



201-192 Spadina Avenue
Toronto ON M5T 2C2
socialinnovation.org

MEETING ROOM RENTAL POLICIES

Thanks for booking a Meeting Room at CSI – high five! Please note these policies only apply to our Meeting Rooms – if you have rented one of our larger Event Spaces, please refer to the Rental Agreement provided by the Events Manager.

ACCESSING THE BUILDINGS

CSI's regular operating hours are Mon-Fri, 9 AM - 6:30 PM, excluding holidays. **Please note that due to COVID-19 our hours have been reduced to M-F 10 AM - 4 PM until further notice.**

Bookings that occur outside of regular business hours, please see below for location specific access. You must pick up a Meeting Room Pass the day before (or day of, if it is an evening booking) during regular business hours for bookings at CSI Regent Park. For bookings at CSI Spadina or CSI Annex you must utilize the after-hours access code that will be sent to you. This information will be included in your booking confirmation email and is also findable at socialinnovation.org/space/guidelines. It is the renter's responsibility to maintain access to their after-hours code, or to pick up the Meeting Room Pass from the relevant location, failure to do this before your booking could mean that you are unable to access your room.

Please refrain from posting signage (directing your guests upstairs, etc.) in the lobby of CSI Regent Park, as we are tenants there – not the owners! Instead, station a volunteer in the lobby to direct your guests to your meeting. Each location posts a Meeting Room schedule in the common areas of our office-space that your guests can also refer to.

ACCESSING THE BUILDINGS AFTER HOURS

If you do not have a member fob for the building of your booking and your booking will occur outside of business hours, please note the following information:

CSI SPADINA

You will receive an access code via email for each booking, which will grant you entry to the building via a keypad at the entrance. Please keep this code handy for your booking, and share it with any guests attending the meeting. You will need this code to enter the front door of the building and doors on the 3rd and 4th floors. This code will activate 30 minutes prior to your booking and expire 30 minutes after your booking.

At this location the renter may post a sign on the outer doors with their phone number and event information to direct guests. Please do not prop open the doors and remember to take down your signs afterward. **Please NEVER**



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leave your access code posted on the door, for security reasons. You may share this code directly with guests only.

CSI ANNEX

You will receive an access code via email for each booking which will grant you entry to the building via a keypad at the entrance. Please keep this code handy for your booking, and share it with any guests attending the meeting. This code will activate 30 minutes prior to your booking and expire 30 minutes after your booking.

If you have booked Meeting Rooms 1, 2, 3, or 4 you will need to use the ground floor washrooms, accessible with the same code.

At this location the renter may post a sign on the outer doors with your phone number and event information to direct guests. Please do not prop open the doors and remember to take down your signs afterward. **Please NEVER leave your access code posted on the door, for security reasons. You may share this code directly with guests only.**

CSI REGENT PARK

You are required to pick up a Meeting Room Pass from the Welcome Desk on the 3rd floor during business hours in advance of your meeting. When you arrive at the building please call 416-979-3939 x 3 and someone will meet you at the door to let you in the building. You will be given a quick tour of the space and shown where you can find your equipment. Access codes are NOT available at this location and a Meeting Room Pass must be picked up for any bookings that occur outside of business hours.

CSI Regent Park is located in the Daniels Spectrum building on the 3rd floor. The doors of the Spectrum building are locked before 8am and after 9pm on weekdays, and before 10am and after 6pm on weekends. The elevator to the third floor does not work before 8:30 am and after 7 pm during the week and all day Saturday and Sunday. For after-hour bookings, you can enter the building and the third floor with a Meeting Room Pass that you swipe on a card reader located in the vestibule by the main entrance and in the elevator. *Access to the Spectrum Building is established by the building operators - ArtScape - and all access is subject to change by them.* If you have any concerns about being able to access the meeting room space that you have booked, please contact the CSI Regent Park Welcome Desk at 416-979-3939 ext. 3 during normal business hours.

For security reasons, only people with the Meeting Room Pass can allow guests to enter the space after-hours. The Artscape building security guard is prohibited from letting guests enter the building. We encourage renters to assign a volunteer who can bring guests to the 3rd floor using the Event Pass.

Please refrain from posting signage (directing your guests upstairs, etc.) in the lobby of CSI Regent Park, as we are tenants there – not the owners!

You are kindly asked to return your Meeting Room Pass at the designated key return box, which will be shown to you when you pick it up. There is a \$75 charge for unreturned Meeting Room Passes. Renters will be asked to sign a separate waiver relevant to the Meeting Room Pass upon picking it up.

CSI Members enjoy 24/7 access to our workspaces, and may use their Member pass for all of the above actions with no need for a code nor to sign out a Meeting Room Pass, so long as their pass or code grants them access to the building in which their booking is taking place.

USING OUR SPACE

Ours is a DIY culture... what the heck does that mean?

