

## RECURRING MEMBERSHIP POLICIES

- All membership purchases are final.
- Recurring members hereby authorize Factory eNova to perform scheduled charges to the indicated credit card.
- Recurring members agree that this is a continuing monthly charge that will occur starting on the day of purchase and every preceding month on the same day.
- If the above noted payment date fall on a weekend or holiday, recurring members understand that the payments may be executed on the next business day.
- Recurring members agree to make any changes necessary to card information before the next payment date using the link in the email confirmation upon checkout. Recurring members understand that they will be notified if their credit card payment fails to authorize for any reason and they will be responsible for providing updated valid credit card information in a timely manner. Recurring members understand that they will not be able to use the equipment at Factory eNova until their payment is authorized. After several e-mail notifications of a failed payment, membership will be automatically revoked.
- Recurring members understand that cancellation of automatic payments may only be made at least two weeks after recurring membership activation.
- Cancellations must be made at least 7 days before the next due date of the charges pre-authorized upon sign-up. Cancellations are to be made by the member using the link in the email confirmation sent to member after sign-up. Staff cannot update cards or cancel memberships for members. If a membership is cancelled less than 7 days before the next charge date, the member will still be charged the full amount for that upcoming charge and no refunds will be made.
- Recurring members must fulfill any outstanding contracts or commitments and the terms thereof before they can cancel a membership.
- After cancellation, you have until the last day of your membership to use any remaining minutes on your account. If you still have minutes remaining after your membership ends, they will be decreased by 50% per on our cancellation policies. If a membership is automatically cancelled due to non-payment, this reduction in minutes will still be applied. Lost minutes cannot be re-gained by signing up again for membership.
- Recurring members will not dispute Factory eNova's recurring billing with their credit card issuer so long as the amount corresponds to terms indicated upon sign-up and in this contract.
- Recurring members understand that all membership purchases are final and no refunds will be issued for any reason once charged. If recurring member does not plan on utilizing the equipment at Factory eNova, it is the member's responsibility to follow the proper cancellation procedure to terminate their recurring membership. Failure to use equipment during a membership will not result in any refunds or credits.
- Membership can be terminated and/or access to the machines denied if a user does not follow the rules and regulations stated in the user agreement. Violation of these terms may result in being banned permanently from some or all equipment at Fe.

- Recurring members guarantee and warrant that they are the legal cardholder on the above account, and that they are legally authorized to enter into this recurring billing agreement with Factory eNova.

## **USER AGREEMENT**

### **PRIVILEGES:**

- Access to any of the laser machines in the studio after the introductory course has been completed.
- The opportunity to network with many experts in the laser engraving industry, learning better techniques to sharpen skills.
- Access to our staff of friendly and highly skilled laser engraving enthusiasts.
- Access to free Wi-Fi internet service.

### **ADDITIONAL PERKS FOR MEMBERS:**

- Up to 70% off of laser minutes.
- Access to promotional discounts on classes and materials.
- Access to members-only events.
- Access to Design Center, equipped with CorelDraw x7.

### **RESPONSIBILITIES:**

- Be Safe
- Clean up area when finished using equipment
- Stay alert and report any misuse of equipment
- Follow studio rules
- Be aware and respectful of other users
- Follow the instruction of studio employees

### **SAFETY:**

- When in doubt about using a piece of equipment seek help
- **Never leave a machine unattended while it is powered on**
- Never distract anyone when they are using equipment
- Never use a piece of equipment in a way that it is unintended for
- Be aware of others around you. Though you may be using proper judgment others may not be

### **RULES:**

- No smoking or vaping on premises
- No alcoholic beverages on premises
- Users will be asked to leave if caught smoking or with alcohol, or thought to be intoxicated.
- Alert staff of any recognized hazards on premises

- Always clean work area after use
- Use only one machine at a time per membership

**ETIQUETTE:**

- Be respectful of others and avoid using profane or offensive language
- Be aware of voice level and keep loud noises to minimum
- Ask permission before giving unsolicited advice
- Never touch others' work or hover around others' work areas without permission

**MATERIAL USAGE POLICY:**

- Check to make sure that materials being used are on list of acceptable materials for equipment being utilized before bringing into studio
- Before working with any new material have it inspected by an Fe employee to ensure that it is okay to use with reserved equipment
- Follow proper equipment guidelines or settings per equipment being used on the materials that are being worked on.

