



## **Policies and Procedures**

### *For Marin Community Foundation's Conference and Meeting Rooms*

The Marin Community Foundation (“MCF”) is pleased to offer conference and meeting room space to Marin County 501(c)(3) nonprofit organizations for hosting business meetings. These rooms are provided at no cost. To enable us to continue to offer these rooms to a large number of organizations on a regular basis, we ask that you read the following policies and procedures, which explain how the process works.

This document contains:

1. Create an Account
2. Required Documentation and Training
3. Description of Available Rooms
4. Reservation Information
5. Important Policies
6. Information for Attendees
7. After-Hours Meetings
8. Check-Out Procedures
9. Policies and Procedures Agreement (*to be signed and returned to [reservations@marincf.org](mailto:reservations@marincf.org)*)

**Please note:**

Your privileges to use our meeting rooms will be suspended if any of the following occurs:

- your organization calls the after-hours emergency contact number due to **your error** (e.g. your organization did not obtain proper training which results in a problem, meeting attendees have not been provided with the access code by your meeting organizer, your organization is unable to properly use the keypads to gain entry, etc.);
- your organization is not following the policies and procedures, including the Check-Out Procedures;
- your organization has triggered the alarm two (2) or more times;
- your organization has caused damage to the facilities.

Each organization will be held responsible for following all of the policies and procedures.

If you have any questions, please contact the Reservations Coordinator at 415.464.2562.



## 1. Create an Account

If you have not done so already, visit our Meeting Room Reservations Calendar website to [create your account](#). One account per organization is allowed. If you already have an account, please review the following information carefully as some of our policies and procedures have recently changed.

## 2. Required Documentation and Training

Once you have created your account, it is your responsibility to complete and submit **all** of the following requirements before you can make a meeting room reservation. Please email the required documentation and request for your on-site training and orientation to [reservations@marincf.org](mailto:reservations@marincf.org):

- A copy of your IRS 501(c)(3) letter with local address.
- Certificate of insurance stating:
  - A minimum of \$1,000,000 in General Liability coverage
  - The **Marin Community Foundation** is listed as additionally insured, including any supplemental pages that explain the additional insured endorsement language
  - **The certificate must read that coverage is primary and non-contributory**
  - Certificate holder should be listed as:
    - Marin Community Foundation
    - Attn: Reservations Coordinator
    - 5 Hamilton Landing, Suite 200
    - Novato, CA 94949
- **Each organization must appoint someone to act as a point of contact. This person is required to:**
  - **Attend an annual training and orientation.**
    - To schedule a training, please email [reservations@marincf.org](mailto:reservations@marincf.org).
  - **Act as the on-site contact for the organization for every meeting.**
  - **Must remain on-site for the entirety of every meeting.**
  - **Be responsible for ensuring that all of the policies and procedures listed in this document are followed by the organization and their guests.**
- **Read, sign, and return** the last page of this document (the Policies and Procedures Agreement) to confirm you have read the document and agree to the stated procedures.

**\*\*Please allow 3-5 business days for your paperwork to be processed.\*\***

**In order to secure a reservation, it is your organization's responsibility to ensure all required training and documentation are completed and submitted. If any part is incomplete or incorrect, you will receive an automated reply from our system alerting you to the error. We appreciate your attention to following this protocol.**



### 3. Description of Available Rooms

Location:  
 Marin Community Foundation  
 5 Hamilton Landing, Suite 200 (second floor)  
 Novato, CA 94949  
 T: (415) 464-2500

