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**WELCOME TO COOKING BLOCK:**

You will find included a number of documents in this packet. Please read them carefully and take notes. Now is an excellent time to get clarification on matters and ask any questions.

To start operating from Cooking Block we will need the following:

 Security Deposit Check: $500.00.

(Payment link will be sent to your e-mail, kindly pay right away)

 Proof of Liability Insurance

(Send certificate to [info@CookingBlock.com](mailto:info@CookingBlock.com))

 Signed Commercial Kitchen Agreement

(Sign today and leave with CB Staff)

 Complete Client Profile and Policy Acknowledgement Form  
 (Sign, fill out and leave with CB staff)

 Create WhatsApp Account  
Send your active WhatsApp number to [info@cookingblock.com](mailto:john@cookingblock.com) a welcome message will be then sent.

**COMMUNICATION PROTOCOLS:**

**Urgent Facility Issues:**

Communicate through WhatsApp. All clients should use WhatsApp as the primary communication method for facility issues, especially urgent ones. This is the application we use internally to resolve matters quickly. Once downloaded e-mail [info@cookingblock.com](mailto:info@cookingblock.com) to let us know your WhatsApp number and we will contact you on that number.

**Non-Urgent Issues:**

If the matter is not urgent, feel free to send e-mail.

* E-mail: [info@cookingblock.com](mailto:info@cookingblock.com)

**CLIENT PROFILE INFORMATION:**

Name of Client: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Name of Client’s Business: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

E-mail address for invoices: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Phone Number: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

WhatsApp Number: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**STORAGE POLICY:**

Note: Storage rates are per month. Billing is generated at the end of each month. If you want to increase, decrease, or cancel and storage arrangement, written notice must be received BEFORE the calendar month starts or you will be charged for that month.

DRY STORAGE:

All clients receive a base amount of 2 metro shelves as complimentary dry storage (40+ hours/month clients may receive a full rack). Rates are $50.00/month to upgrade to a full metro rack and $50.00/month for each additional metro rack of space.

**Do you need additional dry storage?** If so, please stipulate the amount requested below.

Additional dry storage requested: \_\_\_\_\_\_\_\_\_\_\_

COLD STORAGE:

All clients must pay for cold storage. Rates are $150.00/month per metro rack, $100.00/month ½ metro, and $75.00/month for speed rack. Cold storage can also be purchased for 24-hour period through website, If you do that, kindly give us a heads up on WhatsApp in time to prepare.

**Do you need additional cold storage?** If so, please stipulate the amount requested below.

Additional cold storage requested: \_\_\_\_\_\_\_\_\_\_\_

**For Staff Use Only**

**Security Code: \_**

**Dry Storage Location: \_**

**ACKNOWLEDGMENT FORM:**

**SECURITY DEPOSIT:**

I understand that the security deposit is refundable as long as nothing is broken, lost or damaged by anyone in my organization. I understand that the security deposit will be applied to any unpaid balances before being returned. This includes any monthly minimum deficits that exist within the month client gives written notice of termination of contract or is terminated by Cooking Block, LLC.

 \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ (sign)

**MONTHLY MINIMUM POLICY:**

I understand that Cooking Block has a very strict monthly minimum policy. Each month all clients are required to rent a minimum of $250.00. At the end of each month an audit is taken. If client did not rent $250.00 worth of kitchen time, an invoice will be automatically created for the deficit amount. This must be paid promptly upon receipt of invoice. Invoices will be sent to the e-mail address above.

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**COLD STORAGE POLICY:**

Cold storage pricing is enclosed. I understand that cold storage is for paying clients only. I understand that billing for cold storage will be at the end of each month. Any changes to cold storage must be sent to CB in writing to info@cookingblock.com prior to the start of a calendar month otherwise you will be billed for the entire month. No arrangement for prorating is available. I acknowledge that nothing should be stored anywhere in the facility other than assigned space. I understand that it is a serious violation to use or borrow anything from another client without their explicit permission and doing so will quickly lead to termination. All items in cold storage must be kept well-organized, properly labeled, and expired or spoiled items must be disposed of promptly. Cooking Block reserves the right to dispose of any items that are spoiled, expired, stored improperly at our discretion. Items must be properly stored and sealed in accordance with DOH regulations.

