

# CoWork FAQ

## CoWork Area Access and Visits

**Can I come visit CoWork to see what it's like? Do I have to pay, and how can I arrange an introductory visit?**

Yes, you certainly can! You may pop in for a quick look at our spaces. If you want to stay and work for the day, a Day Pass will cost you €19 + VAT (€23.56 total for consumers).

**How should I start my first day after buying a CoWork pass?**

Come see our CoWork Crew in the reception and tell them you've got a pass. We'll take you on a quick introductory tour of the area and provide you with a key fob.

**How can I enter the CoWork area? Do I need a key or key fob?**

Yes. Until we get our gates fitted with readers for app access, we will provide you with a key fob, or if you're already Novapolis tenant, we'll add CoWork access to your key.

**What are CoWork's opening hours?**

CoWork is open on weekdays at 8:00–18:00 (from 8 a.m. to 6 p.m.). The CoWork Crew will be present at 8:00–16:00 (from 8 a.m. to 4 p.m.).

**Does it cost extra to use the quiet workspace?**

No, it does not. It's included in your pass.

**If I've got a CoWork pass, should I use the CoWork space five days a week?**

Use the space in a way that best suits you! A lot of people split their time between their home, office, and CoWork according to the tasks at hand on a given day. Try popping in to CoWork a couple days a week for an invigorating change of scenery and a delicious lunch.

**If I've got a CoWork pass, do I need to spend the whole workday at CoWork?**

Come and go as you wish. Stop by to work on a presentation, do a pitch, or have a Teams meeting here for a change of pace. After you're done, go along your merry way to your office or wherever.

**Can I heat my own meal or snack at CoWork?**

Yes! There's a kitchen on the third floor. It's got a coffee maker, microwave oven, and a fridge. You can also keep your coffee and filters there.

**Are there any storage lockers at CoWork for bags or personal items? Is there a fee?**

There are some lockers, and it's free to leave your belongings in a locker for a moment.

## CoWork Passes

**I'm part of a KPY Novapolis customer organization. How can I get CoWork passes for my staff?**

Contact your Novapolis contact person, or sign up on our web page: <https://www.novapolis.fi/en/cowork-en/#passes> -> choose Buy a CoWork pass for a tenant customer.

### **What kind of passes are available for CoWork?**

Your options are Monthly Pass, Monthly Pass + parking, Day Pass, and Day Pass + parking.

### **I'm a non-affiliated consumer. How can I get a CoWork Pass?**

It's easy! Learn more about CoWork and get your pass here: <https://www.novapolis.fi/en/cowork-en/>

### **What payment options are available for a CoWork pass?**

Tenants can have CoWork passes added to their regular invoice. For non-tenants, the easiest way is to pay with your debit or credit card on the Novapolis CoWork app.

### **Can I buy a CoWork pass from the reception service?**

The Novapolis CoWork app is the easiest way to buy a pass! We recommend using the app. The reception team will help you if there's an issue.

### **Are parking fees included in CoWork passes?**

You can choose a CoWork pass that includes parking in a parking garage for convenience. A Monthly Pass with parking costs €109 + VAT.

### **Is lunch included in CoWork passes?**

No, it is not, but lunch at CoWork is always tasty, so we highly recommend the restaurant's services. Specialty coffee and snacks are also available at all hours.

## **Parking / Arrival**

### **What are my parking options, and how much do they cost?**

Parking in the courtyard and the parking garage is priced at €2/hour (+ carrier fees when applicable). You can pay using a supported parking apps (EasyPark and Parkman). Daytime parking in the garage has a maximum fee of €9 (+ carrier fees when applicable). You can also purchase a Monthly Pass + parking package, which includes parking in the parking garage.

Learn more about our parking prices: <https://www.novapolis.fi/en/parking-prices/>

### **Where can I get a parking permit?**

Contact our CoWork Crew for your long-term parking needs! You can pay by using supported parking apps (EasyPark and Parkman) when parking in the courtyard.

### **Is there a shuttle transportation or commuter lot / park-and-ride option at CoWork?**

Not for the time being. In summer, the bikes offered by the Vilkku city bike service are a good way to get around.

### **I've arranged a meeting at CoWork. Will my guests have to pay for parking?**

Yes. They can use supported parking apps (EasyPark and Parkman) when parking in the courtyard.

### **Can I choose between the courtyard lot and the parking garage when parking?**

Yes, and you can pay using our supported parking applications. Learn more about our parking prices: <https://www.novapolis.fi/en/parking-prices/>

### **Is CoWork easily accessible when using public transportation?**

Many local bus lines include the Novapolis stop, and the new underpass is a convenient way to access the campus area. You can take a look at bus schedules on the Vilku app.

