



## **CLIENT HANDBOOK**

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# Leesburg Business & Technology Center Client Handbook

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## **Welcome**

Welcome to the Leesburg Business & Technology Center (LBTC). It is our objective that, as a client of the LBTC, you will attain your goals for success in establishing and growing your venture. The Incubator is here to assist you. We encourage you to take advantage of the business and technical services and support afforded to Incubator clients.

The Incubator is sponsored and managed through a joint partnership between The Lake Sumter Community College Business Assistance Center, Leesburg Chamber of Commerce, and the City of Leesburg. Additional support is provided by a number of partner organizations that provide services and assistance to Incubator clients.

The purpose of this handbook is to inform you, the client, of the policies and procedures of the LBTC, which are not delineated in the formal lease agreement. Further questions and requests for special services can be directed to Incubator personnel. This manual will be revised periodically as required.

We welcome any thoughts and ideas on how the Incubator may better serve you. We look forward to assisting you with increasing your business. Your success is our success!

Sincerely,

*The LBTC Staff*

## **LBTC Staff**

## Incubator Advisory Board

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# **CLIENT ENTRANCE PROCEDURES**

## **Admissions Process**

The Incubator admissions process consists of the following steps:

1. Submission of application package
2. Primary evaluation of application package by Incubator staff
3. Company presentation to selection committee
4. Notification of acceptance as Incubator client

## **Client Entrance Procedures**

After notification of acceptance to the Incubator program, clients should complete the following steps with assistance from the Incubator staff depending on client status – Onsite, Offsite or Virtual.

- **Onsite** clients are located in an Incubator facility.
- **Offsite** clients have their own office/laboratory space and pay a monthly fee of \$250 for access to all business development, education and networking assistance provided by the Incubator, in addition to access to Incubator conference rooms and equipment (upon request).
- **Virtual** clients are not yet ready to take residence in the Incubator for any one of a number of reasons. They pay a monthly fee of \$300 for access to all business development, education and networking assistance provided by the Incubator, in addition to access to Incubator conference rooms and equipment (upon request). Virtual clients are also provided a phone number and mailbox at the LBTC.

## **For All Clients**

- Completion of “Key/Slide Card Request” form (See Appendix)
- Completion of “New Clients Needs Assessment” form if space is required (See Appendix)
- Read and submit completed “Agreement Form” for Client Handbook
- Participation in an Orientation Session with the COO (includes tour of facilities, introduction to staff, explanation of program and expectations)
- Submission of a business plan and a copy of business/occupational license within four (4) months of acceptance into the Incubation Program

## **Onsite Clients Only:**

- Completion of “Client Space Application” form if space is required (See Appendix)
- Sign lease for Incubator space and present a check for one (1) month’s rent and a security deposit equal to one month’s rent

- Discuss any intended alterations or additions to the subleased property with Incubator staff. No alterations or additions are to be made without prior approval from the landlord.
- Submission of a copy of business/occupational license within 30 days of taking occupancy in an Incubator facility. License should be displayed in company offices in Incubator also.
- Provide written proof of liability insurance within 90 days of taking residence in the Incubator
- Provide materials safety data sheet for all hazardous materials utilized in business operations

### **Virtual or Offsite Clients Only:**

- Completion and submission of a Virtual or Off-Site Client Agreement
- Payment of one month's subscription fee for services

### **Client Requirements**

All clients, regardless of tenancy status, are expected to adhere to the following requirements:

- Clients will *actively* participate in the Incubation Program (including workshops, seminars, business advising services, etc.), and outside Incubator events and promotional opportunities.
- Clients will participate in regular meetings with an assigned advisor to track progress toward business development goals. Clients are expected to follow-through with actions resulting from advisor meetings and to demonstrate progress according to guidelines established with the business advisors
- LBTC management has the right and duty to require a company in the Incubator Program to provide such information as is deemed to be necessary to ascertain and measure its development progress and each company is obligated to provide such information as requested. The LBTC will not seek technical proprietary information. The LBTC will hold in confidence information provided by the clients and will not release any information without permission.
- Clients will update Incubator staff of personnel changes and changes in contact information within a week of the change using the "Client Contact Information Update" form (See Appendix).

### **Client Review Procedures and Guidelines**

A company is initially offered a three (3) year occupancy at the Leesburg Business & Technology Center. A company may be offered additional time beyond the initial three years, per approval by Incubator management. However, the additional time shall not exceed a twelve-month period.

Periodic reviews of each LBTC client will be conducted, with the intent to analyze the company in terms of the following characteristics:

1. Adequacy of the space and utilities to meet the company's changing needs
2. Growth potential of the company
3. The company's need for and use of Incubator services
4. The company's capacity to meet objectives as described in its business plan, operations outline and timeline
5. The company's relationship with others involved in the Incubator

At such a time as a company notifies the LBTC, or alternately is notified by the Incubator, of pending removal from the LBTC facilities, the Incubator office staff shall provide assistance to the company to help ensure a smooth and orderly transition from the LBTC to another location.

