



Your premier co-working and flex space destination in Plano, Texas.

PlanoHaven Membership House Rules

For the safety and enjoyment of all members of our community, everyone using our spaces, including members and guests, must act respectfully and use the space in a manner consistent with typical commercial office building usage. Any activity or behavior that is disruptive, dangerous, or illegal is strictly prohibited.

Phone Booth Usage

Members are asked to limit their use of phone booths to 1 hour at a time.

Guest Registration

All guests must be registered with PlanoHaven through our app or website. Guests are required to check in at the front desk, and you will be notified of their arrival. Guests will not be allowed on your floor until you have been properly notified. Guests may be required to show a valid, government-issued photo ID and/or complete additional steps according to our policies.



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Accompaniment and Responsibility

Guests must be accompanied by a PlanoHaven member at all times, especially if they are under the age of majority. Guests are not permitted to use common spaces outside of the meeting room booking period. Members are responsible for their guests while they are in the PlanoHaven space. PlanoHaven reserves the right to restrict guest access if their presence or use of the space violates these House Rules or the terms of the membership agreement.

Delivery Personnel and Couriers

For the safety of all members, delivery personnel and couriers are not permitted beyond the front desk in the PlanoHaven space.

PlanoHaven Membership and Usage Policies

Your PlanoHaven membership and Mobile Access are non-transferable and are intended solely for the person to whom they are allocated in your membership agreement. They are not intended for use by other parties.



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You are not permitted to make copies of any keys, keycards, or other means of entry to any PlanoHaven space, nor to lend, share, or transfer any keys or keycards to any third party, unless authorized by us in advance.

Do not allow others to access keycard-restricted areas without swiping their own keycards. If someone follows you into a PlanoHaven space without swiping their keycard, request that they check in with the PlanoHaven Community desk.

Weapons of any kind, as well as any offensive, dangerous, hazardous, inflammable, or explosive materials, are strictly prohibited in any PlanoHaven space.

Mail and Package Receipt

For members who have mail and package services as part of their membership, mail and packages can be picked up at the PlanoHaven Community Desk. We will notify you of the receipt of packages but will not send notifications for regular mail. Packages must be collected within 30 days of receipt, and letter mail within 60 days of receipt.



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After this period, PlanoHaven reserves the right to return items to the sender at your expense, charge a storage fee, or dispose of the items. If you are expecting exceptionally large or valuable deliveries, please inform the Community Team so that we may arrange appropriate receipt and storage. PlanoHaven will not forward mail or packages for any members unless expressly included in your membership agreement.

PlanoHaven Discrimination and Harassment Policy

Discrimination and harassment will not be tolerated. Specifically, PlanoHaven prohibits discrimination and/or harassment against any individual on our Premises, including PlanoHaven personnel, members, vendors, and guests, based on gender, sexual orientation, marital or civil status, pregnancy (or pregnancy-related conditions), gender identity or expression, transgender status or gender reassignment, race, color, national origin or ancestry, citizenship, religion or religious beliefs, age, physical or mental disability, genetic information (including genetic testing and characteristics), military or veteran status, or any other grounds or characteristic protected under the law. PlanoHaven also prohibits discrimination and/or harassment against any individual at PlanoHaven-sponsored functions.



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PlanoHaven takes any violations of this discrimination and harassment policy seriously and encourages reporting of any violations. To report a violation, please contact our property [Community Manager](#). If any member, vendor, or guest is found to have violated this discrimination and harassment policy, PlanoHaven will take appropriate remedial action to address the conduct, up to and including prohibiting the member, vendor, or guest from admission to any PlanoHaven Premises or immediately removing the offending member, vendor, or guest from the Premises.

[Alcohol Consumption](#)

Alcohol consumption is not permitted on PlanoHaven premises. We kindly ask that you ensure this rule is followed by all members and guests.



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Pet Policy

At PlanoHaven, we love pets and understand the joy they bring. However, to ensure the comfort and safety of all our members, guests, and staff, we kindly ask that pets remain at home where they are most comfortable.

Certified Service Animals are welcome, provided they meet all necessary regulations and certification requirements.

We appreciate your understanding and cooperation in helping us maintain a safe and pleasant environment for everyone.

House Rules

Network and Device Security

For anyone using PlanoHaven's wireless internet and/or the PlanoHaven Member Network, all computers, tablets, mobile devices, and other electronic equipment must:

1. Be kept up to date with the latest software updates provided by the software vendor.
2. Be free of any malware, viruses, spyware, worms, Trojans, or other malicious software designed to perform hostile and/or intrusive operations.



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We reserve the right to remove any device from our networks that poses a threat to our systems or users until the threat is resolved.

Equipment Usage

Without prior approval, members may not operate any equipment in our space that has a higher heat output or electrical consumption than typical office equipment or places excessive strain on our electrical, IT, HVAC, or structural systems.

Video Surveillance

For security reasons, we may regularly record certain areas in our spaces via video surveillance at our discretion.

Temporary Use Items

For any items provided to you by the PlanoHaven community team for temporary use, you will be responsible for replacement fees should any such property be lost, stolen, or damaged.

Applicability

These House Rules apply to all members, guests, invitees, and others in our PlanoHaven spaces, unless otherwise specifically stated in your membership agreement.