



The Cooking Room: Policies and Procedures Manual

This manual is intended to provide The Cooking Room Kitchen Clients with information regarding our policies and procedures. Kitchen Clients are responsible for all content and expected to adhere to the guidelines within.

What We Provide

The Cooking Room (TCR) agrees to provide Kitchen Client access to and use of the kitchen facilities at 44 Bertram Street, Mortlake NSW 2137. Facilities and services provided shall include, but not be limited to: use of stoves, sinks, refrigerators, freezers, counters, individual storage areas, and such other services as described in the Commercial Kitchen Rate Schedule addendum which is attached, marked as Attachment #1, and herein incorporated by reference; kitchen heating, cooling and lights; general janitorial and pest control service; solid waste disposal.

Requirements for Kitchen Use

Before reserving kitchen time with TCR, as well as during any use of our facilities, Kitchen Clients must:

1. Provide a copy of any relevant Food Authority qualifications for our files. Bear in mind that it is the Kitchen Users responsibility to comply with NSW Food Authority requirements relevant to their business operations;
2. Provide proof of a minimum \$1,000,000 liability insurance with TCR listed as additional insured, and maintain such policy for the duration of any kitchen use;
3. Sign an Acknowledgement of Receipt of TCR Policies and Procedures Manual.

Should a Kitchen Client need to make changes in insurance policy

coverage then the user must notify TCR in writing ten (10) days in advance of such contemplated cancellation or modification. It is the obligation of the Kitchen Client to provide the required insurance. TCR shall have the right to terminate the Kitchen Client Agreement upon failure to provide such insurance after five (5) days written notice has been given to the Kitchen Client concerning such failure.

Requirements 1 and 2 shall be waived for users renting the kitchen for personal (non-commercial) use and non-profit organizations, when they can provide proof of non-profit status.

Fees

Security Deposit

For all repeat Kitchen Clients a \$350 security deposit is required prior to first use of the kitchen. (A \$500 service retainer is required for personal users and one-time users.) This Security Deposit is to guarantee the return of the premises to TCR in the same or better condition as when accepted by the Kitchen Client, reasonable wear excepted, and to satisfy any obligations of the Kitchen Client unfulfilled at the termination of the Kitchen Client Agreement, as specified herein. This fee will be earmarked for cleaning the facility if the Kitchen Client fails to do so. A portion of this fee will also cover the cost of repairs resulting from any damage to equipment caused by the Kitchen Client as well as the replacement of lost key(s) for access to facility. If any provision of these policies and procedures is violated, the Security Deposit is forfeited.

The security deposit, minus charges for cleaning or damage or lost keys, if any, will be returned to the Kitchen Client at the Kitchen Client's forwarding address. The Kitchen Client will return the deposit within thirty (30) days (2 weeks for personal and one-time users) after the last date of use.)

The Security Deposit may not be applied by the Kitchen Client as and for payment of any rent due. Should the Kitchen Client be responsible for damage and/or loss of value to the Premises greater than the value of the Security Deposit, the Kitchen Client hereby agrees to reimburse TCR for such loss immediately upon the presentation of a bill for said damage and/or loss.

Rental Fees

Fees for kitchen use are based on hours of usage according to the sliding fee schedule or lease agreement as outlined in the TCR Kitchen Client Agreement and Rate Schedule. TCR also charges for storage of consumables in designated areas. The rates for this storage are listed on the lease agreement as well.

Payments

For one-time and first-time users, payment is due at the time of rental and must be made with bank check or money order. For ongoing Kitchen Clients, invoices will be e-mailed on a monthly basis. Payment shall be due and payable in advance on the first day of each calendar month. Ongoing Kitchen Clients can pay bank transfer to the nominated account.

Payments by Cheque

If paying by check, the cheque must be made payable to TCR and mailed to 44 Bertram Street Mortlake 2137 or delivered to the Kitchen Manager on site. While personal checks are accepted, Kitchen Clients will be responsible for all fees and charges incurred by TCR as a result of a cheque being denied for insufficient funds. Please make sure that sufficient funds are available if cheques are used. Number of hours used should be indicated on each cheque. (e.g. Jan., 65 hours).

