

## Guidelines:

### 1. Quarterly survey reports, what are these surveys used for.

### 2. Damage to property & use of rental space.

- Users of all rooms take full responsibility for accidents, loss or damage of property.
- After use of the rooms, please return chairs & tables to the original setting.
- Visitors using the meeting room(s) are restricted to the actual meeting facility and rest rooms.
- If applicable, turn off all lights after use.
- Trash must be emptied into outside trash receptacle. Clean up all spills and litter. Failure to adhere to any of the above conditions may result in the loss of future meeting room usage and cleaning fees.
- Food & Beverages: Clients are welcome to serve beverages and food at the hosted meetings, but are responsible for the preparation, serving, and clean-up.

### 3. Keys, Security, Closing Procedure

- Tenants are issued key(s) for access at the secure client entrance of the building. Each client will be issued one (1) set of keys, if more than one (1) are needed they will need to purchase additional keys. Additional keys are \$25.00 each.
- Tenants (1811) are issued a gate card for access at the secure tenant's entrance of the building. Tenants (1811 Main building) need to make all doors on the first floor are closed, and alarm turned on, each office has their individual A/C unit, please make sure it is turned off when you close.

#### **Gate Access:**

Each individual needs to swipe gate card entrance to 1811 is thru E Gate Entrance

Gate will automatically open

#### **Alarm Code:**

Due to this not in place yet we request that all tenants after 5pm use front entrance to leave building to make sure it is locked and secure.

- Tenants (1711) are issued a gate lock key , gate code and alarm code for access at the secure tenant's entrance of the building.

#### **Gate Access:**

Padlock key required to open, once lock & removed

Enter ##### on keypad

Gate will automatically open

#### **Alarm Code:**

First tenant in turns off alarm / last tenant out turns on alarm and turns off lights. Most morning Monday – Friday will be open, Not Saturday & Sunday Unless a tenant come in to work.

- Keys will allow access to the Client Entrance only. Clients are expected to stay within designated areas and are not allowed use of the banquet hall. Security is maintained by video and alarm systems throughout the facility. All exterior entrances should always be kept closed and locked . Please notify staff if exit doors are left open at any time.

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In the event of any suspicious activity, notify Property Manager at 210-693-2032, if in immediate danger, call 911.

#### **4. Prohibited**

- Posting or sending messages substantially similar in content to our materials to other newsgroups, forums, list serve, or other similar groups or lists
- Posting or sending messages, articles, or other content to our list of contacts which are off-topic, or found to be inappropriate;
- Sending unsolicited commercial messages or communications in any form (SPAM);
- No weapons allowed on premises, Illegal substance or drug use allowed
- No smoking anywhere inside or near the MEC Campus. Clients are responsible for proper disposal of cigarette butts and related waste.
- No Pets Allowed

#### **5. Parking Gate process**

- Free parking is provided for clients, their employees and their customers at MEC. Parking is in the designated spots both at the 1711 & 1811 properties. Please lock your vehicle. MEC is not responsible for the safety of any vehicles and its contents. Reserved parking space are not for MEC clients, employees or customers.

#### **6. Signage**

- MEC will provide all signage for the building. Outdoor signs are prohibited on MEC grounds. Temporary directional signs may be placed at the entrances for the period of the event.

#### **7. Mail/Shipments/Deliveries**

- **Incoming Mail**

The front receptionist area at 1811 for Kitchen clients and 1811 Tenants. Incoming mail will be delivered to tenants office if tenant is not in office mail will be placed under tenants door. Items which are too large will be left at the receptionist desk or put in tenants office.

- **Couriers (Federal Express, UPS, etc.)**

In most cases packages will be signed for by MEC staff at the front desk and placed at the mail area. If for any reason you do not wish staff members to sign for your packages, please inform MEC office in writing immediately.

- **Outgoing Mail**

Clients will be responsible for their own outgoing mail.

- **Shipments/Deliveries**

MEC does not provide shipping services and/or assistance in the moving and/or delivery of equipment, goods or product. Clients must coordinate in/outbound shipping/deliveries directly with shipping/courier services. Any large shipments that are being expected at the receiving dock entrances must be coordinated directly by the client and client must be present to accept shipments. Clients must provide their own dolly and personnel to move all items.

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Clients expecting a C.O.D. package and are not going to be in your office, MEC will not be able to accept your package on your behalf. MEC does not maintain cash on the premise and will not accept C.O.D. packages without prior payment arrangements.

## 8. Janitorial Services:

The common areas of MEC are provided janitorial service once weekly and are maintained daily by staff. MEC asks that Clients assist in picking up and cleaning after any use of the various MEC facilities. Janitorial service will not be provided to clients during kitchen shifts, Clients are responsible for maintaining cleaning of the kitchen.

## 9. IT '&'Data use

### MEC reserves the right to:

- Schedule routine network maintenance as required. All clients will be notified before any scheduled maintenance is performed.
- Prohibit the installation of their own wireless routers without expressed written permission.
- Suspend and/or terminate a client's service at any time for any material failure of the client, its representatives or its users to comply with this policy or for engaging (or permitting others to engage) in a prohibited activity as determined by MEC, in its reasonable discretion.
- Deny all traffic from known IP address blocks that support indiscriminate port scanning programs, or other unlawful activity, for the purpose of preserving MEC's system and network resources.
- Implement technical mechanisms to prevent a prohibited activity. In addition, MEC reserves the right to charge the client administrative costs associated with the prohibited activities of the client including, but not limited to, recovery of the costs of identifying offenders and removing them from or discontinuing provided service, in an amount equal to the MEC's actual expenses incurred in preventing or responding to such activity.
- It is required that all MEC network users maintain up to date and reliable anti-virus and spyware protection installed on all client computers.
- Nothing in this document limits the MEC's rights and remedies in any way with respect to any prohibited activity.

## 10. Kitchen Tenants

### Cleaning Fee:

After shifts kitchen need to be completely cleaned this includes sweeping & mopping under all equipment. All tables need to be cleaned and sanitized. *(If kitchen is found to be dirty after your reserved shift you will be charged a minimum of \$75 for clean-up. You will receive notice by office management of findings and expected charges.)*

### Removal of Trash:

Kitchen Client is responsible for the removal of trash during their shifts. During weekend shifts trash, needs to be removed and placed behind kitchen inside the trash can.

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