# **CLIENT EXIT PROCEDURES**

## **Client Graduation / Exit Guidelines**

The following criteria will be used in determining when an Incubator tenant is ready to move out of the Incubator. No single criterion is used to make the decision. Rather the criteria are used as guidelines to evaluate the success of the tenant's business:

- The tenant has reached a staff level of 25 or more employees
- The tenant's gross annual income exceeds \$2 million
- The tenant exceeds the space available
- The tenant has been in the program for 3 years
- The tenant is acquired by a larger corporation
- The tenant makes a successful public stock offering

A tenant may be asked to leave the Incubator for any number of reasons, including but not exclusive to:

- The tenant has violated terms of the lease or this handbook
- The tenant is not meeting goals established by client and business advisor
- The tenant's business focus no longer meets qualifications for Incubator tenancy

## **Client Graduation / Exit Procedures**

Upon determination that a client company should exit the Incubator program or should graduate, the following steps may be taken:

- The company will be introduced to commercial realtors and telecommunications service providers, if needed, to begin planning for future space needs.
- All client billings will be reviewed to be sure payments are up to date. If not, the company will be expected to pay all invoices in full before leaving the Incubator.
- The deposit initially paid by the company for any space leased will be used to cover any necessary repairs or cleaning.
- All company belongings are to be removed from the Incubator facilities.
- Some alterations made to the leased space may be required to be returned to original condition at the discretion of Incubator management.
- All keys and slide cards are to be returned to the Site Administrator or Receptionist.
- New contact information for the company is to be provided to Incubator staff.
- In some cases, the US Postal Service will not forward mail. Company will be required to continue to pick up any mail that arrives at the Incubator.



## **CLIENT ASSISTANCE PROGRAM**

### **Areas of Assistance**

As each LBTC client company is unique, our program is tailored to meet the needs of our individual clients. Please contact a member of LBTC staff for assistance with any needs you have. LBTC advises early-stage, high-risk companies and provides the necessary assistance to make their innovative or technology-based ventures succeed.

Areas of assistance include, but are not limited to the following:

### **Mentoring and Advisory Services**

- Upon acceptance to the Incubator program, a Mentoring Team may be assembled for a client company. Team members will be drawn from the Incubator staff, members of the Incubator Advisory Board, representatives of partner organizations and other professional organizations in the community.
- The responsibility of the Mentoring Team will be to meet regularly with the company to review business development progress and advise on strategies and tactics to achieve business development goals. Referrals will be made to relevant professional advisors and other sources of business and technical assistance. Regular feedback will be provided by the Team to Incubator management regarding the company's progress and needs.
- The LBTC supports an Entrepreneur in Residence program (EiR). Individuals selected to serve as an EiR offer expertise and advice based on their years of experience in technology and business. Each EiR is available by appointment on an ongoing basis. EiRs may be included as members of mentoring teams.

### **Finances & Accounting**

- Assistance with budgeting, tax and reporting issues can be provided by appropriate Incubator recommended organizations
- Capital needs, possible sources for obtaining capital, timeframe, structure of deals, and alternatives will be discussed by the company, Incubator management, the Mentoring Team and other advisors. These issues may call for strategy brainstorming sessions to be carried out with appropriate advisors.

### **Public Relations & Marketing**

- Initial press releases and a limited number of additional releases will be sent out for special events/specific articles as determined by the LBTC. If additional PR support is needed, referrals will be given to Incubator approved/affiliated organizations. Assistance is available for selection of agencies.
- Assistance in marketing/public relations strategy development
- Assistance (in limited scope) is available for writing and editing of: press releases, Web site content, collateral content, biographies, corporate backgrounders/fact sheets, editorial features, white papers, bylines, case studies and award/speaker abstracts
- Creation and development of Web sites, brochures and other collateral material is available in limited scope. If additional support (graphic design, printing, hosting, etc.) is needed, referrals will be given to Incubator approved/affiliated organizations. Assistance is available for selection of agencies.
- Clients are encouraged to promote their participation in the Incubation Program. However, the use of the Incubator name and/or logo in any public release requires prior approval by the Incubator marketing staff.

### **Technology**

- Incubator management, the Mentoring Team and other business service providers will review intellectual property strategy. If it is not in place or needs attention, advisors will provide direction to client companies in this area and help to identify resources and/or professional assistance
- Potential sources of assistance for development for prototypes or proof of concept can be provided

### **Sales**

- LBTC advisors will assist clients in developing sales strategies and understanding the sales process.

### **Education and Networking Events**

- The Incubator offers an ongoing series of seminars and workshops on topics relevant to early stage companies. A calendar is provided by email each month and upcoming events can always be found on the Incubator Web site at.
- Monthly “Brown Bag” lunches are held for Incubator clients and staff to network with each other.
- The Incubator manages the Emerging Business Network (EBN), which provides Incubator clients the opportunity to network with other entrepreneurs, professionals and investors from the community. A free membership in EBN is provided for each Incubator client.
- Memberships in the Greater Leesburg Chamber of Commerce, are provided to Incubator companies at no cost for the first year. Registration fees for specific events are the responsibility of the company.

**Office Operations**

- The LBTC provides all clients with a business address, mail service, Internet connection, limited assistance with networking and IT, and conference rooms. The following services are offered depending on location:
- Shared office equipment (fax, laser printer, copier)
- Miscellaneous equipment
- Resource library



## **Business Development Partner Programs**

### **AeA - Florida Council**

AeA is the nation's largest high-tech trade association. AeA has more than 3,500 member companies that span the high-technology spectrum, from software, semiconductors and computers to Internet technology, advanced electronics and telecommunications systems and services. Since 1943, AeA has grown and now has 17 regional U.S. councils and international offices in Brussels and Beijing.