Scheduling

The kitchen is open from 7am to 6pm on Monday to Friday and 7am to 4pm Saturday, closed Sunday. TCR kitchen manager and staff schedule kitchen availability.

Reservations

Scheduling time to use the kitchen may be done at any time, but must be within at least 48 hours advance notice of when kitchen use is desired. Scheduling is based on a first-reserved, first-served basis.

Vacations

Once you have set kitchen hours those are your hours, and we will not give them away. If you go on vacation you must pay for those hours if you wish to keep them when you come back. If you do not care if you maintain the same hours when you return then we require one month's written notification and will release your set-times.

Cancellations

Once time has been reserved, it becomes unavailable to other Kitchen Clients. Because of this, TCR maintains a cancellation policy to ensure kitchen time does not go unused. We encourage our Kitchen Clients to carefully consider how much time is needed, and to use any overbooked hours for preparation, organization, experimentation, etc.

The following is our cancellation policy for kitchen time:

Reservations may be cancelled up to 48 hours prior to the rented time without penalty. The Kitchen Client will be free to reschedule the cancelled hours at a future time in that month as part of their used hours under their Lease Agreement.

Cancellations made less than 48 hours prior to the rented time will be billed as originally reserved.

Unused Hours

No credit will be extended to Kitchen Clients for unused hours, but TCR will assist Kitchen Clients in finding others who might be interested in occupying the kitchen during the hours unused. Kitchen reservations cannot be transferred or otherwise exchanged without prior approval from TCR.

Extra Time

TCR allows 20 minutes 'bonus time' at no charge to insure that the kitchen is cleaned to our standards. Please respect other people using the space and plan appropriately. This means booking enough time for loading and unloading, prep time and time to clean. Time used beyond that reserved will be charged to the Kitchen Client's account

Inventory, Storage and Receiving

Inventory

The equipment provided by TCR is for the use of all Kitchen Clients. Each item has been logged with the kitchen inventory, any missing items will be recorded and Kitchen Clients will be charged for the cost of replacement. Any Kitchen Client caught removing items from the kitchen will have her/his kitchen use privileges revoked.

Storage

Food should be stored in the proper manner (e.g. temperature regulated foods stored in the correct place, meats at the bottom of cooler and freezer locations) No items should be stored on the floor whatsoever. Kitchen Clients should remove any food that has spoiled or before spoilage occurs. If not, the management will remove it. Kitchen Clients will use only their designated items and must not use those stored by other Kitchen Clients. Kitchen Clients may affix their own lock to any storage compartment, which may be assigned to them upon execution of this agreement. A copy of the padlock key or combination to the lock must be provided to the management. Any Kitchen Client abusing the storage units will be asked to remove his/her items and store them elsewhere.

Dry storage

Dry storage space consisting of metal racks and is available at a first come, first served basis.

Cool room and Freezer storage

Cool room and Freezer space is not included in your rental, however space is available on a priority basis. Please ask us for details.

Storage requirements

Organize and clean your storage area(s) regularly. Keep any personal ingredients, equipment, or products clean and organized in your designated space only. All products and food items not in their original containers, or opened, must be clearly labeled with your name, current date, and

contents. Items not clearly labeled or stored may be thrown away.

We are not responsible for equipment, food, clothing, etc., left at the Kitchen.

Deliveries to the Kitchen

Kitchen Client may have deliveries made to the kitchen as long as s/he has cleared it with the Kitchen Manager and is present to help receive the items. It is required that deliveries are made during business hours. The Kitchen Client will notify the manager of the delivery and schedule an appropriate time for drop off. The Kitchen Client must be present at the specified date and time to receive and confirm the order. If the Kitchen Client is unable to be present when the order is schedule to be delivered, s/he must designate another individual to be there in her/his place. Any concerns or adjustments to handling the delivery must be made with the Kitchen Manager.

Our clients are encouraged to establish their own accounts with vendors and place orders for delivery to the Kitchen directly. Orders must abide by the following policies:

All orders must be made through your own account. Do not call in an order under the Kitchen name.

Parking

Parking is available for our clients in the parking lot during rented kitchen time. We are not responsible for any damage, theft, parking tickets, towings, etc.