- Hundreds of people use CSI facilities every day; please be respectful and book enough time at the start and end of your rental to account for set-up or clean-up time.
- Users of Meeting Room facilities are responsible for their own room set-up and clean-up, unless otherwise agreed to. This includes putting debris in the appropriate compost/recycling/garbage bin, washing all dishes that have been used, placing used flipchart paper into the recycling, and wiping off the whiteboards or chalkboards. Failure to leave the room(s) in a clean and undamaged condition will result in a cleaning fee of \$50. A clean space is a happy space!
- If you remove or rearrange tables, chairs, or other items from the room, please return them after the booking is finished! In most meeting rooms there are floor plans posted and CSI staff or volunteers are available to provide guidance during regular business hours.
- Please hang up any signage on our walls with sticky tack instead of tape, which can peel off our paint, and remove them after your meeting.
- We strive to produce as little waste as possible – if you are bringing in snacks, please feel free to use our kitchen facilities and dishware. Each location has a kitchen and dishwasher for your use. Please wash all your own dishes, separate your waste into the proper bins, and then pat yourself on the back for making a small but meaningful difference. Please avoid bringing in plastic water bottles and use our filtered water instead.
- Users agree to pay for any damages caused to CSI, its equipment, and its surrounding property as a result of the Meeting or Event. Please treat our space and equipment with love and care! Approach the Welcome Desk at any location for assistance in finding the items you have booked.
- Reserving a Meeting Room does not include use of the CSI workspace. CSI is home to hundreds of Members (tenants), so please be conscious of noise and foot traffic when using Meeting Room(s). Sometimes this may mean taking off shoes that may cause noise - respect!
- CSI management reserves the right to monitor all functions being held on the premises. It also reserves the right to refuse space to any group that it considers inconsistent with the purpose and policies of CSI.
- CSI is not responsible for items left unattended, nor is CSI responsible for unsecured rooms and common areas. We wish we had superpowers, but sadly we can't be everywhere at once.

- The provision of alcoholic beverages is subject to the rules and restrictions of the Alcohol and Gaming Commission of Ontario and may require a Special Occasion Permit. Questions pertaining to this can be sent to events@socialinnovation.ca. Any illegal alcohol distribution in CSI Meeting Rooms will result in the inability to book CSI space in the future, a potential financial penalty, and potential legal ramifications.
- There is a chance that CSI may assign a different but comparable room to the user group, but will give notice and our full thanks for your understanding!
- Microphones and other amplification equipment are not permitted in Meeting Rooms during regular business hours, as this may affect our tenants and other Meeting Room renters. Exclusions to this policy are considered where persons require microphones for assistive listening devices. If a location offers computer speakers, these are permitted and we ask you to be courteous of those around you.
- Unless otherwise agreed to in writing, invoices for all Meeting Room rentals will be sent via electronic invoice on the first day of the month for all confirmed bookings from the previous month. These invoices will detail your fees, including HST, with payment due on receipt of the invoice. For Meeting Room rentals we accept all major credit cards as well as visa debit and mastercard debit; we do not accept interac debit at this time. If you need to make a booking with an alternative method of payment, or if you require any assistance with payments for bookings, please contact events@socialinnovation.ca.

EMERGENCIES

In the unlikely event of an emergency during business hours, contact the CSI staff on site immediately.

For emergencies that may occur after-hours, please contact the below:

CSI SPADINA

- If you feel you are in immediate danger, please call 911 and then call us. IE. There is a fire in the building.
- For general **CSI-related emergencies**, contact Stefan Hostetter (Spadina Community Manager) at 416-556-0651 or Marcus Hyunh (Spadina Community Animator) at 647-868-1162.
- For **building emergencies** (flooding, etc), contact Matt Guthrie (Facilities Manager) at 647-707-2368.

ANNEX

- If you feel you are in immediate danger, please call 911 and then call us. IE. There is a fire in the building.
- For general **CSI-related emergencies**, contact Gonzalo Duarte (Annex Manager) at 416-963-4952.
- For **building emergencies** (flooding, etc), contact Matt Guthrie (Facilities Manager) at 647-707-2368.

REGENT PARK

- If you feel you are in immediate danger, please call 911 and then call us. IE. There is a fire in the building.

- For general **CSI-related emergencies**, contact Denise Soueidan-O'Leary (Regent Park Manager) at 647-296-4552.
- For **building emergencies** occurring after-hours (i.e. water, fire, snow damage to the building) Cindy Smith, (Daniels Spectrum Superintendent) at 416-509-3984

Failure to comply with the above policies, excessive noise, failure to pay for rental services, and/or damage may result in additional charges and the loss of rental privileges at the Centre for Social Innovation.

CANCELLATION

Out of fairness to all users of the space, CSI requires at least 24 hours notice of your cancellation or you will be billed the full amount of the rental. If you are a CSI Member and you do not cancel 24 hours in advance, these hours will be deducted from your monthly coin allotment or overage charges will be applied.

To cancel a booking please follow the link provided in your booking confirmation to adjust the booking online.

Meeting Room Invoices will be generated and charged to the billing information on your account on the first business day of each month, for all bookings from the previous month.

If you need to modify your booking within 24 hours of your booking, you can adjust your bookings directly online as long as you have not yet been invoiced. In either case, you will want to first secure any new meeting room space or time required immediately on the booking portal, and you will then need to get in touch with our Meeting Room & Events team (events@socialinnovation.ca) to confirm the move so that the invoicing can be updated manually on the backend. In these cases, you will be waived for the cost of the lower cost room to ensure you are not double-paying.

Diversity, Inclusion and Anti-Discrimination Policy

We want everyone to feel welcome at CSI! Please take a moment to read our full Diversity, Inclusion and Anti-Discrimination policy [here](#).

INDEMNIFICATION

By renting spacing at CSI, you agree to release, hold harmless, and indemnify the Centre for Social Innovation from any and all liability, costs or other claims resulting from any and all claims originating as a result of the Organization's use of the premises, equipment, or any and all other facilities provided by the Centre for Social Innovation for the Organization.

Alright, now that we got that out of the way... you're going to love your time in our space! We thank you for choosing us and supporting our mission.

Please contact us for any further questions at events@socialinnovation.ca.



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Have a great meeting or event!
