

Introduction

This handbook is intended to provide The Kitchen Space (TKS) policies and information to our clients. Clients are responsible for all content, and expected to adhere to the rules and policies within.

Changes to our policies

TKS will release amendments and new versions of this document as the need arises, and will communicate to clients in a timely manner that changes have been made. At any point in time, the current version of the document will be available from www.thekitchenspace.com. Our clients should check the website regularly to familiarize themselves with the current policies and information.

Requirements for Kitchen Use

Before reserving kitchen time with TKS, as well as during any use of our facilities, clients must:

- Have signed the latest Operating Agreement with TKS.
- Provide a copy of a valid City of Austin Food Service Sanitation Certificate, and carry the original during any kitchen use.
- Provide proof of liability insurance with TKS listed as additional insured, and maintain such policy for the duration of any kitchen use.

These requirements will be waived for clients who only use the conference room or dining room and who do not use any of the three kitchens.

Reservations

Clients are strongly encouraged to check availability and make reservations through the TKS website. The schedule on the website will contain the most current information, and will ensure that only space that is actually available is booked. If necessary, reservations can also be made via phone.

Reservations are accepted in the order that they are received.

Reserving Kitchen Time

Kitchen time can be reserved for the current and following month. On the 1st of the month, the next month will be available for reservations. For example, during August, time can be reserved for both August and September. On September 1st, time can be reserved for September 1st through October 31st. This restriction does not apply to customers who have long term commitments with TKS (see below).

Reserving Conference Room / Dining room

The Conference Room / Dining Room can be reserved for the current and following five months. On the 1st of the month, the sixth month will be available for reservations. For example, during August, time can be reserved for the period August through January. On September 1st, time can be reserved for any date from September 1st through February 28th.

Payment

After a reservation has been made, clients will receive an email confirming the space booked, the time and date of the booking and the amount due. Payment must be received within 24 hours of the time of booking.

Credit card payments

Payments may be made by check or credit card (Visa/Mastercard only). If paying by credit card, please contact us by phone so that we can process your payment. As a convenience, clients may opt to leave their credit card information on file with TKS to ensure the reservation is paid for within the appropriate time.

Payments by check

If paying by check, the check must be received at [PO Box 312] or the drop box at the facility within 24 hours of booking. While personal checks are accepted, clients will be responsible for all fees and charges levied upon TKS as a result of a check being denied for insufficient funds. Please make sure that sufficient funds are available if checks are used.

Cancellation Policy

Once time has been reserved, it becomes unavailable to other clients. Because of this, TKS maintains a strict cancellation policy to ensure kitchen time or conference room / dining room time does not go unused. We encourage our clients to carefully consider how much time is needed, and to use any overbooked hours for preparation, organization, experimentation, etc.

Cancellation Policy for Kitchen

The following is our cancellation policy for kitchen time:

- Reserved kitchen can be cancelled with a full refund up to 30-days prior to the rented time.
- Reserved kitchen time can be cancelled with a 50% refund up to two weeks prior to the rented time.
- Cancellations made less than two weeks prior to the rented time will receive no refund.

Cancellation Policy for Conference Room / Dining room

The following is our cancellation policy for conference/dining room time:

- Reserved conference room / dining room can be cancelled with a full refund up to 7-days prior to the rented time.
- Reserved conference room / dining room time can be cancelled with a 50% refund up to 4 days prior to the rented time.
- Cancellations made less than 4 days prior to the rented time will receive no refund

Unused hours

Unused hours for the kitchen / conference room / dining room cannot be carried forward.

Kitchen reservations can not be transferred or otherwise exchanged without prior approval from TKS.

Long term commitments

TKS will accept long term commitments from clients who know they will need kitchen time on a regular and consistent basis. Commitments must be for 3 months, and be for a minimum of 10 hours per month.

Customers who sign a 3 month commitment will be entitled to:

- 10% discount on rental rates for the committed hours
- the ability to book kitchen time for the entire 3 month commitment at the beginning of the commitment
- payment for kitchen time / conference room / dining room is not due at time of booking; instead clients will be billed at the calendar end of each month for the time used during that month

No refunds will be payable for any unused hours during the 3 month commitment, or if the client needs to cancel any committed hours. Therefore, TKS strongly recommends that customers should only sign a 3 month commitment if they will use all of the kitchen / conference room / dining room time to which they are committing.