The Florida Council of AeA is located in the LBTC facility. Through our partnership, Incubator clients are provided a one-year membership free-of-charge in AeA. The many benefits of membership include procurement opportunities alerting, education and training, high-tech lobbying, human resource programs (including group insurance programs), industry data and publications, small business resources and state advocacy programs. Learn more about the benefits you have through your AeA membership or contacting Maryann Fiala, Executive Director, at 407-882-2425 or [maryann\\_fiala@aeonet.org](mailto:maryann_fiala@aeonet.org) or visiting [www.aeonet.org](http://www.aeonet.org)

### **CENTECOM (Center for Entrepreneurship & Technology Commercialization)**

CENTECOM supports entrepreneurship and the proactive commercialization of Florida's technologies. Funded by the National Science Foundation Partnership for Innovation program, CENTECOM is partnership led by UCF and including universities, foundations, industry, and governmental agencies. Other university partners include University of South Florida, Florida Institute of Technology and Florida A&M University. Support is provided in learning the basics of starting a business, finding technologies available for commercialization, connecting to mentors and successful entrepreneurs, accessing university resources. For more information contact Stacey Schmidt at 407-882-2448 or [sschmidt@mail.ucf.edu](mailto:sschmidt@mail.ucf.edu) or visit [www.centecom.org](http://www.centecom.org).

### **Central Florida Innovation Corporation**

The mission of the Central Florida Innovation Corporation (CFIC) is to create new, high growth companies in Central Florida using technologies from local sources (large companies, UCF, etc.) or technologies from sources outside Central Florida. CFIC also focuses on improving access to capital in Central Florida through their annual capital conference and their network of angel investors.

Through the Incubator's partnership with CFIC, strategic business development guidance is available to every Incubator client free-of-charge through a structured format of strategic analysis sessions. Every Incubator client is encouraged to meet with CFIC to explore their services and resources and to utilize their expertise in strategic planning. For more information visit [www.cfic.org](http://www.cfic.org) or contact Gordon Hogan at 407-277-5411. CFIC is located in the LBTC facility.

### **Disney/SBA National Entrepreneur Center**

The National Entrepreneur Center opened in June in downtown Orlando at 315 East Robinson Street, in the Landmark 1 Building. It provides a "one-stop shop" for entrepreneurs and small businesses for counseling services, training programs, and financing programs. The Center is the home of several entrepreneurial service organizations such as the UCF Small Business Development Center (SBDC), the Service Corp of Retired Executives (SCORE), the Hispanic Business Initiative Fund, Florida Business Development Corp., the Leesburg Business & Technology Center, and many others. A Business Information Center provides access to online and print resources for business information research. For more information, contact Julie Matthews at 407-420-4872 or [jamathew@mail.ucf.edu](mailto:jamathew@mail.ucf.edu) or visit [www.floridanec.org](http://www.floridanec.org).

### **Emerging Business Network**

The EBN is a Central Florida membership organization that opens doors to the consultants, investors, fellow entrepreneurs, and business resources that help an entrepreneur build a successful company. The Emerging Business Network helps nurture emerging growth companies in Central Florida. The Leesburg Business & Technology Center believes that this is a great way to help our clients and enrich the business community. EBN offers the following:

- Networking with fellow entrepreneurs and emerging growth businesses in Central Florida
- Referrals to business resources and opportunities
- Discounted admissions to the monthly Venture Forums, free admission to our Technology After Dark tours
- Free listing in the Emerging Business Network Member/Service Directory
- Member promotion
- Discounts to services for EBN members by EBN members and affiliates

Clients of the Leesburg Business & Technology Center are offered a membership in the Emerging Business Network. This membership is a \$75-300 dollar per year value (depending on company size) that allows expansion of relationships within the business community of Central Florida. For more information contact Jennifer Oldham at 407-882-2801 or [joldham@mail.ucf.edu](mailto:joldham@mail.ucf.edu).

### **Florida Photonics Cluster**

The mission of the Florida Photonics Cluster (FPC) is to support the growth and profitability of the photonics industry through the strength of a unified voice. The driving forces of the FPC are networking opportunities with industry peers, an expansive resource base, an educational community focused on industry input for curriculum

development and a legislative community aware of our known and potential economic impact for the state. For more information, visit [www.floridaphotonics.org](http://www.floridaphotonics.org).

### **Homeland Security Industries Association – Florida Chapter**

The Homeland Security Industries Association was established in 2002 to provide a mechanism for government and the private sector to coordinate on a wide range of homeland security issues. HSIA monitors and analyzes legislation, regulation and hearings concerning homeland security. The Society coordinates identification and dissemination to members of information regarding funding and procurement opportunities, develops position papers reflecting industry positions, and offers networking among industry representatives. Initiated in May 2003, the Florida Chapter of HSIA provides connectivity among member organizations in the state. Incubator clients are provided a membership in HSIA. For more information, visit [www.hsiafla.org](http://www.hsiafla.org) or call Yasmin Tirado-Chiodini at 407-882-3583.

### **Inflexion LLC**

Inflexion Fund, L.P., managed by Inflexion Partners, is a seed and early-stage venture capital fund organized with an emphasis on company building and harnessing regional, national, and international resources of the fund's managers and strategic partners. Inflexion is the first and only Florida fund leveraging a network venture capital model involving some of the largest institutional investors in the country.

Inflexion's Orlando-based partner, James Boyle, is located in the LBTC facility. He and the other Inflexion partners work with Incubator clients offering business plan reviews, advice and capital-raising strategies. Learn more about Inflexion by contact Jim Boyle at 407-381-2675 or [jboyle@inflexionvc.com](mailto:jboyle@inflexionvc.com) or visit [www.inflexionvc.com](http://www.inflexionvc.com).

