

# Google Community Space Guidelines

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The Community Space is temporarily located at **Hills Plaza** (while the official address is 2 Harrison st, we suggest using “355 Spear st” for navigation systems).

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

Your 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. Keep in mind, we receive a large number of applications and may be unable to accept every organization.

## Before Your Event

- **Be Prepared:** Ensure you are well-informed and ready for your event. We encourage you to review our website, the latest version of user guides (available once you login), and your calendar invitation (sent after your request is confirmed).
  - **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.** Failure to comply will result in booking cancellation.  
Plan ahead! Once a COI is submitted it may take **up to 5 business days** for it to be reviewed.  
See the **COI Sample** available on our booking platform to ensure you have the accurate details to arrange your COI or any adjustment needed.
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## Space Usage

### Working Hours:

The event spaces are available **Monday through Friday, between 9:00 AM and 5:00 PM.**

The event host/ day-of point of contact must arrive before their guests.

Include the set-up and pre-event check in time (15-30 minutes) and any possible reset time within your reservation time. All guests must exit the space by **5:00pm**.

- **Space Capacity:** To ensure safety and compliance, the maximum capacity of the space cannot be exceeded.
  - **Workshop Space:** Accommodates up to 14 people.
  - **Main Space:** Maximum capacity ranges from 34 to 48 people, depending on other concurrent bookings.

- **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/>). Instructions are also available in the space.
  - **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 & Access

- **Cancellations:** If you need to cancel your event, please do it at least 7 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).
  - **Priority Access:** verified Google/Google.org grant recipients are given priority access. Please inquire if you have questions about how this applies to your organization.
- **Registration:** While event hosts manage their own guest lists, events **cannot be open to the public, 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.
  - **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.
- **Building access, check in and guest identification**
  - The event host must be stationed at the **check in** table inside the space to assist with guest's check in. **And remain in the event space for the duration 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.

- **Accessing the space:** The doors remain closed, anybody exiting the space must communicate with the host (or an assigned member of the organization) for reentry. The entrance door can not be propped open under any circumstances.

**We highly suggest you to assign someone from your team/organization to assist you on the day of the event.**

- **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 (including email and full name of the media representative, name of the media outlet and the reason for them being present ) **up to five days in advance** of your event.
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## Food & Beverages

- **Food in the Space:** The space **is not** equipped with a kitchen, and heating equipment is not allowed.
- **Hiring Google Catering:** You can select this option when requesting your event space or by contacting us once your event is confirmed. You will be connected with a catering manager who 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.
- **Bringing Your Own Food:** You are welcome to bring in non-catered outside food. Please provide your own cutlery and dispose of all trash properly.

**Alcohol is not permitted.**

- **Deliveries:** If food is delivered, you must meet the delivery person outside the space and bring it in yourself.
  - **External Caterers:** If you choose to use an external caterer, they must provide their own compliant COI (meeting the same requirements as specified in the Insurance section). If an external caterer provides alcohol, they must also possess a valid liquor license.
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## 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.
- **Campsite Rule:** 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.
- **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. **Do not store property in Google's Community Space overnight or when you are not present.**
- **Mailing and Printing:** We do not receive mail or packages. There is no printer available in the space.
- **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.

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**We are looking forward to hosting your events!**

## **Questions**

If you have any additional questions, please check our **FAQs section** on our website

<https://communityspace.withgoogle.com/>

or reach out to [communityspace@google.com](mailto:communityspace@google.com).