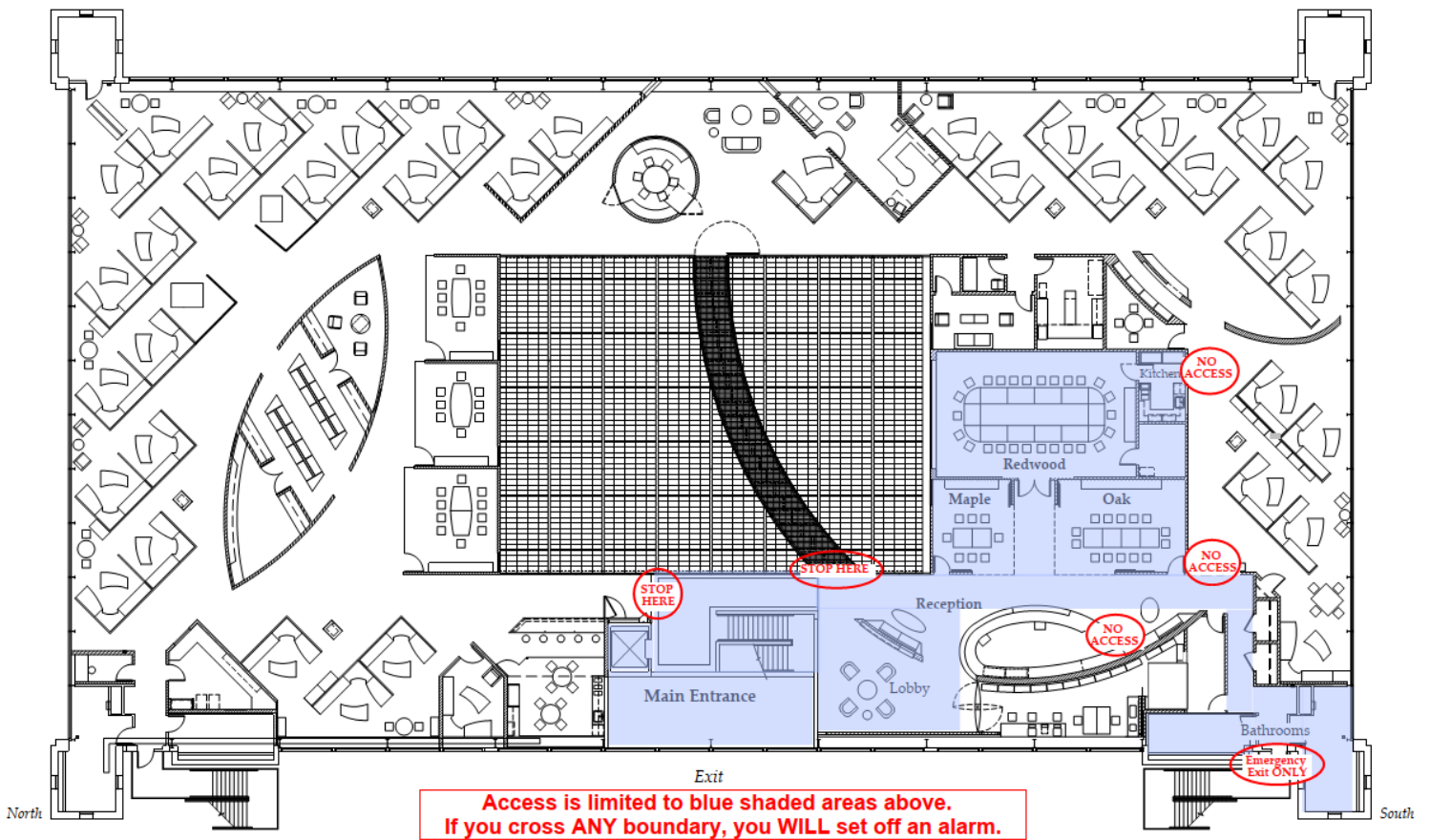
<b>Redwood Conference Room</b>	<b>Oak Conference Room</b>	<b>Maple Conference Room</b>
Capacity: 26–49	Capacity: 16	Capacity: 8
<p>This room seats 26 people comfortably and can accommodate up to 49 people with special arrangements. The tables are configured in a large oval shape and cannot be changed. There is access to an adjacent kitchen for coffee and food preparation, but please note there is no food storage or refrigerator space available. Audio/visual equipment consists of a ceiling mounted projector, computer (thumb drive and internet access), and the ability to plug in a laptop for presentations (<i>a HDMI and/or a VGA port on your laptop is required</i>). This room contains a movable white board, which holds a large pad of paper (markers provided). An instruction manual for equipment is available in the room.</p>	<p>This room seats 16 people comfortably. The table is a rectangle and cannot be reconfigured. There is access to the kitchen described for the Redwood Room when Redwood is not occupied. Audio/visual equipment consists of a flat-screen television monitor, computer (for thumb drive and internet access), and the ability to plug in a laptop for presentations (<i>HDMI port on your laptop is required</i>). <b>Video conferencing is now available 8am-4pm Monday-Friday. Advanced training is <u>mandatory</u> if you wish to use the video conferencing system. Schedule with the Reservations Coordinator (<a href="mailto:reservations@marincf.org">reservations@marincf.org</a>)</b></p> <p>This room contains a movable white board, which holds a large pad of paper (markers provided). An instruction manual for equipment is available in the room.</p>	<p>This room seats 8 people comfortably. The table is square and cannot be reconfigured. There is access to the kitchen described for the Redwood Room when Redwood is not occupied. A wireless Polycom conference phone is available. A movable white board, which holds a large pad of paper (markers provided) can be made available <u>upon request</u>.</p>
<p><b>**Free guest Wi-Fi is available in all meeting rooms**</b>  <b>Network Name: MCF_Guest</b>  <b>Password is posted in the room</b></p>		