### **Leesburg Chamber of Commerce**

The Incubator provides each client with an annual membership to the Chamber. This membership provides an array of networking opportunities, informational/educational events, listing in the Annual Membership Directory, a monthly newsletter and more. Events include monthly breakfast meetings, professional women's networks, business after hours, and other special events. Upcoming events and information on the Chamber can be found at <http://www.leesburgchamber.com/> or by calling 352-787-2131.

### **LSCC College of Business Administration**

The College works closely with the Incubator to offer a number of programs throughout the year. The Excellence in Entrepreneurship Certificate Course is a seven-week interactive workshop developed specifically for entrepreneurs in today's market. Offered 3-4 times a year, the course is open to any entrepreneur or aspiring entrepreneur in the community. All applicants to the Incubator are required to complete the course as part of the application process. The course is a tool to establish a certain level of business knowledge among potential Incubator clients. It provides the entrepreneurs an opportunity for additional due diligence on their business concept. It also offers the Incubator better insight into the potential of the businesses and their business development needs. Members of the UCF College of Business faculty and practicing professionals from the local business community teach the sessions. The course concludes with each participant presenting their business before a panel of experienced entrepreneurs and business advisors.

The Bootcamp for Entrepreneurs is a one-day immersion into the key areas of planning and starting a company. Held 2-3 times a year, the Bootcamp features experienced entrepreneurs, service providers, and investors sharing their insights and resources.

### **UCF Office of Research**

The Office of Research manages all of the contracted research activities for the University. For Incubator clients, the Office of Research is a source of assistance for identifying UCF faculty and facilities for partnerships in applied research, product development and testing. Particular emphasis is given to the Small Business Innovation Research program, the Small Business Technology Transfer program, and the Advanced Technology Program to support University partnerships with industry. For further information on potential research partnerships with UCF, contact Incubator management. The Office of Research is located in the Orlando Technology Center, adjacent to the Incubator facility, in the Central Florida Research Park. For more information contact

The Office of Technology Transfer, located in the Office of Research, manages the intellectual property acquired to protect the University's rights to innovations resulting from the research at UCF. Those technologies are then available for licensing to companies or other organizations for commercialization through the creation of products, processes or services. A number of Incubator companies have licensed patents, copyrights, trademarks or trade secrets as the technology platform for their

company. If you are interested in exploring the technologies available, visit [www.research.ucf.edu](http://www.research.ucf.edu) or contact Herb Winfield, Associate Director of Technology Transfer at 407-882-1117.

### **LSCC Business Assistance Center (BAC)**

The LSCC Business Assistance Center (BAC) is located at the Lake Sumter Community College in Leesburg. Services of the BAC include individual assistance and regularly scheduled training events on a wide range of business topics such as starting a business, how to find financing, taxes, writing a business plan, international trade, contracting with government agencies, patents and trademarks, and e-commerce issues. The BAC also manages an Advisory Council Service providing advisory boards for small businesses seeking guidance in growing the company. For services information, class descriptions and a calendar of events, visit the BAC Web site: or contact them at.

Incubator clients are encouraged to fill in an application form for the BAC. This enables BAC Certified Business Analysts to assist Incubator clients. They are available for consultation on a wide variety of issues including: business plan writing, market research, advertising, sources of financing, record-keeping, taxes, and selling to the government.

### **UCF Student Entrepreneurs Society**

The Society offers students the opportunity to learn about and be involved in entrepreneurial activities. With a membership comprised of students from across the University, the Society strives to nurture and encourage those students interested in pursuing entrepreneurial endeavors. The Incubator is a sponsor and advisor to the Society and works to engage members in Incubator activities, including internships with Incubator client companies. For more information, contact 407-882-1117



## SEVERE WEATHER AND EMERGENCY INFORMATION FOR LBTC CLIENTS

Every year we face the possibility of extreme weather conditions especially during hurricane season. Here are a few key things we would like to make sure you remember to be sure you are prepared:

1. In the case of an emergency it is imperative that LBTC has the most current emergency contact information listed for your company. Please see your site administrator to make sure she has the most updated information.
2. As a requirement of being a part of LBTC your company should have liability insurance in place that will protect your company in case of damage stemming from extreme weather. **LBTC and its building owners are exempt from carrying any type of liability insurance for your individual companies.**
3. We encourage every company to have a plan in place for extreme weather or other emergency situations and to provide a copy of this plan to your LBTC site administrator so she can better assist you in extreme situations.
4. Make sure that you have the most current contact information for all your LBTC representatives. We recently changed some of our cell phone numbers so you might want to verify that what you have is the latest.
5. If extreme weather heads our way we encourage those of you that have offices with windows to move your most valuable equipment off site to a safer location. If that is not possible we will attempt to find you a more secure location within our facilities with the understanding that any damage to this equipment will still fall under your liability.
6. If you don't have liability insurance **now** is the time to obtain it. As hurricanes or other extreme weather approach, insurance companies stop writing policies at a certain point. We encourage you to take a moment and review your coverage to make sure you have the appropriate limits that will cover any loss that your company might incur.
7. In the event of severe weather or emergencies, the LBTC staff will provide the most updated information available.

We will be here to assist you in any way we can with any type of situation that may arise. While we hope that we never experience severe weather conditions here in Central Florida, we have to be prepared.

