

## Service Times

Opening hours: 7:00 am – 11:00 pm

Operating hours: 9:00 am – 6:00 pm

Closed on Chinese statutory holidays, Saturdays and Sundays.

A prior written application is required if you need to use our space at other times (one day in advance for working day use and three days in advance for use on national holidays)

## Facilities

Internet access:

Wi-Fi: Dowell; Password: wedowell;

Username and password to be verified online: mobile phone number entered at the time of registration for either ;

Printing and photocopying:

please refer to the instruction manual for more details.

Reading corner:

various books are available at any time on the shelf.

Coffee and tea:

coffee and tea are freely available.

Mugs:

Mugs are all strictly sterilised for your safe use. Please do not take them away from Dowell Space.

Water dispenser:

hot water and warm water are available. Be care-ful when you are taking hot water from the dispenser.

Refrigerator:

our refrigerator is available for you to temporarily store foods and will be emptied and thoroughly sterilised on Fridays after 6:00 pm.

Microwave oven:

our microwave oven is available for you to heat up food. Please remove your food from the microwave immediately after every use; for the convenience of our other members, please wipe up the spilt foods as soon as they occur.

Cleaning:

our cleaner will be in your office space to take out the garbage once daily (4:00 pm – 6:00 pm); s/he will clean the entire office area including desks on Saturdays. Please make sure that your valuables and important documents are properly taken care of. If you do not need complete cleaning, please put a sign (available at the front desk) on the desk.

Take-away:

the front desk will not take delivered takeaways for you. Please go to the hall to meet the deliveryman in person.

Packages:

please contact your courier to collect packages in the hall.

Lockers:

you may go to the front desk to complete rental procedures if you need additional storage room.

Shower and laundry:

you need to make a reservation and will be charged for the services. Please contact the Management Office.

Lifts: please follow the passenger lift safety rules. Unauthorised use of the freight lift is forbidden.

## Check-in

Please bring your ID card and its photocopies with you. Dowell Space Membership Agreement with the official seal affixed must also be provided if you represent an enterprise; the specific location of the desks will be confirmed in writing upon check-in.

## Check-out

Check-out procedures: please complete check-out procedures and move by 6:00 pm on the end date of the lease if you need to end the service. Do not leave your belongings behind.

## Space Management

Office space:

any extra piece of furniture or high-power electrical appliance is not permitted in Dowell Space without obtaining prior written consent from us.

Shared areas:

the areas outside of your office space are shared. Please do not occupy those areas for an extended period of time. Please do not speak loudly, sleep or display any promotional material there.

Phone booth:

it is used only for making and receiving phone calls. Please close the door after you.

Meeting room:

you must book the room before use. Please do not leave your belongings behind after the meeting and restore the meeting room to its original state (see Dowell Platform\* for fees and charges).

Dining area:

a particular area is provided for you to have meals in. Please clean up your table after meal for the convenience of our other members.

Toilet:

please keep the toilet clean, save toilet paper and put rubbish into the wastebasket.

## Safety Measures

Surveillance:

the open office spaces and shared areas (toilets excluded) are all under Dowell Space' s surveillance cameras.

Keys and door access cards:

having the key or card duplicated is not permitted. Reapplication to us is required: 50 yuan for a door access card and 100 yuan for a key.

Ban on smoking:

smoking is totally banned on the 4th floor

Pets:

no pets are allowed

Visitors:

all visitors must sign in upon arrival at the front desk and wear a visitor badge. They are restricted to the shared areas and the office space of the member they are visiting; the member will be charged a visitor rate according to the operation regulations if their stay exceeds two hours; the member must be accountable for their visitors' actions.

\*Please note that Dowell Platform is under construction and any relevant matter should be submitted to the Management Office for interpretation.



会员手册  
MEMBER MANUAL