ROOM OPERATING PROCEDURES

The following guidelines outline how Community Groups and Non-Profits are invited to use the Compass Room at Commonwealth Pier. Our goal is to create a welcoming, safe, and well-managed space for all users. By reserving and using the Compass Room, organizations agree to follow these operating procedures to help ensure a positive experience for everyone.

For the purposes of this document, Community Groups and Non-Profits are referred to as **"Organizations."**

Reservation Process

Step 1: Complete the Compass Room Inquiry Form at www.commonwealthpier.com

Step 2: A member of the Commonwealth Pier team will follow up via email to schedule a conversation about your event details.

Step 3: If the event is approved, a contract link will be sent to the organization's designated point of contact for signature. This contract includes the operating procedures outlined below.

Step 4: Once the contract is signed, the reservation will be confirmed and any required supplemental documentation will be collected through the platform.

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1. OVERVIEW

a. The Compass Room is available to approved organizations for meetings and gatherings that are educational, philanthropic, cultural, or civic in nature.

- Events may be open to private or public attendees.
- All events must be free of charge.
- Fundraising and political activities are not permitted.
- The Compass Room has a maximum capacity of 50 attendees (see floor plans for details).

b. Ethical Standards
Commonwealth Pier is committed to maintaining a welcoming and inclusive environment. The Compass Room does not discriminate on the basis of race, color, religion, sex, age, national origin, veteran status, or disability.

2. RESERVING THE COMPASS ROOM

a. The Compass Room is available by reservation on a first-come, first-served basis. To ensure proper preparation, unscheduled use of the space is not permitted.

b. Organizations are encouraged to submit reservation requests at least four (4) weeks in advance of their desired event date via the Compass Room Inquiry Form.

c. Reservations may be scheduled between 6:00 AM and 10:00 PM.

- Reservation times should include all setup, breakdown, and cleanup activities. We recommend including adequate buffer time, as other events may be scheduled before or after yours.

d. To allow access for as many organizations as possible, each organization may reserve the Compass Room up to two (2) times per month. Requests for more frequent use may be reviewed on a case-by-case basis.

e. Organizations may use the Compass Room only during the date and time confirmed in their reservation.

f. At this time, same-day extensions are not available.

g. Please note that there is no onsite storage. Items may be brought into the space beginning at the start of your reservation time.

3. CANCELLATION POLICY

If you need to cancel your reservation, we kindly ask that you notify us at least 72 hours in advance by emailing Caroline.mowatt@jll.com with the relevant details.

4. DAMAGES & LIABILITY

a. Organizations are responsible for any damage to the Compass Room or its contents resulting from their event, including actions by staff, vendors, or guests. Charges may apply for special cleaning, repairs, or maintenance.

b. Organizations are also responsible for any loss or damage to Compass Room equipment during their reservation period. To the fullest extent permitted by law, organizations shall indemnify, exonerate and hold harmless and any additional insureds identified by Commonwealth Pier (the "Insured Parties") and all affiliates and beneficiaries thereof, from all losses, liability and expense, including without limitation attorney's fees, arising out of or resulting from or related to or alleged to have arisen out of or to have resulted from or to be related to the use of the Compass Room hereunder.

c. Commonwealth Pier cannot assume responsibility for lost, stolen, or damaged personal items, or for personal injuries that may occur during an event. All materials brought into the space should be removed promptly at the conclusion of the event.

d. We ask all organizations to be mindful of other users and tenants by maintaining reasonable noise levels and following staff guidance. Failure to do so may result in the event being ended early.

e. In rare instances of repeated or serious misuse, future booking privileges may be affected.

5. USE OF THE COMPASS ROOM

a. Each event must have a designated host onsite for the entire event, including setup and cleanup. This individual will serve as the primary point of contact.

b. Property management will conduct brief walkthroughs before and after the event with the host to ensure the room is properly prepared and restored.

c. Use of the Compass Room does not include outdoor spaces. Please refer to the site map for designated areas.

d. Organizations must designate a point person to greet and check in guests.

e. A list of all vendors (such as caterers, rental providers, or musicians) should be provided in advance.

- All vendors are required to carry appropriate insurance. Please contact Management Office for Certificate of Insurance (COI) details.
- Deliveries should be coordinated through the loading dock for loading & unloading only.
- Organizations are responsible for ensuring vendor compliance with these guidelines.
- A list of preferred vendors is available upon request.

f. Food and non-alcoholic beverages are welcome in the Compass Room.

- Cooking and open flames are not permitted.
- Alcohol is not permitted.
- Catering plans should be reviewed in advance with the Management Office.

g. Please help us keep the space tidy by disposing of trash and recycling properly. If additional support is needed, contact the Management Office or, after hours, the security desk or concierge.

h. Furniture and equipment should remain in their designated locations unless prior arrangements have been approved.

i. Guidelines related to the use of organization names or photos will be provided separately.

j. All signage and décor plans should be reviewed and approved by the Management Office at least two weeks prior to the event.

- No items may be affixed to walls or surfaces.
- Confetti, glitter, loose materials, helium balloons, candles, open flames, smoking, and vaping are not permitted.
- Wayfinding signage in public areas is not allowed.

6. ACCESSING THE COMPASS ROOM

a. On the day of the event, organizations should check in with the concierge at the East Lobby 15 minutes prior to the event. Security will assist with room access.

b. Help Contacts:

- **Commonwealth Pier Security**
  Business Hours: 24/7
  Phone: (781) 445-0634
  Email: 320ShiftManagers@fmr.com

- **Commonwealth Pier Concierge**
  Business Hours: 10am–6pm EST
  Phone: (857) 262-3883
  Email: commpier.concierge@jll.com

7. FEES

To help support ongoing operations and ensure responsible use of the Compass Room, organizations are asked to provide a credit card on file. A **$250 contingent security deposit** may apply in the following situations:

- Less than 72-hour cancellation or no-show
- Damage to the space or need for excessive cleaning

To finalize your reservation, a signed copy of these operating procedures must be on file with the Management Office. Please note that the operating procedures may be updated periodically. By signing below, you acknowledge your understanding and agreement.