Scheduling Pick-up/Drop-off

We do not charge for kitchen use when dropping off or picking up product, ingredients, or equipment. However clients are expected to:

- Notify TKS of the times during which pick-up/drop-off will occur.
- Be unobtrusive to other clients or staff at TKS.
- Require less than 15 minutes.

Using Unreserved Time

- Clients are expected to finish and clean within their reserved time. Please respect other people using the space and plan appropriately. We understand that on occasion, extra time will be needed. Please speak with TKS staff regarding such needs. If another client has reserved time, and they agree to sharing time, work with them to ensure that all work can be done. Clean up as much of the space as possible to make room for those you are sharing time with.
- Extra time will be charged to the client's account.

Storage

Dry storage

Dry storage space of 2X2X2 is available at a first come, first serve basis at no charge. Additional dry storage and lockable storage is available. Please speak with a TKS staff member for details.

Cooler / Freezer storage

Cooler space & freezer space must be rented on a monthly basis. If your cooler or freezer storage needs are only for a few days, make separate arrangements with the TKS staff.

Storage requirements

Organize and clean your storage area(s) regularly. Keep any personal ingredients, equipment, or products clean and organized in your designated space only. Do not store anything on shelves labeled as reserved. All products and food items not in their original containers must be clearly labeled with your name, current date, and contents. Items not clearly labeled or stored may be thrown away.

- TKS is not responsible for equipment, food, clothing, etc left at the kitchen.
- Do not store anything on the kitchen floor.
- Do not store anything on the speed racks, unless you have made special arrangements with TKS staff
- Do not store anything in TKS equipment (such as mixing bowls, sheet pans, pots, etc).

- Store all meat on the bottom shelf of the coolers and freezers. If space is limited, ask TKS staff for assistance in making room.

Note that if any equipment or food is improperly stored, TKS staff may either move the items and/or discard them.

Any stored food that, in the opinion of TKS staff, poses a health risk will be discarded. From time to time, TKS staff may ask clients to remove any or all their items from the dry and/or cool storage. If these items are not removed within 7 days, TKS may discard those items and will not be required to reimburse the client for those items.

Parking

Parking is available for our clients in the parking lot during rented kitchen time. Please do not block the dumpsters. If you have special parking needs, please ask us. TKS is not responsible for any damage, theft, parking tickets, towings, etc.

Ordering from Vendors

Our clients are encouraged to establish their own accounts with vendors and place orders for delivery to TKS directly. We can assist in completing any documentation related to opening new accounts. Independent orders must abide by the following policies:

- All orders must be made through your own account. Do not call in an order under the TKS name.
- Delivery must be scheduled during regular business hours (6:00 am-6:00 pm).
- TKS is not responsible for late or early deliveries. We are not responsible for waiting for orders to arrive after 6:00 pm

Using Shared Equipment

Equipment has been provided to TKS's clients as part of the hourly rate. Clients are welcome to use the equipment in their space. If they need equipment from another space, they must make sure it is not being used by the client in the space.

There are a number of items and supplies that while widely used, due to a high variance in use between customers, TKS **does not** provide. These items should not be considered available for use without prior approval of TKS. This includes, but is not limited, to the following:

- Parchment paper
- Plastic wrap
- Garbage bags (other than for normal trash usage in the kitchen)

Phone usage

A telephone is available in the conference / dining room and office in case of emergencies. The telephone is not to be used by clients for business or personal use.

Business center usage

To help clients operate their business, TKS provides a small business center which is available for use by clients during the time that they have rented the kitchen and/or conference room. The business center consists of:

- Computer with permanent connection to the internet
- Multi-function machine with printing / photocopying / scanning / faxing capabilities
- Basic stationery such as stapler, paperclips etc

The equipment in the business center is available on a first come, first served basis. It is expected that clients will treat the equipment with the care that such electronic equipment requires, and will not damage the equipment (e.g. do not use equipment with wet/dirty hands).

Charges for printing and photocopying are 5 cents per page. This will not be tracked or monitored – instead, we will rely upon clients paying on an honor system. If this system does not work, it will be changed.

Kitchen Use and Cleaning Policies

General guidelines

Clients using TKS facilities are expected to follow all proper sanitation requirements as well as keep the kitchen in a clean and professional state. Clients are also expected to properly clean and sanitize after their shift, and keep the kitchen ready for use by the next shift. Our kitchen may be busy at times, and it is important that the kitchen remain professional and clean for visitors, whether it's the health department, other (potential) clients, customers, service people, etc.