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**DRY STORAGE POLICY:**

Cooking Block provides up to 2 shelves complementary. I understand that any additional dry storage must be requested and pricing will be commensurate with your booking hours. If billing for additional dry storage is agreed upon, it will be billed at the end of the month just as cold storage is done. I acknowledge that nothing should be stored anywhere in the facility other than assigned space. I understand that it is a serious violation to use or borrow anything from another client without their explicit permission and doing so will quickly lead to termination.

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**SECURITY PROTOCOLS:**

I understand that access to the facility is a privilege that can be revoked. Clients with outstanding balances not paid promptly will have their security access revoked until payment is made in full. Giving your security code to anyone else is a violation that is grounds for termination. You must inform Cooking Block of the names and contact numbers of any staff members that require a security code. **You must inform Cooking Block immediately if any staff member given a code leaves your organization or if you have any reason to believe that your code has been compromised.**

I understand that Cooking Block’s facilities are monitored by video surveillance 24/7 and that certain areas of the facility are armed with alarm and armed response. Should you enter an unauthorized area, and an alarm goes off you will be held liable for an alarm response fee of $195.00 per alarm.

 \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ (sign)

**ENERGY AND ENVIRONMENTAL POLICY:**

You are not being charged for utilities, chemicals, and other incidentals. However, should you be found using facility resources irresponsibly a fee will be charged. This includes leaving the walk-in door open, leaving the rear door open, improper use of the dish washing facilities, tampering with thermostats, leaving cookline equipment and hood vents on etc.

It is a serious violation to dispose of grease into the sink or toilet. A receptacle is available for this purpose.

Energy wastage fees start at $35.00

Improper grease disposal fee starts at $150.00

 \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ (sign)

**RENTAL POLICY:**

* Kitchen time cannot be booked until you are given a security code.
* All kitchen time must be reserved and paid for through the website: [www.cookingblock.com](http://www.cookingblock.com/)
* Simply select your kitchen, block out your time, pay. Note that once you book, that kitchen is instantly unavailable for any other client. Therefore, once booked kitchen time is nonrefundable.
* Kitchen rental is first come first serve therefore if your degree of flexibility is low you must book further in advance or risk the kitchen being unavailable.
* **You must allow sufficient time during your booking hours for thorough cleaning.**  All cleaning and dish washing as well as staging, packaging, cooking, heating, warming or any business activity requires a booking.
* Going overtime is very poor form. If you perceive that you my go overtime including cleaning time, you must book more time immediately. Note that this may not be possible as clients may book at any time the time slot immediately following yours. Avoid this situation at all costs. Should it occur, send a message via WhatsApp immediately.

 \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ (sign)

**CLEANING POLICY: (SEE SUPPLIED CHECK LIST)**

**Acknowledge you have read the Rental Period Cleaning Protocol Checklist and are in agreement.**

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**ORIENTATION:**

Clients must have an orientation of the facility to become familiar with security access, equipment, supplies, dry and cold storage, energy policies etc.

**KITCHEN RENTAL INSTRUCTIONS:**

To reserve kitchen time, go to [www.cookingblock.com/book](http://www.cookingblock.com/book)

Select either Kitchen A or Kitchen B. (Kitchen A is closest to the door)

Select your hours and check out.

Please note that once you book time it is locked and becomes unavailable for anyone else. Therefore, once booked you are committed to that time slot. If there is a need to change hours, you can contact Cooking Block and we may change for you at our discretion. Note that the longer you wait the less likely any modifications will be allowed.

**SUMMARY:**

Cooking Block is a very busy place. Clients work at all hours of the day and night. It is imperative that the facility remain well-organized and clean. Department of Health Inspections occur at any time. Violations of health code can result in the closure of the facility. Therefore, all clients must feel a sense of community and look out for one another.

If you see an issue developing, send a WhatsApp message immediately. Do not wait for small matters to become large ones.

Show respect for the facility and one another. We wish you all the success in your business and will be supporting you all the way.

Sincerely,

John Shrader, President

Cooking Block, LLC