## **FACILITIES & SECURITY**

### **LBTC Office Hours**

The Leesburg Business & Technology Center staff office hours are from 8:00 a.m. to 5:00 p.m., Monday through Friday. The offices will be closed the following holidays; however clients will still have access to their facilities.

- New Year's Day
- Martin Luther King, Jr's Birthday
- Memorial Day
- Good Friday
- Independence Day
- Labor Day
- Veteran's Day
- Thanksgiving Day and the Friday following
- Christmas Day

The Incubator is subject to City of Leesburg policies concerning emergency closures. Please refer to for information on emergency situations.

### **Facilities**

#### **LBTC**

600 Market Street, Leesburg, Florida 34749

This incubation facility, located in Historic Downtown Leesburg, offers services geared toward the earliest stages of company formation. The 12,000 square foot facility is designed to address the needs of the new entrepreneur or enterprise. The facility is home to 10 -15 technology companies and serves additional companies through virtual and off site client options. Companies have shared facilities such as conference rooms, resource rooms, reception, copy, fax and other administrative support. Companies in this facility typically are 2 - 5 person operations occupying 200 - 500 square feet of office space while they build their companies.

### **Leesburg Business & Technology Center Office Space**

The Incubator will assign space to tenants based on need and availability. A completed "Client Space Application" is to be submitted when new or additional space is desired in any of the Incubator facilities.

A LBTC sublease agreement must be signed by a client each time new or additional space is acquired. Rent rates are calculated based on a per square foot charge which varies among the Incubator facilities based on the rent rates in the Incubator primary lease for the facility. First month's rent and a deposit equal to one month's rent are required upon lease signing. Invoices for rent and any accumulated phone, postage, or other charges will be provided prior to each month. Rent payments are due the 1<sup>st</sup> of each month. Utilities, high-speed data lines and janitorial services are included in the lease. Excessive utility usage may be charged if a client is using equipment that requires electric/water/gas consumption above the estimated amount included in the lease.

If a client experiences financial difficulties that may effect payment of Incubator rent, the client is encouraged to communicate with Incubator management as soon as possible.

The Incubator will consider requests to modify telecommunications outlets and electrical outlets at the client's expense. Clients may modify the space, at their own expense, only after written consent from the CEO or COO. Modification to any and all physical changes to structure includes, but is not limited to, walls/partitions, plumbing, and flooring. Some physical modifications may have to be removed upon exit of space.

The Incubator will provide internal signage for designation of individual offices and labs.

### **Office Furnishings**

Tenants will be provided basic office furniture (desk and chairs)

### **Computers**

Tenants will be provided with a computer, but all software will be the responsibility of the tenant. The Incubator is not responsible for upkeep or any problems that may occur. Tenants are responsible for implementing security measures and maintaining up to date virus protection. The LBTC will retain ownership of the computer.

### **Telephones**

Tenants are responsible for securing their own phone service through local providers. Installation of phone service must be coordinated through Incubator Staff. Additional information is available in the "Office Support Services" section.

### **Conference Room Facilities**

A conference facility is provided for client use. The facility is fully equipped with a/v hardware. Available, upon request are:

- Overhead and slide projectors
- Easel
- Dry-erase boards
- Portable projectors and screens

Some of the above equipment is available for loan to Incubator clients for short periods of time for use in other meeting locations. A “Equipment Loan Agreement” (see Appendix) must be completed and submitted each time equipment is requested.

Conference room reservations can be made by submitting a completed “Conference Room Request” (see Appendix) to the Incubator Receptionist or Site Administrator or by contacting the Incubator Receptionist.

All conference rooms are available on a first-come first-served basis. Please leave the reserved room as you found it. Return all furniture to its original location. Leave all equipment as you found it, dispose of all trash in the provided wastebaskets, and clear the white boards.

### **Janitorial Services**

Janitorial service will be provided for the tenants’ offices excluding labs and production areas. Routine janitorial services include vacuuming, trash, light cleaning. If additional assistance is needed, please contact the Incubator Facilities Manager.

### **Safety**

The Incubator facility is equipped with a fire alarm and sprinkler system. When activated, the alarm also dials the fire department directly. In the event of an emergency the fire department can be reached by dialing 911. For non-emergency situations the City of Leesburg Fire Department can be reached at 352-728-9780. If the alarm sounds please evacuate the building immediately. All Incubator buildings are non-smoking facilities.

In the event of an emergency or natural disaster, information on evacuation routes, hurricane safety procedures, etc. is provided.

### **Parking**

Parking is free of charge for all tenants and customers in the LBTC.

### **Security**

All Incubator facilities are secured through either swipe card readers or a key lock system. Clients must complete a “Key Request Form” each time new keys are needed. The Facilities Manager or Site Administrator issues keys and/or swipe cards. Keys are not to be copied by the client. Additional copies are to be obtained from the Facilities Manager or Client Coordinator upon completion of the “Key Request Form”.

Additional security measures may be installed at the client’s expense with permission from the Incubator. For security and maintenance purposes, clients must provide facility access to Incubator staff.

Incubator client companies are responsible for returning keys and swipe cards to Facilities Manager when employees leave or when facilities are vacated. The Incubator

cannot be held liable for security breaches resulting from failure to follow the above procedures.

