



## MEMBER BENEFITS, POLICIES, AND EXPECTATIONS

### Hourly

- Access to Community Wrench Bench bike tools during our open workshop hours - **\$10/hr**
  - Some specialty tools that require extra training may have additional costs
  - 2-hr time limit if there is a waitlist
  - Anything less than one half-hour (30 mins) is \$5
  - Experienced mechanic assistance available at our regular shop rate\* - \$60/hr (\*Depending on complexity, service work may not be able to be completed immediately and will need to be entered into our service department work order queue)
- Storage of parts in a bin\* - \$1/day
- Storage of complete bicycle\* - \$3/day (\*any items not clearly marked or left over 14 days become property of Mello Velo and may be thrown out or scrapped)

### \$50/yr Individual membership

- Unlimited monthly access to Community Wrench Bench bike tools during our open workshop hours (no more than 2 hours per day)
- Exclusive access to our weekly drop-in workshop hours with dedicated experienced mechanics on hand to assist
- Free access to our advanced clinic series, topic areas include:
  - Hydraulic disc brake maintenance
  - Headset / BB maintenance
  - Intro to tubeless tires
  - Hub & bearing overhaul
  - Suspension function and tuning
  - All about cables!
  - Wheelbuilding
- Mello Velo Bicycle Shop Discounts\* (\*cannot be combined with other shop discounts cumulatively)
  - 10% off on all parts and components\* (\*excluding Shimano), and labor services
  - 40% off on Park Tool School courses
- Storage of parts in a bin\* - \$0.75/day
- Storage of complete bicycle\* - \$2/day (\*any items not clearly marked or left over 14 days become property of Mello Velo and may be thrown out or scrapped)

### \$90/yr Family membership

- Enjoy all the benefits listed above.
- This membership is for up to 3 adults or kids living in the same household. Children under the age of 15 need adult supervision at all times.
- Co-op house or large family? Please add \$10 for each additional member.

***There are certain expectations of membership and shop use regulations that apply to all customers, members, and guests. Treat others with the respect they deserve and the respect you expect yourself to receive! Failure to promote a safe and welcoming environment, meet membership expectations or follow regulations may result in suspension or termination of membership.***

1. The Community Wrench Bench is a well-equipped workstation available for members and customers to come work independently on their own bike during open workshop hours. The open workshop is not training.
2. The Community Wrench Bench must be booked in advance. Drop-in access may be granted at a first-come first-served basis if space is available. Mello Velo will make every effort to respect

reservations made. Even during normal opening hours, Mello Velo reserves the right to refuse access to members or customers.

3. Members/customers have access to a workplace with individual tools. Other tools and spare parts may be used with the agreement of Mello Velo staff. If staff notes that a tool is being misused, it may refuse further use of this tool to the member/customer. Once the member/customer's work is done, he or she must put away all tools at workstation in their designated area, and place waste in the appropriate bins. The member/customer makes sure to have finished tidying up the work area at the agreed time. The member/customer will not leave bikes or parts in the work area after he or she departs. If storage space is available, a bike or its spare parts may be left on deposit at the agreed storage rate. Any items not clearly marked or left over 14 days become property of Mello Velo and may be thrown out or scrapped.
4. Mello Velo service techs will be present to ensure good use of the work area, and to distribute spare parts as needed to the member/customer (section 5). To a limited extent, and based on the mechanic on hand's immediate work load, he or she can give advice or help complete certain repairs, at the normal billable labor rate. If a member/customer does not know how to perform a particular repair, he or she will have various bicycle repair manuals at his or her disposal, as well as wifi to consult video tutorials. If Mello Velo staff supervises the member/customer more intensively or performs the repair itself, this time will be billed at the normal labor rate. Mello Velo staff will inform the member/customer in advance and will indicate it on the record sheet (section 5).
5. Member/customers will receive a record sheet on arrival, on which he or she will note all spare parts used, the start and end time of work, as well as the possible working hours of Mello Velo staff. The bill will be settled at the end of the member/customer's work at the repair or cash desk based on the posted rates.
6. Member/customers may not operate or advertise for an official or unofficial for-profit, or not for profit, or other business out of the Mello Velo shop. Among other things, this means: using Mello Velo tools and expertise to refurbish and prepare bicycles for sale.
7. Member/customers are personally responsible for the proper use of tools. Member/customers understand the improper use of tools may cause bodily injury or harm or damage to personal property. Mello Velo may not under any circumstances be held responsible for the actions of the member/customer, nor damage to the user, nor damage to third parties. Any damage to Mello Velo tools, hardware, or parts will immediately be compensated by the member/customer.

Initials \_\_\_\_\_

### **Shop Rules:**

- 1) Sign in with a Mello Velo service tech to start your clock and get a record sheet for your workstand.
- 2) Keep track of all new and used parts you use on your tab.
- 3) Closed toed shoes must be worn at all times.
- 4) Please use only the designated Community Wrench Bench tools. Ask Mello Velo staff if you need help locating a specific tool. Specialty tools that require additional training may incur additional costs.
- 5) Please put away all tools and bins that you use, and leave the workbench cleaner than you found it

I \_\_\_\_\_ (print full name) acknowledge that my  
**Membership and privileges at the Mello Velo Community Wrench Bench is  
contingent upon fulfilling the above responsibilities and expectations.**

**Date:** \_\_\_\_\_ **Signature:** \_\_\_\_\_