### 3. Description of Available Rooms (cont.)

This is a map of the conference rooms and facilities layout at the Marin Community Foundation. The areas highlighted in blue are accessible to nonprofit users.

**If you cross over the blue highlighted areas, you will trigger the alarm. Enter and exit via the main entrance only.**





## 4. Reservation Information

### Eligible Organizations:

- Marin-based only
- Non-profit community organizations registered as a 501(c)(3)
- No commercial use is permitted

### Room Use:

- The rooms shall be used for standard business-related meetings only.
- We do not allow any meeting activities that could potentially cause damage to the room or create interference with Foundation business, including but not limited to: crafts, art projects, music/dance performances, cooking, science experiments, etc. If you are unsure if your meeting agenda complies with this policy, please ask for clarification.

### Reservations:

- Prior to reserving a room, all required documentation must be submitted and a training and orientation must be scheduled (see section 2).
- Room reservations are made online using the [Meeting Rooms Reservation Calendar](#)
- First-time users will be prompted to [create an account](#). Only one account per organization is allowed.
- Please add 30 minutes to the beginning and end of your requested time for set up and break down of your meeting.
- If you will be using our audiovisual equipment, you are strongly encouraged to schedule a training and testing session in advance of your meeting.
  - IT support may not be available to assist you at the time of your meeting.
- **Web video conferencing is available in the Oak Conference Room Monday-Friday from 8:00 a.m. – 4:00 p.m. If your organization would like to use the system, we require a mandatory training session in advance of the meeting. The person being trained is required to be onsite during the meeting.**

### Frequency:

- Reservations are accepted on a first-come, first-serve basis.
- Reservation scheduling is limited to **thirty (30) days in advance and two (2) meetings per month, per organization.**

### Availability:

- Meeting rooms are available from 8:00 a.m. – 9:00 p.m. Monday – Sunday.
- All guests need to vacate the building by 9:30 p.m.
- We do not accept reservations for holidays.
- In the rare case we need the room for an unforeseen internal meeting, we will ask you to reschedule. We will give you as much notice as possible, but no less than two (2) weeks in advance of your meeting.

### Cancellation/No Show:

- If your meeting room reservation needs to be rescheduled, please cancel your reservation as soon as possible through our online reservation system.
- Not showing up for meetings may result in a loss of meeting room use privileges.



## 5. Important Policies

### Check-In/Check-Out:

- For meetings during business hours, we require the on-site contact for the organization to check-in at Reception upon arrival.
- The on-site contact should inform Reception of any miscellaneous items, such as when your caterer will arrive, or that you will be having additional guests arrive after the start of your meeting.
- A clipboard with the Check-Out Procedures will be provided to you. Please complete it at the end of your meeting and either return it to Reception or leave it in the room.
- The meeting room schedules are located on the reader board outside of each individual room, and on the Reception counter.