### **Hazardous Materials**

All Incubator clients are required to disclose to Incubator management the use and/or storage of any hazardous materials. Materials Safety Data Sheets are to be provided by the client to the Incubator for use in the event of an emergency. Clients are expected to follow required Occupational Safety practices for all employees when such materials are being used and/or stored. All necessary permits for use and/or storage of such materials are the responsibility of the client.

### **Repairs & Maintenance**

If an Incubator client becomes aware of a facility repair or maintenance need or a hazardous situation, a “Repair/Maintenance Request” should be completed and submitted to the Incubator Facilities Manager or to the Site Administrator or Receptionist for the facility. Those needs that are particularly urgent and may result in dangerous situations for tenants or damage to the premises should be brought to the attention of Incubator staff as soon as possible and will be given priority.

Since all Incubator facilities are leased by the LBTC from the City of Leesburg, repairs and maintenance requests must often be forwarded to the relevant property owner or management company for response. This may result in a delay in response time. Incubator management and staff will work as diligently as possible to be sure such requests are addressed if deemed to be the responsibility of the owner or the Incubator to do so. Those requests that are deemed not to be the responsibility of the property owner/manager or the Incubator may be handled by the client at their own expense with permission from the Incubator.



# Office Support Services



## **Telephone Service**

As a tenant at LBTC, you must arrange for phone service with a commercial provider. All charges incurred with setting up one's own line and equipment are the tenant's responsibility. Each client should investigate the cost and options available and select the option that best meets their individual needs and budgets.

## **Faxes**

Most Incubator facilities are equipped with a fax machine available to clients. Please contact the Incubator Staff for relevant fax numbers. All clients can receive up to 100 pages of incoming faxes at no charge per month. Faxes will be placed in the client's inbox on the day of receipt and will be transferred to the tenant's mailbox at close of business. Clients can also use the Incubator's fax machine for outgoing faxes.



## **Local Area Network**

LBTC tenants will have access to the local area network for Internet and shared equipment access. This service is included in the rent. Excessive use, as defined by connections/bandwidth, may warrant installation of additional equipment at the expense of the tenant.

If tenant is operating computer equipment with external access, they must register equipment with Incubator Staff. LBTC Network Operations requires this registration to allow access through the City network security.

## **Laser Printer**

A networked laser printer is located in LBTC. Clients in that facility may request access to the printer through the Facilities Manager. Clients regularly printing large volumes will be asked to provide printer supplies such as paper and toner.



## **Mail/Shipping**

Contact Incubator staff for specifics regarding mail delivery and pickup for the Incubator facility in which you are located. In most facilities, mail is sorted and distributed to company mailboxes daily. Outgoing mail must be stamped and placed in the receptacle by the reception desk by 10:00 a.m. in most Incubator facilities. A postage meter is available in LBTC at the Front Desk. Postage will be billed accordingly and added to monthly rent. Outside freight services must be arranged by the tenant directly.

## **Copying**

Copiers are located in most Incubator facilities. Clients may request access to these copiers through the Receptionist or Site Administrator. Clients regularly copying large volumes will be asked to provide copier supplies such as paper and toner.

If a client is having trouble with the copier (jams, low toner, error messages, etc) an Incubator staff member must be notified promptly. Damage caused by attempts to remedy such problems may result in charges to the client for any repair costs incurred.

## **Promotional Display**

Directories are displayed in the reception area of each facility listing tenant companies. Brochure displays will also be maintained at the reception area for those companies wishing to provide promotional material.

A display board has been placed near the reception area in LBTC, to display recent press coverage of clients. If your company receives publicity, please provide a copy of the article to LBTC staff. Clients are encouraged to provide framed or mounted promotional materials for display in Incubator facilities and should contact the Incubator Marketing Staff for details.

## **Equipment**

Please see LBTC Staff for use of the equipment below located in the Main Incubator offices in LBTC. None of the equipment will be allowed to leave Incubator premises. It may be used in a client's office but only after completion of an "Equipment Loan Agreement". (see Appendix).

- Label Maker
- Laminator
- Document Binding
- Shredder – Shredding of confidential documents only. Please insert 5 pages or less at a time.
- If additional equipment is required, please notify the Incubator staff.



## **INCUBATOR HOUSE RULES**

To help the Incubator run efficiently and to be sure it is a safe and enjoyable place for all tenants, clients are required to comply with the following rules:

1. The sidewalks, entrances, and passages or hallways in the common areas of the LBTC shall not be obstructed by any tenant or used for any purpose other than ingress and egress and for temporary moving routes at times approved by Incubator management.
2. Toilets, wash-basins, and other plumbing fixtures will be used responsibly and for their intended purpose. No coffee grounds, lunch or snack remains, sweepings, rubbish, rags, paper towels, or other non-intended substances shall be flushed or washed down drains. All damages resulting from any misuse of plumbing fixtures shall be borne by the tenant who, or whose employees, customers, visitors, or invitees caused the damage.

**NOTE:** If a tenant is having problems with or sees a broken plumbing fixture, please notify the Incubator staff promptly so it may be corrected.

3. No cooking will be done in any portion of the facility, except for microwaves, and coffee/tea service.
4. No canvassing, general solicitations, or distribution of political, religious, or cause literature will be permitted.
5. Tenants can hang pictures on walls with brad tacks in their office. However, no offensive displays of a sexual, political, etc., nature will be permitted in Incubator facilities.
6. In general, the tenant will not permit unusual or loud noises and/or odors to be produced in their space if such noises/odors offend or disturb other occupants of the Incubator.
7. Tenants will not permit duplicate keys to be made for their access doors.
8. Tenants will provide reasonable cooperation with the Incubator and/or City of Leesburg staff.
9. Tenants will be responsible for providing supervision of any moving operations that may involve common areas of the Incubator, and will be liable for any losses and/or damages that result from such activities and/or from tenant's failure to provide such supervision. Moves will be coordinated in advance with Incubator staff to minimize interference with other Incubator activities.
10. Leased premises will not be used for lodging or over-night occupancy.