**EQUIPMENT USAGE POLICY:**

- Individuals are required to pass the introductory course before utilizing a machine
- To be able to utilize the rotary attachment necessary for engraving cylindrical pieces, the user must first take and pass the rotary attachment class.
- If found using a piece of equipment without previously passing a necessary course, all machine privileges will be revoked.
- Follow all guidelines given in the machine safety section per machine being used.
- Ensure that machine is properly cleaned at end of usage per cleaning instructions in introductory class documents
- In case of any equipment damage or malfunction, notify an Fe employee immediately.

**RESERVATION POLICY:**

- All equipment must be reserved in person or by phone
- Users will be able to make reservations on a single piece of equipment up to 3 times a week
- Any equipment that is not reserved can be utilized for an on the spot walk-in reservation
- Once all of the reservations in a week have been exhausted by a user, s/he may use an unreserved machine on a first come, first served walk-in basis.
- Members and non-member users must check in at front desk when arriving for reservation.

**GUEST POLICY:**

- All guests must check in at the front desk upon entering studio.
- Guests must follow all Factory eNova rules and policies while in the studio.
- Guests must not be excessively loud or distracting to other members working.
- Guests may watch projects carried out by family and friends who are members, but they may NOT touch or utilize any of the equipment without first obtaining a membership and passing the introductory class.

- Guests who do not adhere to the rules may be asked to leave, so as to ensure the safety of both the members and the machines.

#### **POLICY ON MINORS**

- Minors must be 16 years or above to utilize the machines unsupervised.
- Minors between the ages of 12 and 15 years are welcome to obtain a membership and use the machines as long as there is direct supervision of a parent or legal guardian at all times while on-site (adult must also be present during any classes taken by the minor).

#### **PET AND SERVICE ANIMAL POLICY:**

- Only service animals allowed. No other animals are allowed.
- Due to the nature of the studio and the equipment therein we recommend that if service animals are brought in that they are kept away from the machines and others' projects.

#### **CLASS CANCELLATIONS and REFUNDS:**

- A "no-show" to a class will result in a loss of a class credit with no refund. Classes must be cancelled at least 24 hours before class start or it will count as a "no-show".
- If a class is failed the member will have the opportunity to retake the class for 50% of the initial price.
- Factory Enova reserves the right to cancel any class for any reason.
- A student enrolled in a class that has been cancelled will have the option of receiving a class credit to be used at any time or a full refund.
- Students will be notified via email or telephone of any class cancellations at least 24 hours in advance.

#### **MACHINE RESERVATION CANCELLATIONS:**

- Machine reservations must be cancelled at least an hour prior to the reservation, or it will count as a "no-show".
- When a machine is reserved, a member will have up to 15 minutes following the beginning of their reservation to check in to the reserved station or the machine will then be reopened to all members. You will be charged based on your reservation start time and not on when you arrive.
- On the 3<sup>rd</sup> offense of a "no-show" on a piece of equipment the involved member will be suspended from reservation of equipment for the next 7 days.
- For reservations longer than 2 hours (i.e. an "extended reservation"), there is a special "no-show" policy. On the first offense, the involved member will no longer be able to make an extended reservation for the next 7 days.

#### **PAY PER MINUTE POLICY**

- All individuals utilizing a machine (members and non-members) must pay a per-minute rate.
- Payment is to be taken after machine usage is completed. Minutes purchased online will be deducted from database once used for a reservation.

- Minutes purchased in bulk do not have to be used at once, they can rollover from month to month until a membership is cancelled.
- Payments are non-refundable and you will be charged for the entire reservation time, even if it is not used in full. Please ensure you accurately reserve the amount of time needed.
- We recommend having files and design work completed before the start of your reservation so that paid minutes are maximized. We charge for any time utilized at the station, not just for laser run time.
- Work station and laser must be completely cleaned and ready for the next individual's use by the end of your reservation time. Laser rental reservation includes cleanup time -- please plan accordingly.

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