

VENTURE LANE

Venture Lane | Startup Hub Member Handbook

Helpful Information, Tips, & Resources

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General Contact Information

Mailing Address	Venture Lane 55 Court Street 2nd Floor Boston, MA 02108
Main Office Phone	Call/text: (617) 249-4485
After Hours Emergency Contact	General Manager - Kristina Gomez Text for Emergencies: (617) 249-4485
Web	www.theventurelane.com
Hours of Operation	VL Staff Onsite: M-F 9:00AM - 5:00PM 24/7 Access: via member keycard Building Doors Open: M-F 7:00AM - 6:00PM
Member Access Portal	members.theventurelane.com
Building Management Phone*	Bill Norman 781-727-6311
Nearest Hospital/24HR ER	Massachusetts General Hospital 275 Cambridge St, Boston, MA 02114 (617) 726-8707

*In cases of emergency/crime/suspicious activity, call 911 first. In cases of building/facilities issues, notify Venture Lane staff in addition to Building Management.

In case of emergency...

...call 9-1-1. Right away. Don't hesitate. Always keep a member of the Venture Lane crew in the loop, but don't wait for us to call. For other non-life-threatening issues, alert a Venture Lane team member or contact building security.

Our first and foremost duty to our members is to provide a safe and secure environment. If at any time you feel like this is not the case, alert us ***immediately*** and we will do everything possible to fix the situation.

If you witness unethical behavior, violations of the [Member Constitution](#), feel harassed, or otherwise uncomfortable, tell us. Message a Venture Lane crew member on Slack, email us, or slip us an anonymous note. We need to know, and we want to help.

Venture Lane Crew Members

If you need to get a hold of one of us directly, use one of the methods below:

Founder & CEO	Christian Magel christian.magel@theventurelane.com 617-415-6948
General Manager	Kristina Gomez kristina.gomez@theventurelane.com Text: (617) 249-4485
Operations Manager	Emma Carey emma.carey@theventurelane.com Text: (617) 249-4485

Member Onboarding Inventory

On your first day as a Venture Lane Member, you should receive the following list of items. If you find you are missing one of them, let us know!

Item	Qty
Member Handbook	1
Wifi Info Card	1
Access Badge*	1
Private Office Key**	0-1

* If you have lost your access badge, alert the Operations Manager as soon as possible so we can deactivate it and begin the process of getting you a new one. Be advised, a replacement surcharge will be applied.

If it is the first day in our space for your entire company, you should also receive a branded name card for the company board in the common area. For private offices, you will receive branding on the wall outside your private office space. If you are a dedicated desk, you will receive branding for your desk.

Member Constitution

As a member of Venture Lane, please join us in abiding by a few simple precepts to help maintain an open, productive, and respectful culture. We work in a shared space, so we must be mindful of one another.

Member Principles

As members of Venture Lane, we commit to acting in accordance with these principles:

Respect: Treat every interaction with empathy, respect, and professionalism. Build relationships rooted in trust and kindness, ensuring thoughtful behavior toward all individuals.

Integrity: Uphold the highest ethical standards by respecting confidentiality, safeguarding intellectual property, and maintaining honesty in all interactions.

Collaboration: Share ideas, support one another, and foster a culture of mutual encouragement, generosity, teamwork, and community-building. Unsolicited promotion, sales pitches, or solicitation of services are not part of our community culture.

Inclusion: Value and respect diverse backgrounds, perspectives, and contributions. Create an inclusive, welcoming environment for all.

Impact: Harness the collective strength of our community to create meaningful change and support one another in driving progress.

Pay It Forward: Recognize achievements and support others by sharing knowledge, mentoring, and fostering a culture of generosity.

Zero Tolerance: Maintain a harassment-free environment with a strict zero-tolerance policy for any form of harassment, discrimination, theft, breach of confidentiality, or abusive behavior. Commit to ensuring safety and respect for all. **If you experience or witness harassment, discrimination, or behavior that violates our standards, alert Venture Lane staff immediately at admin@theventurelane.com. All complaints will be taken seriously, treated with respect, and handled in confidence.**

Shared Space Guidelines

To keep our shared environment productive and enjoyable, please follow these simple guidelines:

Keep It Quiet: Open areas are for quiet, focused work. If your call starts with “Can everyone hear me okay?”, it’s too loud for open space. Use phone booths, meeting rooms, or other designated call areas for conversations.

