

## Business HQ Terms & Conditions

The Terms & Conditions outlined below are for usage of the following Workspaces:

Community Space	Common Space	Conference Space	Private Space
Gathering space for events and large meetings.	Non-private common work area featuring large open tables/cubicles, lounge seating.	Access to Conference Rooms for Small Business Customers	Access to temporary Private Working Space for Small Business Customers

These Terms and Conditions, as may be amended from time to time, are hereby incorporated into the Program Enrollment Agreement. In the event of a conflict between the Program Enrollment Agreement and these Terms and Conditions, the Terms and Conditions shall prevail.

### **General Reservations Terms & Conditions:**

- All Business HQ spaces require a reservation.
- Reservations can be made via Comerica's online scheduling system here: [Comerica Locations Admin](#)
- Use of any Business HQ spaces or Comerica facilities is not permitted without a reservation.
- Reservations are available to Business HQ participants, which are preapproved through our existing Business HQ intake process, and for use by Comerica and Comerica's Strategic Partners for the Business HQ program.
- After submission of a reservation request, Business HQ Spaces users must sign a Program Enrollment Agreement and provide any other requested information, as requested.
  - Per the terms of the Program Enrollment Agreement, users assume full responsibility (including financial responsibility for any damage to Comerica property).
  - Users may be required to maintain insurance as detailed in the Program Enrollment Agreement and produce a copy of liability, if requested.
- Business HQ users are guests in Comerica's facilities and agree:
  - To respect all Comerica employees and guests;
  - To leave all facilities clean and clear of waste;
  - To report technology issues in a timely manner; and
  - To abide by the terms of the Program Enrollment Agreement.
- Reservations for any Business HQ spaces require, at a minimum, the following advance notice:
  - Common Space – 24 hours
  - Community Spaces – 14 business days
  - Conference Rooms & Private Space - 24 hours
- Use of Business HQ spaces may be taxable. Comerica will provide users with an annual usage statement, as needed. Comerica makes no representation regarding treatment of use of Business HQ spaces for federal or state income taxation. Users should consult with their own legal, accounting, or other advisors. Community Spaces can be used by Comerica Small Business customers and 501(c)3 non-profits.

### **Community Space Reservations:**

- Community Space reservations should be made at least 14 business days in advance. If this is not possible, Comerica will endeavor to accommodate requests if possible.
- Comerica staff will review each request for the Community Space usage and reply within 48 hours.

- All Community Space reservations will be reviewed and approved by Comerica. Comerica will endeavor to accommodate requests for use of Community Space after regular banking center hours but reserves the right to deny request for after-hours usage.

#### **Availability:**

- Reservations are on a first come, first-serve basis and are subject to maximum occupancy limits at each location.
- For each reservation, occupancy shall not to exceed the number of seats indicated in the reservation, unless Comerica gives prior consent. If a user exceeds the number of permitted occupants, Comerica reserves the right to immediately terminate the reservation and ask the user to leave.
- Reservations will be available by the hour during certain business hours as indicated in the online scheduling system. Hours may vary by location and are subject to change.
- Reservations will begin 30 minutes after a location opens and will end 30 minutes before a location closes.
- Comerica reserves the right to limit access to the Business HQ or the online scheduling system at any time.

#### **Technology:**

- Comerica will provide access to Wi-Fi, monitors and/or digital screens (equipment varies by type of reservation) as a courtesy to users. No other technology services or equipment will be provided.
- Users will need to have their own laptop or iPad to pair with the monitors and/or digital screens supplied by Comerica.
- Users will need to host meetings with their own video conferencing platform.
- Per the Program Enrollment Agreement, access to Wi-Fi and equipment is provided on a first come, first-serve basis and Comerica makes no representations as to the availability or operational standards of the Wi-Fi or equipment.
- Per the Program Enrollment Agreement, Comerica reserves the right at all times to modify the W-Fi or equipment specifications, credentials, access codes or other security information at a cadence that works within Comerica's operational standards.

#### **Privacy & Liability**

- Per the Program Enrollment Agreement, while Comerica has internet security protocols in place, Comerica makes no representation and cannot guarantee the level of security of any information or data on Comerica's Wi-Fi. Users are responsible for adopting whatever security measures the user deems appropriate for user's business.
- Users acknowledge and accept Comerica's Online Privacy Practices and Privacy Notice (available [here](#)), which are subject to change from time to time.
- Users agree to respect the privacy of other users.
- Users agree that they have no expectation of privacy or security with respect to communications of any type or materials viewed in the building, including without limitation, any Private Space. Comerica makes no representation or warranty that any office space provides privacy or security and shall have no obligation to provide privacy or security with respect to any office space. The term "**Private Space**" means space not shared with other members.