11. Leased premises will not be used for storage of personal belongings, vehicles, or any items not used in the operations of the tenant company.
12. Tenant may not sublease any portion of the Incubator facilities.
13. All requests for building services or accommodations will be made through the Incubator staff and not directly with LBTC or through an affiliated organization.
14. No firearms, intoxicating drugs, explosives, fireworks, alcoholic beverages, flammable, radioactive, or potentially contagious/hazardous materials will be permitted in the Incubator without disclosure to and specific permission from the Incubator management.
15. No additional security systems will be added without prior written approval of the Director, and these will be at the tenant's expense.
16. Appropriate dress is required, consistent with a business atmosphere.
17. As representatives of the Incubator, Clients are expected to maintain appropriate behavior and standards at all times. Actions or behavior deemed, by Incubator Management, to be damaging to the image or reputation of the Incubator will be cause for immediate termination of the lease agreement and eviction from the Incubator.

Inappropriate conduct shall include, but not limited to, filing bankruptcy, breach of leases or other agreements, charges involving moral turpitude, investigations by law enforcement officials, offensive/disruptive behavior, or any other behavior deemed inappropriate.

# **Appendix**

## **Incubator Client Forms**

**(Please make copies as needed)**

## **LBTC Client Application for Space**

Company Name: \_\_\_\_\_

Company Representative: \_\_\_\_\_

Location(s) Requested:

Building \_\_\_\_\_ Room(s) \_\_\_\_\_

Total Square Footage Requested: \_\_\_\_\_

When is space needed (represents date lease will start) : \_\_\_\_\_

---

Please Check All That Apply:

- Would like to keep space in current location and add additional space  
Current location and square footage: \_\_\_\_\_  
Additional square footage requested: \_\_\_\_\_
  
- Would like to relinquish space in current location and acquire space in new location
- Do not currently have space in a LBTC Facility
- Would be willing to split the space between two or more locations  
Indicate division preference if any: \_\_\_\_\_

---

What operations will you perform in the requested space and how much space is needed for each type of operation?

Office \_\_\_\_\_ Research \_\_\_\_\_  
Production \_\_\_\_\_ Storage \_\_\_\_\_  
Other \_\_\_\_\_

Please describe any special needs, in detail, on a separate sheet.

\_\_\_\_\_  
Client Signature (name, title) \_\_\_\_\_  
Date

---

**For Administrative use only**

Approved: \_\_\_\_\_ Declined: \_\_\_\_\_ Reason request declined: \_\_\_\_\_

Signature of Authorization \_\_\_\_\_ Date: \_\_\_\_\_

# New LBTC Client Needs Assessment Check Sheet

Company Name: \_\_\_\_\_

Company Representative: \_\_\_\_\_

Phone: \_\_\_\_\_ Email: \_\_\_\_\_

Location(s): Building \_\_\_\_\_ Room(s) \_\_\_\_\_

Move in date: \_\_\_\_\_

## Operational needs:

- Number of phone lines needed: \_\_\_\_\_ in Room \_\_\_\_\_ in Room \_\_\_\_\_  
\_\_\_\_\_ in Room \_\_\_\_\_ in Room \_\_\_\_\_
- Number of data ports needed: \_\_\_\_\_ in Room \_\_\_\_\_ in Room \_\_\_\_\_  
\_\_\_\_\_ in Room \_\_\_\_\_ in Room \_\_\_\_\_
- Number of IP addresses needed \_\_\_\_\_
- Number of Keys/Slide Cards needed: \_\_\_\_\_ for Room \_\_\_\_\_ for Room \_\_\_\_\_  
\_\_\_\_\_ for Room \_\_\_\_\_ for Room \_\_\_\_\_
- Company name to appear on door signs \_\_\_\_\_

Signature (name, title) \_\_\_\_\_

Date of request \_\_\_\_\_

---

### For Administrative use only

Approved: \_\_\_\_\_ Declined: \_\_\_\_\_ Reason request declined: \_\_\_\_\_

Signature of Authorization \_\_\_\_\_ Date: \_\_\_\_\_

# LBTC Client Slide Card/Key Request

(A new request form must be completed for initial and each additional key request from company.)

Company Name: \_\_\_\_\_

Company Representative: \_\_\_\_\_

Phone: \_\_\_\_\_ Email \_\_\_\_\_

Location(s):

Building \_\_\_\_\_ Room(s) \_\_\_\_\_

## Names of Key-Holders

	Building Key/Card	Suite Key	Both
_____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
_____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
_____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
_____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
_____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
_____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
_____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
_____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
_____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
_____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**I, the undersigned, take responsibility for the above listed Key-Holders, and have communicated to them that they are not to make copies or lend keys/cards to others.**

Client Signature (name, title) \_\_\_\_\_ Date \_\_\_\_\_

# LBTC Client Contact Information Update

Completing and submitting this form in a timely manner will provide the Incubator with the necessary information to keep you informed about important Incubator and Community events that are essential to your company's success.

