



THE HIVE

The Hive Rental FAQ

Welcome to The Hive! We're so glad you're interested in using our space. We know rental agreements can feel a bit formal, so we've put together this friendly FAQ to help answer your questions in a more approachable way.

About The Space

What's included in my reservation?

You'll have access to our main room with the beautiful raised matted floor, changing rooms, toy room, bathrooms, and sitting room, unless we've made a special arrangement with you. Please note that the upstairs loft and equipment storage rooms aren't part of your reservation. There's also a street-side storage room that's permanently rented by another organization, so that's off-limits too.

What equipment can I use?

Feel free to use our bolsters, meditation pillows, blankets, first aid kit, speakers, and kitchen items! Just be sure to clean anything you use and put it back where you found it. Other exercise equipment, like kettle bells, striking gear, or heavy bags, may not be used without written permission, so please reach out to us first.

Scheduling & Reservations

How do I check availability? Before reaching out about dates, please check our online calendar at [The Hive Google Calendar](#). This is also where you can confirm your finalized reservations.

How does timing work?

We take reservations by the hour, in 30-minute increments. Between each reservation, we build in at least 30 minutes of transition time (at no charge to you) for wrapping up, cleaning, and setting up. If you need additional transition time beyond that, include it in your reservation and you'll be charged for that additional time.

Can I access the space outside my reservation time?

Not without getting the okay from us in writing first. This helps us keep the

schedule running smoothly for everyone!

Can I make recurring reservations?

Yes! Reservations can be made on a weekly or hourly basis. Reservations that recur outside of the weekly schedule are accepted on a limited basis and may be ended at our discretion, to keep our scheduling working smoothly for everyone.

How do I communicate schedule changes? Please use email for any scheduling changes. This helps us keep everything tracked and up-to-date.

Pricing

What are the rates?

All fees are applied on a per reservation basis. Hourly minimums are not shared or combined across multiple reservations booked within the same day or week.

Hourly (One-Time) Reservations (two-hour minimum):

- First two hours: \$50/hour
- Each hour after: \$35/hour
- \$50 cleaning fee
- Full payment due at time of booking

Weekly (Recurring) Reservations (two-month minimum):

- Up to two hours: \$30/hour
- More than two hours: \$25/hour
- \$50 cleaning fee per reservation (waived if you follow our cleaning checklist!)

Non-Weekly (Recurring, Limited Series, or Established Relationship) Reservations (two-hour minimum):

- Two to three hours: \$35/hour
- Four to five hours: \$30/hour
- More than five hours: \$25/hour
- \$50 cleaning fee (waived with proper cleanup)

These non-weekly rates may also be used for folks who have an established relationship with The Hive and an understanding of our rules and cleanup requirements.

When do I pay?

Hourly (one-time) reservations are prepaid. Full payment is due at the time of booking, and your reservation isn't confirmed until we've received it. For weekly and non-weekly reservations, we send invoices monthly, and payment is due no later than 15 days after the invoice date. You can pay by cash or check (just pop it in the locked

cashbox with your details on the envelope so we can allocate your payment) or electronically through a QuickBooks invoice. If you're paying by cash or check and would like an invoice for your records, just check the box on your agreement.

Do you offer sliding scale pricing? We get asked about sliding scale often, and it comes from a good place. This community is full of intelligent, creative, gifted, and values-driven people, and we want to support you.

We do that by keeping our reservation costs below break even and subsidizing the difference through other ventures. After three years of trying to offer sliding scale pricing, it became clear that we can't continue offering those options and keep The Hive's doors open.

Operating costs for a space like this are high, and the costs of keeping it values-aligned are even higher. As a small, family-owned business, we're simply not in a financial position to offer sliding scale beyond our already reduced pricing. We appreciate everyone who chooses to support us and this community.

Important Rules

What are the golden rules for the mats? Our tatami mats are special! Please help us protect them by following these rules:

- No shoes on the mats
- No food or drinks on the mats
- Don't place anything on them that could cause damage
- Each panel costs \$300 to replace, so let's keep them beautiful!

What about the building access?

