

## **FAQ**

### **What is the best way to get to the launchlabs?**

You will find our innovation loft in the lively Gundeldinger Feld – a listed former industrial area in the immediate vicinity of Basel's main train station.

Detailed information, our address and directions for public transport can be found [here](#).

### **Is there parking near launchlabs that I can use?**

Unfortunately, there are no parking spaces on the Gundeldinger Feld itself. However, there are various blue zones around the area and the "Gundeli-Park" multi-storey car park is only a 5-minute walk away. The Gundeldinger Feld and the direct access to our event hall are a car-free zone and only accessible to suppliers in the morning until 11 a.m.

### **How can I rent a room and how much will it cost me?**

Information on prices and equipment of the rooms can be found in the descriptions on our website. We are happy to accept booking inquiries by email. If you have any questions or special requests and needs, we are at your disposal.

### **What furniture and technology will I find on the launchlabs premises?**

The event hall and the other rooms offer a basic set of workshop and event furniture, as well as the necessary technology. Details can be found in the respective room description. We would be happy to show you everything during a visit. We charge a surcharge for technical support of the event by us.

### **How do I get access to the rooms? Do I have to observe certain opening hours?**

With the booking we guarantee you easy access to the premises. During regular office hours, someone from the team will be there for you. For off-peak times and weekends, we ask that you make prior arrangements with us for access.

### **Is cleaning after the event included in the rental price?**

Yes, but only under the condition that the hall is cleaned up and returned in its original condition after the event. Otherwise fixed price CHF 250.

### **When and how can I conveniently deliver goods for my event?**

Deliveries are possible on weekdays until 11:00 a.m. through the main entrance to the area at Dornacherstrasse 192. After 11:00 a.m., the passage on Bruderholzstrasse must be used. This is only accessible to vehicles of limited size (dimensions of the passage: 2.80 m wide and 2.50 m high).

### **Who assembles and disassembles the furniture and when is this possible?**

Standard set-ups can be taken over by us after consultation. Special furniture or decorations must be set up by the tenant himself.

### **Can we deliver and set up the day before and dismantle and pick up the day after?**

Of course, by arrangement and if the room is still free. However, we would like to remind you that the room must also be rented for the time you need for delivery, storage, assembly and dismantling as well as pick up.

### **What are your payment & cancellation policies?**

An invoice will be issued immediately after the event, with a payment period of 10 days. If you cancel less than 2 weeks before the event, the full rent is due. The landlord is entitled to request a deposit. You can find detailed information about our rental conditions in our General Terms and Conditions.

### **What about catering for events?**

For catering during your event, cooperation with external caterers or catering establishments on the Gundeldinger Feld is possible. On request we will be happy to send you our recommendations. For smaller events with a maximum of 10 participants, water, tea and coffee are included in the rental price. In addition, our coffee kitchen is available for self-catering.

### **Can the launchlabs kitchen be used & what do I find in it?**

Our kitchen can be used by all tenants. The following equipment is available:

Two sinks

Large fridge for shared use

Small dishwasher

microwave

Please note that cutlery, crockery, glasses, tablecloths, etc. are not available and must be brought by the respective caterer.

### **Is there accommodation close by?**

There are several accommodation options in different categories in our vicinity.