New Client  New Employee  Update File  Remove

Name: \_\_\_\_\_

Today's date \_\_\_\_\_

Company: \_\_\_\_\_

Title: \_\_\_\_\_

Address: \_\_\_\_\_

\_\_\_\_\_

Phone: \_\_\_\_\_ Fax: \_\_\_\_\_

Mobile: \_\_\_\_\_ Email: \_\_\_\_\_

Web site: \_\_\_\_\_

**Staff Use Only:**

Incubator Building:  Main  BN  BS  Metcalf  OTC

Room Number(s): \_\_\_\_\_

Staff Initials: \_\_\_\_\_ Date Entered: \_\_\_\_\_

# LBTC Equipment Loan Agreement

Company \_\_\_\_\_

Company Representative \_\_\_\_\_

Phone: \_\_\_\_\_ Email \_\_\_\_\_

Incubator location \_\_\_\_\_

Date equipment needed \_\_\_\_\_

Date equipment to be returned \_\_\_\_\_

Location & event equipment to be used \_\_\_\_\_

\_\_\_\_\_

Equipment requested:

\_\_\_\_\_ Computer projector (including remote w/batteries, monitor cable, power cable, lens cap)

\_\_\_\_\_ Overhead projector

\_\_\_\_\_ Slide Projector

\_\_\_\_\_ Screen

\_\_\_\_\_ Exhibit display (includes frame, case, panels)

\_\_\_\_\_ Wireless USB receiver

\_\_\_\_\_ Other \_\_\_\_\_

\_\_\_\_\_ Easel & flip chart w/markers

\_\_\_\_\_

***The equipment requested above is the property of the Leesburg Business and Technology Center. I understand that I am responsible for returning the equipment at the stated time. I understand I, or my company, am responsible for any damages that occur to the equipment while in my possession. I agree to pay for repair or replacement or any damaged or missing equipment.***

Signature \_\_\_\_\_ Date \_\_\_\_\_

\*\*\*\*\*

**For Incubator use only:**

Staff member: \_\_\_\_\_ Date equipment returned: \_\_\_\_\_

If request is denied, reason why \_\_\_\_\_

Damage/missing parts \_\_\_\_\_

Date repaired/replaced \_\_\_\_\_ Cost to repair/replace \_\_\_\_\_

# LBTC Conference Room Reservation Request

*We are pleased to be able to assist you with your event/activity needs. All conference rooms are available on a first come, first serve basis. We will do our best to accommodate your needs.*

*Please leave the conference/meeting room in the condition in which you found it. Be sure you and your guests remove all of your belongings before vacating the room. You will be held responsible for repairing or replacing any equipment or furnishings damaged or removed during your event.*

Company Name: \_\_\_\_\_

Company Representative: \_\_\_\_\_ Date: \_\_\_\_\_

Phone: \_\_\_\_\_ Email: \_\_\_\_\_

Date(s) needed: \_\_\_\_\_ Number of attendees: \_\_\_\_\_

Time needed: From \_\_\_\_\_:\_\_\_\_\_ am or pm until \_\_\_\_\_:\_\_\_\_\_ am or pm

Event to be held \_\_\_\_\_

Conference room requested:

\_\_\_\_\_ LBTC

Equipment needs:

\_\_\_\_\_ TV/VCR unit

\_\_\_\_\_ Overhead projector/screen

\_\_\_\_\_ Computer projector/screen

\_\_\_\_\_ Easel/flip chart/markers

Is assistance needed with equipment setup? \_\_\_\_\_ Yes \_\_\_\_\_ No

Type of assistance needed \_\_\_\_\_

\_\_\_\_\_

\*\*\*\*\*

## Incubator use only

Request approved \_\_\_\_\_ Request declined \_\_\_\_\_

Reason for declining request \_\_\_\_\_

Staff signature \_\_\_\_\_ Date \_\_\_\_\_



# Leesburg Business & Technology Center Client Handbook Agreement Form

## **Please sign and return to Incubator**

### Hold Harmless Provision

Nothing contained in the Client Handbook shall be deemed to constitute nor be construed or implied to create the relationship of principal and agent, partnership, joint venture or any other relationship between the parties hereto, other than the relationship of Incubator and Tenant/Client. Clients shall hold harmless the Incubator from all damages or/losses whether direct, indirect or consequential or resulting from the use or occupancy of any such offices.

Client will have benefit of various business, financial, technical, and management services offered through the Incubator as described in the Client Handbook. Client hereby acknowledges, understands and agrees that the Incubator shall not be liable for the advice, depth, extent, quality and/or quantity of such management, financial, business, and/or technical services offered to Client hereunder. Furthermore, Client acknowledges and understands that such services, and the people and entities performing them are merely advisory in nature without binding effect on Client and that Client may accept and/or reject such advice and services offered. Accordingly, Client agrees that Client shall not hold any of the providers of such services responsible or accountable for such services and shall hold such providers harmless from all damages, whether direct, indirect or consequential. By accepting these services, Client acknowledges that it is responsible for all decisions with respect to its own business and is free to accept and/or reject any advice.

---

Signature of Acceptance

Date

I have read and accept the terms within the Leesburg Business & Technology Center Client Handbook. I understand that the Client Handbook will be revised from time to time to reflect addition, deletion or updating of information. I will not hold the Incubator responsible for information in this edition of the Handbook that may be changed in later editions.

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Signature of Acceptance

Position in Company

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Company Name

Date