

Annex 1: Service specifications

Memberships

The following memberships are available.

Club	The Club membership includes access to our events and member services via member login as well as an access card (9 am to 9 pm on weekdays). The coworking space can be used in the café area. The usage quota for the meeting rooms is 2 h per month.
Coworking	The Coworking membership includes a flexible workspace in the coworking area, an access card (9 am to 9 pm on weekdays), access to the member services via member login and a usage quota of 3 hours per month for the meeting rooms.
Resident	The Resident membership includes your own workspace, an access card (24/7), access to member services via member login and a usage quota of 4 hours per month for the meeting rooms.

Basic services

The basic services included in all memberships are set out below and are available to the member to a reasonable extent and subject to availability.

Support	Member services are provided by FTC staff from Monday to Friday from 9 am to 5 pm (except public holidays).
Coffee, fruit, and water	Free use of the coffee bar in the lounge.
Mailbox	Use of the Community Office as a business address incl. acceptance of letters and parcels.
Network and community	Access to the community via moderated channels and the possibility to contact each member directly.
Lounge and Open Space	Use of the public areas for client meetings.
Open Media Kitchen	1 x per month use of the preparation kitchen and shooting in the show kitchen (non-exclusive on a fixed date).
Telephone booths	Use of telephone booths to make undisturbed calls at any time.
Internet	1 Gbit connection for superfast internet.
Printing and scanning	Printers and scanners are available at all times (fair usage).

Additional services

The additional benefits included in both memberships are listed below and are available to the member subject to availability.

Mentor Matching	Food start-ups have the opportunity to meet experts (EDEKA or external experts) and get relevant questions answered (e.g., on the topic of QS, logistics, finance).
Service Recommendations	Access to our internal service provider recommendations.
Networking Events*	Access to networking events and the food and tech community.
Roundtables*	Exchange with like-minded members for specific product groups.
Pitch Perfect and Buyers Pitch**	Training for successful pitching with a professional pitching coach and subsequent buyer's pitch in front of high-turnover EDEKA merchants.

*An additional fee may be charged for certain events. Members are offered a reduced price (compared to non-members).

**Participation is reserved for members only and is subject to an additional fee as per the Fee Ordinance.

Other

The following services are exclusively available to our members via their member login. Use is free of charge within the scope specified in the application form. Services exceeding the specified scope will result in additional fees (see Fee Regulation).

Meeting room	Space for 10 people.
Meeting room XL	Space for 20 people.

Food Space

Workshop Space	Use of the workshop area for a maximum of 30 people.
Media-Kitchen	Use of the kitchen island, workshop area and photo equipment for a maximum of 30 people.
Event Space	Use of the media kitchen and workshop space as well as the preparation kitchen.