Say Hi IRL: We’re more than desks and Wi-Fi — we’re a community. While DMs and Slack messages are convenient, nothing beats a genuine “hello.” Take a moment to connect with your neighbors.

No Pitches, Please: Our open space is for connection and collaboration, not unsolicited sales. Save your decks and pitches for Demo Day or scheduled meetings, not someone’s lunch break or work session.

Meals Go in the Café: We’ve designed the café area for eating, socializing, and recharging. Please enjoy your meals there to keep work areas clean and free of food smells.

Tidy Desk, Clear Mind: Keep your workspace organized. Avoid storing personal items outside your desk area and tidy up before leaving for the day.

Comply With Your Membership: Membership perks are for members. Guests are welcome — but if someone is joining you regularly (more than three times per week), it’s time for them to join the community and get their own keycard.

Zero Tolerance Policy: No hate. No harassment. No exceptions. Treat everyone in the space with respect and kindness.

Policies & How-To Guides

Membership

Your membership at Venture Lane comes with shared responsibilities. By joining our community, you agree to follow the terms outlined in your membership contract, including our [Terms & Conditions and Rules of the Road](#). These agreements help us maintain a collaborative, respectful, and productive environment for everyone in the space. Please take time to review them — they are the foundation for how we work together as a community.

Setting Up Your Account

To ensure a smooth onboarding experience, all members must add a valid payment method to their account before the first payment date. This keeps your membership active and uninterrupted. If you need help setting up your payment details, we've created [a simple guide to walk you through the process](#).

Should you need to cancel your membership, please follow the notice and cancellation policy outlined in your contract. These policies are in place to make transitions smooth for both you and the broader Venture Lane community.

Team Changes & Billing

Since Venture Lane memberships are billed by the number of desks in use, it's important that you let us know as soon as you're aware of staffing changes — whether someone is joining your team or departing. This helps us keep your account up-to-date, and we will adjust (prorate) your billing based on the exact date of the change.

Payments

If you need to change your payment method, [you can do so here](#). If you plan to switch from credit card to ACH (or vice versa), please notify a member of the Venture Lane team directly so we can make the adjustment on our end.

Reporting Issues

We want the space to work well for you. If you notice any maintenance issues, equipment problems, or other workspace concerns, you can quickly let us know using the **Report an Issue** feature in Cobot. Our team will review and resolve it as soon as possible.

Booking Meeting Rooms

Need to book a meeting room? [Follow these simple steps](#) to reserve a space that works for your team.

Printing (Ezeep Blue)

We use **Ezeep Blue** for all printing needs at Venture Lane. [Here's how to get started](#) so you can connect and print from your devices.

Using Slack

Slack is our virtual community hub. It's a space to connect with fellow members, share resources, and stay updated on what's happening at Venture Lane. [Learn how to get set up here](#).

Visitors & Deliveries

Guests are welcome at Venture Lane, especially if you've booked a meeting with them. They are also welcome to work from our café area for the rest of the day. Please note that guest passes are limited, and frequent visitors may need to join the community as members. For deliveries, coordinate with our staff to ensure smooth handling.

Equipment & Additional Services

Venture Lane is designed with startups in mind, but if you need something beyond what we provide, just ask — we may be able to help.

We currently offer:

- **VoIP Phones** at \$40/month per phone
- **Server Rack Space** at \$295/month per U

To request additional equipment or services, submit a Help Desk ticket with the details (quantity, start date, and duration).

If you lose a keycard or locker key, we can replace it for a \$30 fee.

Hosting Events & Alcohol Policy

Hosting an event at Venture Lane? We'd love to help you make it a success. All events must be coordinated with our team in advance so we can provide approval, help with logistics, and ensure our policies are followed.

If your event includes alcohol, you are required to obtain a one-day liquor license or work with a licensed third-party provider. We recommend working with **Host** (contact Michelle at michelle@hostdrinks.com).

Alcohol is strictly for guests 21 and older. Underage drinking is not permitted, and there should never be any pressure to consume alcohol. If at any point you feel uncomfortable, please inform a Venture Lane team member right away.

QR code to Cobot Help Guide Links