### Kitchen/Catering/Food/Beverages:

Food and beverages are permitted in the meeting rooms, but we ask that you strictly adhere to the following policies:

- Access to a small kitchen is available so that you may set up your food for service. All food, including catered food, should be prepared, cooked and heated in advance of your meeting, not in our kitchen.
  - Note: This is a staff kitchen, but as a courtesy, we allow organizations using our conference rooms to use it as well. Organizations that reserve the Redwood conference room have priority over organizations that reserve the Oak or Maple conference rooms. If you reserve Oak or Maple and there are no meetings in Redwood, you are allowed to use the small kitchen and access it through the Redwood conference room.
- Due to the small size of the kitchen, all food is to be kept in your designated meeting room. We are not able to provide storage for food in the kitchen or in the refrigerator.
- For catering orders, you should schedule your food delivery to coordinate with your meal break and request all serving items be included with delivery.
- All catering items must be picked up at the end of your meeting and may not be left behind in the room or kitchen.
- We provide access to self-serve coffee, carafes, water pitchers, and ice in the kitchen.
- We do not supply serving platters, plates, bowls, napkins, knives, utensils, cups, mugs, glasses, etc.
- We do not allow cooking demonstrations or classes in our meeting rooms.
- **NO HOT FOOD or chafing dishes should be placed on the wooden table tops.**
- **For meetings in Redwood and Oak, there are live microphones embedded in the tables. No liquids or food should be placed near these microphones. Reception should be informed immediately if any liquid is spilled on or near the microphones.**
- No alcoholic beverages are permitted.
- You are responsible for any damages caused by food or beverages being served in the room.

### Pack-in, Pack-out Policy:

- You must take all of your food and drink items with you when you leave.
- If you wish to donate your leftovers (minimum of 10 servings, wrapped in disposable containers), please make arrangements in advance with [www.extrafood.org](http://www.extrafood.org) or call 415-997-9830.
- A member of your organization must be onsite for the coordination and pick up of the extra food.



## 6. Information for Attendees

### Your Organization:

- The on-site contact person for your organization is responsible for having all guests follow all applicable policies.
- We strongly recommend you review the key policies with your attendees at the start of your meeting to avoid any issues.
- All guests should know who the on-site contact is for your organization. All questions should be directed toward the on-site contact, not MCF staff.

### Open-Office Environment:

- Our office is an open-office environment and sound travels very easily throughout the building. Please be mindful of the volume of noise in your room as the rooms are not entirely sound proof.
- Do not talk loudly in the Reception desk area, in the halls, or outside of the meeting room.

### Displayed Artwork:

- Our office displays a quarterly art exhibit in public areas and guests are permitted to view the exhibit during business hours only.
- While viewing the art, please keep conversations to a minimum as to not disrupt staff that are working nearby.
- **The displayed artwork in the meeting rooms and around the hangar should never be touched, moved, or otherwise disturbed for any reason at any time.**

### Cell Phones:

- All phones should be kept on vibrate at all times when in the building and the speakerphone should never be used.
- Calls should never be taken in public areas inside the building for any reason at any time. Feel free to step outside to take your call.

### Breaks/Break-Out Sessions:

- Keep the door to your meeting room closed at all times.
- Please do not congregate around the Reception area.
- Break-out sessions should not be held outside of your reserved room. If you anticipate needing space for break-out sessions, please reserve additional rooms in advance of your meeting.

### Tables/Chairs/Carts:

- Please do not attempt to move or reconfigure the tables.
- We may be able to supply extra side tables, space permitting. Please ask Reception.
- If you have extra chairs, or need additional chairs, please ask Reception.
- If you need to borrow a cart, please ask Reception for assistance and one will be provided.

### Designated/Restricted Areas:

- For after-hours meetings, please do not cross the restricted areas beyond the closed gates/doors/ropes, including the reception area.
- Do not open or enter any doors that you have not been given expressed permission to enter.
- Do not enter the closet in the Redwood conference room for any reason at any time.



