



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 rental? You'll have access to our main room with the beautiful raised matted floor, changing rooms, toy room, bathrooms, and sitting room. Please note that the upstairs loft and equipment storage rooms aren't part of the rental. 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. For other equipment like kettle bells, striking gear, or heavy bags, please reach out to us first for permission.

Scheduling & Reservations

How do I check availability? Before reaching out about dates, please check our online calendar at <https://www.thehivejc.com/schedule>. This is also where you can confirm your finalized reservations.

How does timing work? We rent by the hour in 30-minute increments. Between each rental, 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 extra transition time beyond that, just include it in your reservation and we'll add it to your booking.

Can I access the space outside my rental time? Not without getting the okay from us in writing first. This helps us keep the schedule running smoothly for everyone!

Can I book recurring rentals? Yes! You can make reservations on a weekly or hourly basis. If you need a recurring schedule that's not weekly, we accept those on a limited basis, but please know that we may need to adjust or end those arrangements 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?

Weekly Rentals (two-month minimum):

- 1-2 hours: \$30/hour
- 2+ hours: \$25/hour
- \$50 cleaning fee (waived if you follow our cleaning checklist!)

Recurring Non-Weekly Rentals (two-hour minimum):

- 2-3 hours: \$35/hour
- 4-5 hours: \$30/hour
- 5.5+ hours: \$25/hour
- \$50 cleaning fee (waived with proper cleanup)

One-Time Rentals (two-hour minimum):

- First 2 hours: \$50/hour
- Each additional hour: \$35/hour
- \$50 cleaning fee
- Upfront payment required

When do I pay? We send invoices monthly for recurring rentals, or right after your rental for one-time bookings. Payment is due within 15 days of the invoice date. You can pay by cash or check (just pop it in the locked cashbox with your details on the envelope) or electronically through QuickBooks.

Do you offer sliding scale pricing? We do offer limited sliding scale pricing on a case-by-case basis! It must be agreed upon in writing before your rental period starts, and it's available for up to six months. After that, rates automatically go back to standard pricing unless we've worked out something different in writing.

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. Please keep it secure and don't share it without letting us know first. Sharing the code without communicating with us will result in immediate termination of the agreement. And please make sure the building is locked up when you leave!

Can I leave things at The Hive? Be sure to take all your personal items with you when you leave. Anything left behind may be assumed to be available for shared use by others.

Can I post flyers? Absolutely! You can leave a flyer on The Hive's section of the bulletin board outside our front door. Feel free to tag us on social media too:

- Instagram: @thehive_jc
- Facebook: @TheHiveJeffCo/

Cleaning & Care

What are the cleaning expectations? We'll provide you with a cleaning checklist (both digital and in our onsite Information Binder). If you follow it properly, we'll waive that \$50 cleaning fee! If the space isn't left in good shape, the cleaning fee will apply.

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

What's your cancellation policy?

- Cancel at least one month ahead: No penalty
- Cancel with 2-4 weeks' notice: 50% of rental fee
- Cancel with less than 2 weeks' notice: 100% of rental fee

We totally understand that things come up, so just give us as much notice as you can!

Good to Know

Will my event 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.

Promotional Best Practices:

When sharing information for the public calendar, a flyer for the bulletin board, or a social media post we recommend having the following information.

- How people can register for your class/event
- How you will collect payment
- How they can contact you for additional information

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. 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!