- Fleas are not welcome – you cannot bring your dog into the space if it has fleas and you will be responsible for the cost of any extermination treatment required.
- Your dog should have a collar and name tag with your phone number and must be kept under control and with their owner at all times when in common areas of the workspace.
- Dogs may not enter food preparation areas (kitchen) and may not use King Street Studios crockery or other kitchen supplies (e.g. your dog may not eat from a King Street Studios bowl). Additionally, we do not allow dogs on King Street Studios furniture. You are responsible for bringing all supplies and equipment your dog requires into the space.
- With the exception of service dogs, visitors may not bring pets into the space.

## 19. Safety & Security

The safety and security of our members and their belongings is important to us and we have a number of measures in place to ensure their safety and security. This may include (but is not limited to) 24/7 CCTV surveillance. We are also able to track devices that are connected to the internet in the King Street Studios space.

Please note that you are required to have your own contents insurance and public liability insurance, if appropriate, as your contents are not covered under King Street Studios insurance policy. Please refer to your Licence Agreement for further detail on your responsibility to take our insurances.

A representative of your company will attend a mandatory induction session within their first week, during which the safety and security procedures will be reviewed in depth. Following the induction, the representative will ensure you are familiar with the following:

- Emergency Exits
- Evacuation Assembly Area
- Location of First Aid Kits

Please advise your King Street Studios Team if you are unsure about any workplace health and safety issues and we will be happy to book a refresher induction session.

Members are responsible and liable for any visitors they bring into the space.

## 20. Suite Access

You can expect to enjoy minimal interruptions and a certain degree of privacy. However, there are circumstances in which King Street Studios may need to access your suite.

- Cleaning Access - our trusted cleaners have access to suites so they can conduct daily/weekly cleans.
- One-off Access - in some instances, one-off access will be required for an office (e.g. for repairs, inspection). We will always endeavor to provide prior notice when access is required, unless it is urgent.
- Emergency works - in the event of emergency or urgent building services work (not scheduled and routine) your King Street Studios Team may coordinate access to the office without any notice.

Please refer to your Licence Agreement for further detail on access that may be required by King Street Studios and persons authorised by us.

## 21. Lost Property

We will keep any unclaimed lost property for a period of one month, after which time we will dispose of the item (either by donating it to a charity, recycling it or throwing it away).

Items left in a locker after the locker membership has ceased will be moved to our lost property box to free the locker for someone else to use.

You should be aware that we cannot guarantee the security of your unclaimed items.

## 22. Privacy Policy

Please see our Privacy Policy, which may be updated from time to time.

## 23. Cancelling Your Membership

The date that your licence will end is dependent upon the minimum notice period set out in your Licence Agreement.

Generally speaking:

- You will be required to notify King Street Studios when you will be leaving the space at least the amount of time in your minimum notice period before the expiry date of your License Agreement. For example, if your License Agreement expires on 31 December and your minimum notice period is 3 months, you will be required to notify King Street Studios of your departure by no later than 30 September. If you do not provide the notice, you will be required to remain in the space after the expiry of your License Agreement (31 December in the example) on holdover.
- During the holdover period, you may only vacate the space by providing the minimum notice period (3 months in the example).
- If the date calculated from your minimum notice period is not the last day of a month, your License Agreement will end at the end of the relevant month taking into account your minimum notice period. For example:

If your minimum notice period is 3 months and you give King Street Studios notice that you wish to vacate the space on 30 January, your License will end on 30 April.

If your minimum notice period is 3 months and you give King Street Studios notice that you wish to leave the space on 15 January, your license will end on 30 April.

Please contact the King Street Studios Team if you are unsure about the terms of your Licence Agreement.

## 24. Feedback

We are committed to maintaining a high standard for our services and we strive to continually improve the member experience at King Street Studios. To do this, we rely on your feedback. From time to time we will invite you to complete surveys to enable us to serve you in the best possible way and we'd appreciate it if you take the time to complete these.

## 25. Moving And Large Item Deliveries

We request all removal or delivery of large items take place outside business hours of 0830am -5pm Mon-Fri. Notification of at least 72 hours is required to ensure we can provide suitable after-hours access such as unlocking relevant doors, protective curtains for lifts, lift priority key etc.

We request any incidents are reported immediately to King Street Studios team to ensure the safety of all members and patrons. Please note, any building damage caused whilst moving items will be the member's responsibility to rectify or repair.

## **26. End of Membership - Make Good**

Prior to leaving, we request the space is returned as it was upon entering. This includes floors, ceiling, equipment, and walls. All damages must be rectified prior to final handover, and we request you reach out to King Street Studios team for preferred contractors or discuss options to ensure the works are carried out to standard.

A final walk through will take place to ensure both parties are in agreeance the space has met requirements.

## **27. Fire Warden**

We request all member suites allocate 1-2 fire wardens to implement a workplace emergency procedure. Fire wardens' responsibilities include prevention of hazards within the workplace, up to date staff records, ensure all fire exits are clear and accessible, nominate an emergency meet point away from any danger/ conduct a roll call and attend occasional Emergency Compliance training.

## **28. Disclaimer**

King Street Studios reserves the right to change or amend this policy from time to time. In the event of a discrepancy the most recent version available from our website and member portal takes precedence. It will be the member's responsibility to be aware of and comply with this policy in its entirety at all times. In the event of any conflict between this policy and your Licence Agreement, the terms of your Licence Agreement will take priority.