Appendix A is a quick reference for important, specific guidelines and requirements which must be followed at TKS (in addition to all standard sanitation expectations). Additionally, this section contains further details about specific kitchen uses and activities.

Note that any fines incurred by TKS as a direct result of a client or client's employee failing to abide by these policies will be charged to the client's account.

Dish Washing

Proper dish washing and sanitizing is important for both public health and cost containment. Clients are expected to scrape and pre-rinse in the double sink and follow the standard wash, rinse, sanitize procedure in the triple sink.

Scrape into the trash and pre-rinse all heavily soiled dishes, including large food scraps, greasy/buttery equipment, animal products, etc in the double sink. This will make washing in the three-compartment sink easier, as well as save costs associated with overuse of soap and sanitizer due to changing dirty dish water.

Use the triple sink for standard wash, rinse, sanitization of all dishes and equipment. If any compartment becomes dirty or too cold, empty the compartment, clean the sink, and refill as needed. However, scraping and pre-rinsing should keep this to a minimum.

Sweeping and Mopping Floors

Clients are expected to sweep and mop the floors in all areas they use, including the sink areas and scullery. Fill the mop bucket with fresh hot water and bleach. When finished mopping, empty the mop bucket, rinse and ring the mop, and hang it above the slop sink to drip dry. Replace broom and dustbin to the storage area. Be sure to sweep under and behind tables and equipment.

Wiping Down Equipment

Wipe down all equipment used at the end of your shift. Always use a clean rag, first with soap and water, followed by sanitizer solution. Be sure to wipe down any equipment used (don't forget often overlooked items like sheet pans, mixers, food processors, the table can opener, and the inside of the microwave). For equipment that disassembles into smaller parts (i.e. the table can opener, mixers), wash, rinse, and sanitize the parts in the three compartment sink. If the stove is heavily soiled, remove the grates and wash in three compartment sink, otherwise wipe down the stove top if used.

24-Hour Access

24-hour access is granted to clients at TKS's discretion. Clients wishing to reserve kitchen time during off-peak hours will need to apply for off-peak hours, unless approved by TKS management. TKS reserves the right to decline or revoke 24-hour access at any time.

Appendix A: Kitchen Use Policies Reference

Attire

- Aprons or chef jackets must be worn by anyone using the kitchen.
- No sandals or open-toed shoes are to be worn by anyone using the kitchen, even when picking up or dropping off.
- Cover or tie back long hair.

Health and Safety

- No glass, ceramic, or breakable containers in the kitchen.
- No eating in the kitchen. Drink should be kept under the tables with lids/caps on them.

Sanitation and Cleaning

- Scrape and pre-rinse all heavily soiled dishes (large scraps, greasy/buttery bowls, grounds, animal products) in the double sink.
- Wash all dishes and equipment in the 3-compartment sink (right to left: wash, rinse, sanitize).
- Air dry all dishes and equipment.
- Do not stack cutting boards or sheet pans while they are drying. Dry boards individually on speed racks or drying rack under the sinks. Dry sheet pans inverted on a speed rack.
- Follow all proper sanitary guidelines for preparation of meat, including proper sanitization of equipment, tables, cutting boards, etc.

Finishing Your Shift

- Be sure that large sheetpans, bowls, etc are clean for the next person that will be using them. Particularly any greasy/buttery residue and baked-on food.
- Wipe down and sanitize all counters, tables, sinks, & equipment (doors, handles, knobs, controls, bases, etc) using sanitizer and a clean towel. Don't forget the stovetop and the inside of the microwave.
- Sweep and mop all areas in which you have been working.
- Organize your storage area(s). Please keep all your equipment, ingredients, etc in your designated area, clearly labeled. If you need more room, ask.
- Be sure all food not in its original containers is properly labeled (name, date, and contents).
- Take out your trash. Trash bags should be tied and placed in the large dumpster in back.
- Empty any trash that has spilled outside of a bag, and into the garbage can. Replace all trash bags with clean bags.
- Clean and break down all cardboard/paper boxes. If boxes are heavily soiled, put them in the trash. Otherwise, recycle all paper products in the **small** dumpster in back.