Phone and Internet usage

We do not currently have a phone for Kitchen users at the kitchen location. There is a WiFi service for Kitchen users, subject to reasonable use of the service.

Equipment and Facility Usage and Cleaning

Clients using the Kitchen facilities are expected to follow all proper sanitation requirements as well as keep the kitchen in a clean and

professional state. Clients are also expected to properly clean and sanitize after their shift, and keep the kitchen ready for use by the next shift. Our kitchen may be busy at times, and it is important that the kitchen remain professional and clean for visitors, whether it's the health department, other (potential) clients, customers, service people, etc.

Anyone found violating these policies are in jeopardy of losing their Kitchen privileges. Note that any fines incurred by Kitchen as a direct result of a client or client's employee failing to abide by these policies will be charged to the client's account. All Kitchen Clients may be given a checklist upon arrival at the kitchen. This checklist will allow the Kitchen Client to note any areas found unkempt and notify the management of her/his findings. The Kitchen Client will fill out the checklist noting areas insufficiently cleaned and sanitized and return the completed sheet to the Kitchen Manager.

Dish Washing

Proper dish washing and sanitizing is important for both public health and cost containment. Clients are expected to scrape and pre-rinse in the double sink and follow the standard wash, rinse, sanitize procedure.

We have a commercial dishwasher that is available to everyone as part of our Shared Equipment. We provide the necessary cleaning detergents to be used with the dishwasher, if you are unsure how to use the machine please ask our staff for assistance.

Scrape into the trash and pre-rinse all heavily soiled dishes, including large food scraps, greasy/buttery equipment, animal products, etc. in the double sink. This will make washing easier, as well as save costs associated with overuse of soap and sanitizer due to changing dirty dishwater.

Sweeping and Mopping Floors

Clients are expected to sweep and mop the floors in all areas they use, including the sink areas and scullery. Fill the mop bucket with fresh hot water and bleach. When finished mopping, empty the mop bucket, rinse and ring the mop, and hang it above the slop sink to drip dry. Replace broom and dustbin to the storage area. Be sure to sweep under and behind tables and equipment.

Wiping Down Equipment

Wipe down all equipment used at the end of your shift. Always use a clean rag, first with soap and water, followed by sanitizer solution. Be sure to wipe down any equipment used (don't forget often overlooked items like sheet pans, mixers, food processors, the table can opener, and the inside of the microwave). For equipment that disassembles into smaller parts (i.e. the table can opener, mixers), wash, rinse, and sanitize the parts in the three-compartment sink. If the stove is heavily soiled, remove the grates and wash in dishwasher, otherwise wipe down the stove top if used.

Security

TCR commercial kitchen is equipped with individual storage areas. Kitchen Clients may affix their own lock on the storage compartment, which may be assigned to them upon execution of this agreement. A copy of the padlock key or combination to the lock must be provided to the management. Any additional security on storage arrangements shall be the Kitchen Client's sole responsibility. TCR assumes no responsibility for the security of any equipment or supplies the Kitchen Client brings for use at the Commercial Kitchen.

Inspection

TCR and its agents shall have the right to inspect the commercial kitchen premises at all times and reserves the right to enter the same whenever TCR, in its discretion, determines that it is necessary.

Products

Only products that will be used for human consumption will be deemed appropriate for manufacturing in the commercial kitchen.

Signs and Advertising

No signs or other advertising matter shall be attached or painted on the kitchen premises.

Dismissal of Facility Usage

Upon breach of contract, a Kitchen Client may be asked to leave the kitchen facility and be refused continued use of the facility. Evaluation of conditions will occur after one month and will determine if a Kitchen Client can renew her/his contract.

Changes to Our Policies

TCR reserves the right, at its sole discretion, to modify or replace any of the policies and procedures, or change, suspend, or discontinue an offering at any time by posting a notice on our website at www.thecookingroom.com.au or by sending an email. TCR will communicate to Kitchen Clients in a timely manner that these changes have been made.

TCR may also impose limits on certain offerings without notice or liability. It is the Kitchen Clients' responsibility to check the policies and procedures periodically for changes. Continued use of the facility following the posting of any changes to the policies and procedures constitutes acceptance of those changes.