## 6. Information for Attendees (cont.)

### Room Condition:

- **PLEASE USE THE PROVIDED COASTERS** under your beverages to prevent damage to the table tops.
- **DO NOT use any cleaning products on the wood tables.** Use only the microfiber cloths provided inside the credenza to clean off the tables. If necessary, you can **SLIGHTLY** dampen the cloth with water to wipe the tables down, followed by a dry cloth to wipe away any remaining moisture.
- **Refrain from using tape or sticky notes on the painted walls. You may use tape or sticky pads on the glass windows or walls.**

### Restrooms:

- Restrooms are clearly marked on the map above.
- Please leave the restrooms in good condition and use the proper receptacles for composting paper towels.

### Entering/Exiting:

- Use **ONLY** the lobby doors on the first floor when entering or exiting the building.
- **DO NOT hold or prop open doors for any reason at any time. Use your access code as it is intended to be used. This is essential to the security of our building, MCF property, the artwork, and our staff. If you or your guests prop open any door, you are liable for any claims that arise from the door being open.**





## 7. After-Hours Meetings

### Access Codes:

- Access to our building requires the entry of an authorized numeric code.
- The point of contact is required to be onsite for the entirety of the meeting.
- The point of contact is responsible for ensuring that all guests know how to access the building with the assigned access code.
- **You will need to enter the code on the keypad located to the left of the exterior doors and again on the keypad to the right of the interior glass lobby doors (to the left of the wooden doors on the right side of the lobby).**



- **To use the access code, you will need to enter code followed by the # button at each access point.**
  - **For example, enter: XXXXX# and then open the door.**



## 7. After-Hours Meetings (cont.)

### Access Codes (cont.):

- Your assigned code will be unique to your organization.
- Your code typically will not change.
- Your access code is date and time specific.
- Your code is only valid during your requested meeting time.
- Use of the code temporarily unlocks the door to permit entrance, and then automatically relocks to outside users when the door is closed.

### Instruction to Guests/Attendees:

- **Prior to your meeting, please give directions, entry code instructions, and the name of the meeting room you will be using to all your attendees.**
- **Please DO NOT post signs of any kind in or around the building.**
- **If you expect people to arrive late, or if you cannot reach all your attendees, we suggest you have someone stationed at the outside door to let them in. Attendees should never knock or pound on the doors to gain access.**
- **DO NOT hold or prop open the doors for any reason at any time.**
- **Allow for time at the beginning of your meeting to review the key policies with your attendees.**

### Automatic Heating/Ventilation and Air Conditioning (HVAC) System:

- The heating and cooling systems in the building shuts down at 7:00 p.m. during the week and are programmed (at a cost to MCF) to be on for weekend meetings. **It is essential that you notify us if you will be cancelling a weekend meeting so that we don't incur the cost of running the HVAC system.**
- REDWOOD AND OAK are the only rooms that has an independent air conditioning system, meaning that you can adjust the temperature in those rooms with the thermostat on the wall.

### Lights:

- Lights in the buildings shut off automatically at 9:30pm (and will flicker about 5 minutes before they go off).
- There is a light switch panel near the door to the meeting room to turn them back on, but you should be out of the building by 9:30 pm.
- When you leave, please turn off the lights.

### Completion of Meeting:

- **All attendees of your meeting must be out of the building by 9:30 p.m. or the alarm may be triggered.**

**\*\*\*A call to the after-hours emergency contact number due to your error (you forgot to bring your code, you do not remember the code sequence, or do not know which keypad to use, etc.) may result in your organization's access to the meeting rooms being suspended.\*\*\***

**Should you encounter problems with access or there is a building emergency, please contact (415) 235-5839. Please carry this phone number with you.**



