

entrepreneurs sandbox

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Member Handbook and Onboarding Guide

Entrepreneurs Sandbox

643 Ilalo St., Honolulu, HI 96813

808-784-4061

info@sandboxhawaii.org

www.sandboxhawaii.org

SPACE

Location

643 Ilalo St.
Honolulu, HI 96813

BoxJelly Staff

Suite 124

Operating Hours

MON - FRI: 8am to 4:30pm
SAT - SUN: Closed

Observed Holidays 2023

Jan 16	MLK Jr. Day
Feb 20	Presidents Day
Mar 27	Prince Kuhio Day
Apr 7	Good Friday
May 29	Memorial Day
Jun 12	King Kamehameha I Day
Jun 19	Juneteenth
July 4	Independence Day
Aug 18	Statehood Day
Sept 4	Labor Day
Oct 9	Indigenous Peoples' Day
Nov 10	Veterans Day
Nov 23-26	Thanksgiving Day Weekend
Dec 24-31	Christmas Eve and Christmas Day through New Years Eve and New Year's Day

Parking:

is located in Lot C behind the building. Payment information is available on signage located within the lot. Please contact [Secure Parking](#) for any parking questions.

Designated Entrepreneurs Sandbox parking is for members and tenants only. **Yellow Stalls** are for general member parking. **Red Stalls** are for Staff and tenants. Complimentary 1 hour parking is available for guests.

Amenities:

Air Conditioning	Lockers	Meeting rooms
WIFI	Community Associate	Privacy booths
Printing + Scanning	Restrooms	Teleconferencing
Presentation Tools (white boards, projector, AppleTV, Chromecast)	Refreshments: on-site hot and cold water filtration system, single serve brewed coffee	Kitchen (vending machine, refrigerator, microwave, sink)

Space Policies:

Signing In

Members are required to register on members.sandboxhawaii.org upon entering the space. Only one sign-in is required for internet access. From your membership portal, you will be able to change your plan, update payment info, reserve resources, and view other members and companies in the space. Only paid memberships have internet access.

Workspaces

Start Up memberships and higher may use any open workspace in the Collaboration Area during normal operational hours (Monday - Friday 8am - 4:30pm).

All desks are available on a first-come, first-served basis. We ask that you clear your desk when leaving the space for more than two hours. Feel free to temporarily store your items at the reception office if you don't have a locker.

Dedicated membership and higher levels have 24/7 access to Collaboration and CoWorking areas. If you intend to use a collaboration area, be considerate of available space for Start Up members and abide by the rules listed above.

Healthy Space, Healthy Members

Face mask use is optional, but highly encouraged. Be mindful of your fellow members and our community space; if you are not feeling well, please stay home.

Pet Policy

The Sandbox is NOT a pet-friendly facility. Service animals that are trained to perform specific tasks related to a disability are the only animals allowed on premises. Please make sure they have proper identification as a trained service animal.

Internet Usage

WIFI Network: Entrepreneurs Sandbox

Password: letsinnovate

Upon connecting to our network, you will be prompted to sign into your member account. Please note that as a state government building, internet usage is monitored for proper and legal use by an outside agency. Downloading, streaming, accessing or sharing of any illegal or illicit content is strictly prohibited.

Printing & Scanning

Paper and toner are supplied for small, black-and-white print jobs (100 pages/month). Sandbox charges \$0.05 per black and white, and \$0.15 per color copy. Set up an account for printing with the community associate.

Mobile Phone Use

A courtesy to others, please receive personal calls in the lounge area, outside, or in the privacy booths. For calls lasting over 20 minutes, please reserve a booth. You can check availability, and reserve rooms from your [member page](#) under "Manage Bookings".

Eating and Kitchen Area

Our designated lunch room is located in the upstairs lounge area. Members are also welcome to eat at their desk in the Collaboration area. The fridge is cleaned every other Monday. Any unlabeled/old items will be discarded, unless otherwise indicated. As a courtesy to your fellow members, do not leave any dishes in the sink. Please rinse and wash your dishes thoroughly immediately after use.

