

Horizons Cowork Community Guidelines

Purposeful Management Group, a California Stock Corporation, dba Horizons Cowork

Location: 2105 24th Street, Suite 101, Bakersfield, CA 93301

CMRA Address: 2105 24th Street, Suite 400, Bakersfield, CA 93301

Community Access Hours: Mon–Fri 7:00 AM–6:00 PM

Business Hours: Mon–Fri 8:00 AM–5:00 PM

Last Updated: 03/18/2026

These Community Guidelines (“Guidelines”) apply to all members, virtual office clients, day pass users, dedicated desk members, office members, guests, vendors, and event attendees (“Members”) using Horizons Cowork spaces.

For the safety, productivity, and enjoyment of all members of our community, all persons using our spaces must:

- Act respectfully and professionally
- Use the space in a manner consistent with typical commercial office use
- Avoid disruptive, dangerous, illegal, or offensive conduct

These Guidelines supplement (and do not replace) your **Membership Agreement, Member Platform Terms of Use, Internet Access TOS, Privacy Policy, and Acceptable Use Policy**.

1. Professional Conduct & Respect

Discrimination, harassment, and retaliation will **not** be tolerated.

Horizons Cowork prohibits discrimination and/or harassment against any individual—including staff, members, vendors, and guests—based on:

- Race, color, national origin, ancestry, citizenship
- Religion or religious belief
- Sex, gender, sexual orientation
- Gender identity or expression
- Pregnancy or pregnancy-related conditions
- Marital or civil status
- Age
- Physical or mental disability
- Genetic information
- Military or veteran status
- Any other legally protected characteristic

Violations may result in immediate removal from the premises and termination of membership.

If you experience or witness discrimination or harassment, report it immediately to the Community Team or via the Member Platform support feature.

2. Phone Booth Usage (30-Minute Limit)

To ensure fair access for everyone:

- **Phone booths are limited to 30 minutes per session.**
- If no one is waiting, you may extend use at staff discretion.
- Phone booths are for calls and short virtual meetings only—not for extended office use.
- Please vacate promptly when your session ends.

For longer meetings, please book a meeting room.

3. Noise & Shared Space Etiquette

- Keep calls at a respectful volume.
 - Use headphones for music and videos.
 - Avoid speakerphone use in common areas.
 - Meeting rooms must be booked for group meetings.
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4. Guest Policy

Guests are permitted **only in connection with an active meeting room or event booking**, unless otherwise authorized in your Membership Agreement.

Guest Requirements:

- All guests must be registered in advance through the Member Platform or as directed by staff.
- Guests must check in at the front desk.
- Guests may be required to present a valid government-issued photo ID.
- Guests may only access the space during the booked meeting/event time.
- Guests must be accompanied by a Member at all times.
- Guests may not use common areas beyond the reserved booking period.

You are fully responsible for your guests' conduct and any damages caused.

Horizons Cowork reserves the right to restrict or deny guest access if policies are violated.

5. Keycards & Access Credentials

- Memberships and keycards are non-transferable.
 - Do not lend, share, duplicate, or copy keys, keycards, or digital access.
 - Do not allow tailgating into secured areas.
 - Lost or damaged keycards must be reported immediately; replacement fees may apply.
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6. Mail & Package Services (CMRA Rules)

For members with authorized mail services:

- Use the official CMRA address exactly as assigned.
- Mail and packages must be picked up within designated timeframes:
 - **Packages: 30 days**
 - **Letter mail: 60 days**
- After these periods, we may:
 - Return to sender at your expense
 - Charge storage fees
 - Dispose of items

We do not forward mail unless expressly included in your Membership Agreement.

Delivery personnel are not permitted beyond the front desk.

Members expecting large or high-value deliveries must notify staff in advance.

Virtual office/mail services must not be used for illegal, fraudulent, or prohibited purposes.

7. Safety & Security

For the safety of all members:

- Weapons of any kind are prohibited, except as allowed under applicable law.
- Hazardous, flammable, explosive, or dangerous materials are prohibited.
- Report suspicious behavior immediately to staff.

- Do not prop open secured doors.
- Follow all emergency procedures.

For security purposes, common areas may be monitored by video surveillance where posted and permitted by law.

8. Alcohol & Controlled Substances

- No person under the legal drinking age may consume alcohol on the premises.
- Alcohol consumption must be responsible and compliant with applicable laws.
- Illegal drugs and controlled substances are strictly prohibited.

Members are responsible for ensuring their guests comply.

9. Pets Policy

Horizons Cowork does not allow pets at its discretion.

Registered service animals are permitted in accordance with applicable law.

We reserve the right to restrict pets at our discretion.

10. Equipment & Utilities Usage

Members may not operate equipment that:

- Exceeds normal office electrical loads
- Generates excessive heat
- Places strain on IT, HVAC, or structural systems

Unauthorized servers, mining rigs, or high-power equipment are prohibited without written approval.

11. Internet & Network Security

Members using Horizons Cowork Wi-Fi or network must:

- Keep devices updated with current software patches
- Maintain antivirus and malware protection
- Avoid introducing malicious software

We may disconnect any device that poses a security risk until remediated.

Internet use must comply with our Internet Access TOS.

12. Personal Property

You are responsible for your personal belongings.

Horizons Cowork is not liable for lost, stolen, or unattended items.

13. Prohibited Conduct

The following are strictly prohibited:

- Illegal activities
 - Fraud or identity theft
 - Property damage or theft
 - Unauthorized filming in private areas
 - Physical altercations or threats
 - Disruptive behavior that interferes with business operations
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14. Enforcement

Horizons Cowork reserves the right to:

- Issue warnings
- Restrict guest privileges
- Suspend access
- Terminate membership
- Remove individuals from the premises
- Involve law enforcement when appropriate

Enforcement decisions are made to protect the community and may be immediate.

15. Reporting Concerns

Report concerns to:

- The Community Team during business hours
 - The Member Platform support feature
 - Email: [support@horizonscowork.com]
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