## 8. Check-Out Procedures

### Check-Out Procedures:

- You are required to complete the Check-Out Procedures checklist which will be on the table in the meeting room you reserved. If your meeting is during business hours and there is no list in the room, please check with Reception.
- When you are done with your meeting:
  - **Please consider that we may need to have the room readily available for a meeting immediately following yours.**
  - Be sure to do the following tasks on the checklist:
    - Chairs straightened and pushed in
    - Wipe off the stone CREDENZA counter with the Clorox Wipes & paper towels (located in the cabinets under the counter)
    - Counter items positioned as you found them
    - Floor vacuumed if necessary (the vacuum is in the first closet located in the hallway on the way to the restrooms)
    - All electronic equipment inside and on top of the credenza cabinets should be **kept on, with the exception of the wireless keyboard and mouse**
    - **DO NOT SHUTDOWN THE DESKTOP COMPUTER** on the top of the credenza
    - **Meetings in Redwood or Oak:** On the iPad, select **SHUT DOWN and confirm "SHUTDOWN" again to return to the welcome screen**. This will ensure that the television or projection screen and projector are turned off
    - **DO NOT use any cleaning products on the wood tables.** Use only the microfiber cloths provided inside the credenza to clean off the tables. If necessary, you can **SLIGHTLY** dampen the cloth with water only to wipe the tables down, followed by a dry cloth to dry any remaining moisture.
    - **DO NOT use any liquid on or near the microphones that are embedded in the table tops in Redwood and Oak.**
    - Open any of the shades that may have been closed during your meeting
    - **Complete the checklist, sign, date, and return the list to the Receptionist or leave on the Reception counter.**
  - **If your meeting is on Saturday or Sunday**, please throw away your trash and recycling in the appropriate bins and dispose of it in the dumpsters located behind the building. The key to access the dumpster is attached to the clipboard. **Please ensure the key is returned and re-attached to the clipboard when you leave the building.**



- Catering equipment is picked up; equipment may not be left here
  - If you used the kitchen:
- Kitchen counters cleaned/cleared
- Coffee machines and carafe cleaned
- Water pitchers cleaned
- Food items thrown away (or removed from the building if on the weekend)
  - Turn off lights
  - Please enter and exit the building by the lobby doors only.**
- Use the **EXIT button** to the right of the front doors to exit





## 9. Policies and Procedures Agreement

*For Marin Community Foundation's Conference and Meeting Rooms*

**Please complete this form and send it via email to [reservations@marincf.org](mailto:reservations@marincf.org). It may also be mailed to the Marin Community Foundation, Attn: Reservations Coordinator, 5 Hamilton Landing, Suite 200, Novato, CA 94949.**

As the person responsible for your organization and your attendees, by signing this agreement, you agree to:

- follow all policies and procedures established by MCF for the use of its meeting rooms;
- ensure that all meeting attendees are informed of the policies and procedures;
- as the point of contact, you must remain on-site for the entirety of every meeting;
- be responsible for any damages resulting from non-compliance with these procedures;
- not move or touch any of the displayed artwork in the meeting rooms and throughout the hangar;
- ensure all attendees will have left the building by 9:30 p.m.;
- any call to the after-hours emergency number due to YOUR ERROR (did not obtain proper training, do not have the access codes, did not remember the door entry sequence, or which keypad to use, etc.) may result in your organization's access to the meeting rooms being suspended;
- not to set off the building's burglar alarm system;
  - If we do set off the alarm more than two times, our organization's access to the meeting rooms may be suspended.
- stay within the building's designated areas as defined by the enclosed maps;
- indemnify, defend, and hold harmless Marin Community Foundation and any agent or employee of Marin Community Foundation 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 organization named below;
- per this written contract, the organization named below will provide a certificate of insurance with a minimum of \$1,000,000 in General Liability coverage, naming Marin Community Foundation as additional insured. Coverage must be primary and noncontributory;
- comply with the Check-Out Procedures;
- not post of signs of any kind in or around the building;
- not prop open the doors to the building for any reason;

By signing below, I confirm that I have received, read, and understand ALL the information presented in the Meeting Rooms Policies and Procedures document.

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

Are you fiscally sponsored by another organization? \_\_\_\_\_

If yes, name of fiscal sponsor: \_\_\_\_\_

Contact person: \_\_\_\_\_ Contact email: \_\_\_\_\_

Contact phone: \_\_\_\_\_

Signed and accepted by: \_\_\_\_\_ Date: \_\_\_\_\_

(Signature)