

Google Community Space Guidelines

The Community Space is temporarily located at
Hills Plaza, 2 Harrison St, San Francisco, CA 94105

Note that our hours of operation, capacity and insurance details have changed (August 2025)

Are you a member?

An organization must apply for membership and be accepted before requesting an event space. To qualify for membership organizations must be registered 501(c)(3)s in good standing that is furthering the mission of Google.org, or be a local city and county government department, and located in the Bay Area. The Bay Area includes the following counties: Alameda County, Contra Costa County, Marin County, Napa County, San Francisco county, San Mateo County, Santa Clara County, Solano County and Sonoma County.

Ensure Your Event is a Success!

To help you be well-informed and prepared for your event, and to ensure all policies are followed, we have provided guidelines and other important documents on your member account and in the FAQ section of our website. Please take the following steps:

- Review all shared documents.
- If this is your first event in the space, schedule a virtual or in-person tour with our team.

Insurance - Certificate of Insurance (COI):

A compliant COI is required in advance and must remain up-to-date as specified in the Google Community Space Terms of Use. Events cannot be hosted without a valid and approved COI.

- You can find the COI Sample on your member portal and the membership application.
- If your COI was approved *before* August 2025, please update it to match the requirements for our new space.

Space Usage

Operational Hours: Monday through Friday, between 9:00 AM and 5:00 PM

To ensure safety and compliance, the maximum capacity of the venue (48) cannot be exceeded.

AV/Tech Support: Our space is designed for DIY (Do-It-Yourself) use, and on-demand technical support is not available. For information on system capabilities, refer to our User Guide, Tech Guide (located in the “Guides” tab, accessible once you login), and Website (<https://communityspace.withgoogle.com/>).

Laptops: You may use your own laptop or request one of our Chromebooks. If you wish to use our devices, please request them at the time of your reservation or up to three business days in advance.

Furniture Setup: We offer a variety of layout options that you can select while requesting your reservation, and adjustments can be requested up to 48 hours before your event. Our team will do their best to set up the space for you, you are welcome to make last-minute adjustments by moving chairs and tables to suit your needs, in that case please reset the room to its original layout before leaving.

External Equipment:

- Prohibited Items: Heating devices, fog machines, dry ice foggers, or any other associated machinery are strictly prohibited.

- Audio Systems: No additional sound systems can be added to the existing audio and AV system.
 - Other Equipment: If you wish to bring any other type of equipment or device, you must contact us and submit a request for approval in advance.
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Booking

Cancellations: If you need to cancel your event, please do it at least 5 business days before your reservation.

Equitable Access: Event bookings open 90 days in advance and are confirmed on a first-come, first-served basis. Each organization is allocated one event space per quarter (every three months).

Verified Google/Google.org grant recipients are given priority access. Please inquire if you have questions about how this applies to your organization.

Registration, Check-in and Access to the building

While event hosts manage their own guest lists, events cannot be open to the public as you must register each guest.

Guest List Requirements: You must have a method to receive RSVPs and will need to share the full name and email address of all guests (18 years or older), including your team members.

- **Government Officials:** If one or more government officials are included in your guest list, please notify us with a confirmed guest list (including role, email, full name) up to five days in advance of your event. Please specify if they are elected or unelected officials.
- **Media presence:** If your event will count with any media presence please notify us in advance while booking your event. You will be required to send a confirmed list up to five days in advance of your event.

Submission Deadline: Guest lists must be uploaded to the booking platform up to three business days before your event. Failure to provide a guest list may result in booking cancellation. Walk-in or same day registrations are not permitted.

Check-in & Access

The event host is required to be present for the entire duration of the event. They must arrive before the guests to complete the pre-event check-in and then be stationed at the check-in table inside the space to assist with guest arrivals. We strongly recommend that you assign a member of your team or organization to assist you on the day of the event.

- **Guest Identification:** Formal guest badges are not required, but you must have a way to identify your guests in the space (after their identity is checked at check in). If you do not have your own name badges, please pick up identification stickers from the check-in table at the entrance and distribute them to your guests - everyone should wear them for the duration of the event.

Food & Beverages

Organizations are welcome to bring in food and non-alcoholic drinks. If an external caterer will be coming onsite, the caterer's certificate of insurance must be submitted for review and approved. Catering can also be purchased from Google's internal catering provider.

- **The space is not equipped with a kitchen**, and heating equipment is not allowed.
- If an external caterer is providing alcohol, they must also possess a valid liquor license.
- Hiring Google Catering: You can select this option when requesting your booking or by contacting us once your event is confirmed. A catering manager will guide you through available options. Payment must be finalized one week prior to the event, and changes or cancellations require at least three business days' notice.

General Conduct & Policies

Signage - We kindly ask that you do not place any signage outside of the building. Please refrain from hanging anything or using any type of adhesive on any interior walls.

Photography & Videography - Filming in the Space is allowed as long as there is no representation of your event being Google-endorsed, or as being sponsored by Google. You are responsible for securing all other legal rights and permissions related to the shoot. Please keep in mind that your photos and videos may not include other groups in the space unless you've explicitly received their permission. Avoid displaying the Google sign or logo in your shot unless you have written permission to use Google's brand.

Sustainability - As an environmentally-conscious company, we ask that you support our efforts. Please sort your and your guests' waste carefully into the appropriate receptacles: compost, recycling, and landfill.

Animal Policy - Pets and other animals are not permitted in the space. Appropriate exceptions for service animals are allowed to provide accessibility for people with disabilities.

Storage and Leaving Property Unattended - Google does not assume liability for any personal property or equipment of guests or invitees lost, stolen, or damaged in or around the facilities. Google is not responsible for property, equipment, or materials not removed from the premises at the conclusion of the event. Please do not store property in Google's Community Space overnight or when you are not present.

Parking and Transportation - There is no car or bike parking on the premises. We are conveniently located near multiple Muni lines and a few blocks from the Embarcadero station. Public parking lots are available nearby at your own expense.

Professional Conduct - Hosts are responsible for the conduct of their guests. If any guests act disorderly, unruly, or in a manner not befitting a professional environment, Google will inform the host. If necessary, Google reserves the right to have these guest(s) escorted from the premises.

Noise Considerations/Acceptable Uses - When setting the volume for your presentations and performing any activity, we ask you to be mindful of other members and Community Space staff.

Internet Access - Free Wi-Fi is available. Network and password information can be found on a sign in the space or by asking our staff. If your organization uses a VPN, please be aware there may be limited access on this network.

Follow the "campsite rule" by leaving spaces better than you found them to ensure a comfortable and productive environment for all. This includes clearing trash and returning any moved items or furniture to their original place before you leave.

We are looking forward to hosting your events!

If you have any additional questions, please reach out to communityspace@google.com.