For Tenants

Access into Sandbox is provided via NFC mobile keys. A mobile device with application capability is required for keyless access into the space. Colliers Management provides third-party cleaning services. Please place recyclable paper and other materials in the appropriate bins. Cardboard boxes should be broken down. Please contact info@sandboxhawaii.org for more information.

MEMBERSHIPS:

Start Up	\$175 / month	<ul style="list-style-type: none">Unlimited monthly access to Collaboration space and all amenities during regular operating hoursAccess to member rates
Dedicated Desk*	\$400 / month	<ul style="list-style-type: none">Unlimited monthly access to reserved workspace in CoWorking Space. Designated for member's sole use, all amenities, and mail membership includedSix hours of Conference Room time included
Tenant Space*	Price avail. upon request*	<ul style="list-style-type: none">Private Office space24-hour accessSix hours of Conference Room time included

Membership Policies:

Payment and Billing

Monthly membership fees are automatically deducted on the first of each month from the credit card or by ACH (direct debit). Please notify us of any changes to your card/payment details. If you would like to cancel your membership, we have a 30-days written notice policy. Notices less than the 30 days are subject to non-refundable charges.

Guests

We welcome short-term visitors, collaborators, and clients to the space. Reserving a conference room is a good way to provide your guests with internet access. For friends and colleagues who want to try out the space, day passes can be purchased for \$25.

Sandbox Newsletter

The monthly member e-newsletter is the primary form of communication from staff to relay news and updates. This includes; special events, changes in policies, and hours of operation (including, but not limited to, closures for events and holidays).

MEETING & EVENT SPACES:

Member Rates:

Conference Room Ideal for presentations, meetings, and workshop	\$25/ hour	<ul style="list-style-type: none">Seats 8, room capacity 20Equipped with flat panel television, Apple TV, Chromecast, white boards, extra seating
Classroom Ideal for workshops, launch parties, talks, and movie viewings	\$50 /hour	<ul style="list-style-type: none">Room capacity 30.Two 70" LED MonitorsOne 80" Digital Whiteboard
Entire space movie and television shoots, community gatherings, and industry parties.	Half and full day rates*	<ul style="list-style-type: none">Room capacity 150 - 200Inquire for more info

*additional charges may apply.

Meeting & Event Spaces Policies:

Reservations

To view the calendar for availability and make a reservation; go to your [member page](#) and click on the "Reservations" tab. Select the resource, the date, and time for reservation. Upon completion, you will receive an email confirmation of your booking. You will then receive a follow up email with a wifi access password 15 minutes before your scheduled event. For questions and/or comments, please feel free to contact us at 808-784-4061 or info@sandboxhawaii.org.

Member Rates

Dedicated Desk and Tenant members receive 6 hours of complimentary conference room hours per month. Thereafter, member rates apply.

Extensions

Event extensions are possible through the iPads in each reservable resource. You will automatically be charged upon extending your reservation through the iPad.

It is possible to make reservations outside of operational hours. If an event requires on-site staffing, every extension hour (time outside of operational hours) will incur an additional fee of \$25/hour.

Cancellations

For Conference Room and Classroom reservations, a 24-hour notice of cancellation is required. Charges will not be refunded for notices occurring after the 24-hour cancellation period.

Safety Awareness

Please be aware of your surroundings when going from your car to the building.

- Do not allow anyone who does not have access entry into the building.
- An after-hours facility emergency number is provided on the main entry doors, however should you experience a medical or more urgent emergency, please call 911. Our location address is 643 Ilalo Street.
- The Sandbox is equipped with video surveillance on the interior and exterior of the building, as well as a Securitas roving guard service twice a night between the hours of 10:00pm and 6:00am.
- Please notify a member of the BoxJelly management staff if you have any concerns during operating hours.

See Facilities Handbook for Event Space cancellation policy.