### **I ride a bicycle. Is there a bicycle parking area nearby, and do I have to pay to use it?**

We love biking! Our bicycle parking area is free, and you'll find it near our entrances.

### **Are there security cameras in the bicycle parking area?**

No, unfortunately.

## **Meetings / Meeting Boxes**

### **Is there a fee for reserving a Meeting Box?**

Our Meeting Boxes are available free of charge at 10:30–13:00 (between 10:30 a.m. and 1 p.m.)—in other words, during lunch hours. Have yourself a lunch meeting! At other times, the reservation fee is either €8 or €12 per hour + VAT.

### **How can I book a Meeting Box for my meeting?**

The Novapolis CoWork app is the easiest way to reserve a Meeting Box, pay for it, or cancel a reservation. You do not need a CoWork pass to reserve a Box. You can also make a reservation at our reception, but there is a €5 service fee for in-person reservations, so we recommend using the app!

### **Can I have a lunch meeting in a Meeting Box?**

Absolutely! That's a great idea! The Meeting Boxes offer you the kind of quiet setting that makes for a good meeting. Meeting Boxes can be reserved free of charge at 10:30–13:00 (between 10:30 a.m. and 1 p.m.)—in other words, during lunch hours. The easiest way to reserve a Meeting Box is to use the Novapolis CoWork app. Go grab lunch, pay for it at the register, and have a fulfilling meeting.

### **Is the Meeting Box pricing different for KPY Novapolis' customer organizations and other users?**

The prices are the same for everyone.

### **Can I reserve a Meeting Box through the reception service?**

Yes, but the app is the easier choice. If you make a reservation at the reception, a €5 service fee will be added to your invoice. If you pay for your Box immediately (with a card), there will be no service fee.

### **Is there a limit to the duration of a Meeting Box reservation?**

No, there is not.

### **What equipment is available in Meeting Boxes?**

Boxes are equipped with a display, camera, speaker, microphone, and electrical outlets. You can also adjust the lighting and air conditioning.

### **What are my payment options when reserving a Meeting Box?**

Debit or credit card payments in the app. Tenants can have the fee added to their bill or pay it at the reception service with a card.

### **Will my meeting's other participants have to pay for using the Meeting Box?**

No. There is a single reservation fee for the Box, and you can invite people to your meeting without any pass purchases or additional fees.

### **Can my guests stay in the CoWork area after our meeting?**

You can purchase a Day Pass for your guest/client for €4.90 if you want.

### **Can I book the whole CoWork space for my company?**

We are happy to accommodate events here! For private event reservations, contact [Karolina.puntanen@novapolis.fi](mailto:Karolina.puntanen@novapolis.fi).

### **Is there a space at CoWork that I could rent, for example, for a private company event of 30 people?**

Certainly, the Gastro seems like a perfect fit! We can separate the space for you with glass walls, and it's part of the larger CoWork space. Contact [ravintolaorigo@tastory.fi](mailto:ravintolaorigo@tastory.fi) or [Karolina.puntanen@novapolis.fi](mailto:Karolina.puntanen@novapolis.fi).

### **Do the reservable CoWork spaces offer visual privacy?**

Yes, they have privacy film on the windows to provide ample light while protecting your privacy.

### **Are there locks on the booths?**

You'll be able to lock your booth as soon as we can get access control readers installed. At the moment, it is unfortunately not possible to lock the booths.

### **Can I order food, snacks, or beverages for my meetings?**

You sure can! Restaurant Tastory Origo will be happy to help you with that. You may contact them at [ravintolaorigo@tastory.fi](mailto:ravintolaorigo@tastory.fi).

## **Events**

### **Can I attend events at CoWork?**

Absolutely! Sign up to any event that interests you! You can take a look at Novapolis' events at <https://www.novapolis.fi/en/tapahtumat/>.

### **I've got a CoWork pass. Can I attend KPY Novapolis' community events and clubs?**

You're most welcome to join them as soon as you sign up for them! In fact, these events are organized for people like you! You can take a look at Novapolis' events at <https://www.novapolis.fi/en/tapahtumat/>.

### **Can I organize events at CoWork? Will I have to pay for it?**

For private event reservations and planning, contact [Karolina.puntanen@novapolis.fi](mailto:Karolina.puntanen@novapolis.fi). The arrangements can vary a lot depending on your idea and the number of participants.

### **Can I organize evening events at CoWork?**

For private event reservations and planning, contact [Karolina.puntanen@novapolis.fi](mailto:Karolina.puntanen@novapolis.fi). Let's find a solution that fits your vision and the number of participants.