You'll receive a building access code when you sign your agreement, and you'll be asked to list who in your group will have access to it (name and contact email). Please keep the code secure and don't share it without letting us know first. Sharing the code without proper communication will result in immediate termination of your agreement. Please also make sure the building is locked up when you leave. Failure to secure the building more than once may result in loss of reservation privileges.

Can I leave things at The Hive?

Be sure to take all your personal items with you when your reservation ends. Anything left behind may be assumed to be available for shared use by others.

Can I post flyers?

Absolutely! Approved reservations may leave a flyer on The Hive's section of the bulletin board outside our front door. Flyers may only be posted on that designated bulletin board. You're also welcome to tag us or include us as a collaborator in your social media posts:

- Instagram: @thehive_jc
- Facebook: @TheHiveJeffCo/

Cleaning & Care

What are the cleaning expectations?

We'll provide a cleaning checklist (both digital and in our onsite Information Binder), and you're responsible for basic cleaning after each reservation. For weekly and non-weekly reservations, if you follow the checklist properly, we'll waive the \$50 cleaning fee, which is charged per reservation. If the space isn't left in satisfactory condition, the \$50 cleaning fee will apply, and additional cleaning fees may apply too.

Here's a link to the cleanup list:

[The Hive Cleanup List](#)

What if something breaks or gets damaged? Please let us know right away by emailing gabrielle@thehivejc.com. These things happen, and we just want to address them quickly!

You'll be responsible for any damage beyond normal wear and tear to the facility, equipment, or furnishings caused by you or your guests. If repairs or replacements are needed, we'll send you an itemized invoice, and we ask that you reimburse us within 30 days (unless we work out a different arrangement in writing).

Cancellations & Rescheduling

What's your cancellation policy for hourly (one-time) and limited series reservations?

We ask for as much notice as possible so the space can be available for others.

- One month or more in advance: \$40 administrative fee to cover our labor. Refunds are processed at 95% to account for processing fees.
- Less than one month but more than two weeks in advance: 50% of the scheduled reservation fee (no less than \$40). Refunds are processed at 95%.
- Less than two weeks in advance: 100% of the scheduled reservation fee, and no refunds are given.

What's your cancellation policy for recurring and weekly reservations?

- Cancellations are allowed after any applicable minimums (for example, the two-month minimum for weekly reservations).

- For recurring reservations without a set end date, we ask for one month's notice.
- Cancellations made less than one month but more than two weeks in advance: 50% of the scheduled reservation fee, if the time goes unused.
- Cancellations made less than two weeks in advance: charged at the full rate.

Can I reschedule my reservation?

Yes. One reschedule per reservation is free, as long as you request it at least two weeks in advance. After that first reschedule, or if you request your one reschedule with less than two weeks' notice, a flat \$50 rescheduling fee applies. Any payment you've already made carries over to the new date. If a rescheduled reservation is later cancelled, the cancellation policy is applied based on the original scheduled date. Please email us to request any changes.

What happens if the agreement isn't followed?

If the terms of the agreement aren't met, The Hive may end the reservation early, and you may be charged for the 30 days following termination unless we've agreed otherwise in writing. If there's a concern for the safety or security of the building or people, termination may be immediate.

Good to Know

Will my reservation be listed publicly?

That's up to you! Let us know how you'd like it listed on our calendar (Public by name or as "Private"). If you want it public, send any additional descriptions to admin@thehivejc.com. The rest of the entry, including the Promotional Best Practices list, stays as is.

Are my recurring reservations guaranteed?

While we do our absolute best to honor all recurring commitments, we do reserve the right to cancel recurring reservations if needed. We'll communicate with you if this situation ever arises.

What about liability insurance?

We strongly encourage you to maintain your own liability insurance and to require a waiver from your attendees. You'll also be agreeing to hold The Hive harmless from any claims or damages that arise from your use of the facility.

Who should I contact with questions?

Reach out to gabrielle@thehivejc.com for maintenance issues or general questions, and admin@thehivejc.com for calendar and scheduling matters.

A Friendly Reminder

Your clients are your responsibility! Please make sure they're following all of The Hive's rules and treating the space with care. We trust you to help us maintain this special community space for everyone.

We're committed to maintaining a professional and welcoming environment for everyone who uses The Hive. If you have any questions that aren't covered here, please don't hesitate to reach out. We're here to help!

Welcome to The Hive!