

Membership

Membership is a long-term educational and support program for design and fabrication enthusiasts and professionals. Protohaven members receive discounts on public courses, gain independent access to the 12,500 ft² Wilkinsburg campus for self-guided projects, participate in member-only learning circles, and receive individual guidance based on their specific goals.

The space includes professional-quality tools and equipment in 15 different disciplines ranging from graphic design and laser cutting to woodworking and welding.

Protohaven uses a platform called NeonOne to manage memberships and class/event registrations. When you log into your NeonOne account, your member Dashboard provides access to many important tools and resources related to your member account such as membership status, payment information, class/event offerings and registration history, clearance requests, tool status, and the maintenance/tool report form. Questions related to navigating your NeonOne Dashboard should be directed to the Membership & Operations Coordinator.

Each new member also receives a discount code for a free class when they join for the first time and complete the New Member Orientation. This free class can only be used for a class that the member is enrolling in (cannot be transferred, gifted, or sold to another person). Note: This does not apply to corporate, company, and non-profit memberships.

Age Requirements

Minors using the shop outside of scheduled classes must be members and accompanied by a parent or guardian who is also a member.

Front Studio access is limited only to those of 12+ years of age.

Back Workshop access is limited only to those 16+ years of age.

Affordability

At Protohaven we are dedicated to being an accessible and equitable makerspace. Low income rates are available for those who require financial assistance to become members through our Access to Making Program (AMP). AMP rates must be recertified on an annual basis. [You can sign up for AMP rates on our website.](#)

Membership Types



For the most up-to-date information on memberships, see <https://protohaven.org/membership/>

| | Weekend | Weeknight | General |
|-------------------------------------|------------|------------|-------------|
| Pricing | \$65.00/mo | \$65.00/mo | \$115.00/mo |
| Access to Workshop and Studio | ☐ | ☐ | ☐ |
| Class Coupon for New Members | ☐ | ☐ | ☐ |
| Weekend hours Sa/Su: 10am - 10pm | ☐ | | ☐ |
| Weeknight hours M-F: 5pm - 10pm | | ☐ | ☐ |
| All Hours M-S: 10am - 10pm | | | ☐ |

General

Access during all of our public hours, Monday – Sunday 10am – 10pm. Our most popular option for enthusiasts who want to be able to use the shop anytime during our public hours. [Sign-up for a General Membership.](#)

Weekend

Access every Saturday and Sunday 10am – 10pm. An affordable option for those just getting into making, or who need only occasional access and can come in on the weekends. [Sign-up for a Weekend Membership.](#)

Weeknight

Access Monday-Friday, 5pm – 10pm. [Sign-up for a Weeknight Membership.](#)

Company

Companies can purchase memberships for their staff at a rate of \$92/month per seat for General Membership and \$52/month per seat for Weekend Membership. This type of membership requires the company to sign up for a minimum of two seats. Company membership provides access from 10am-10pm, 7 days/week. An EIN is required. Contact the Membership & Operations Coordinator to sign up for this membership type.

Non-Profit

Non-profit organizations can purchase memberships for their staff, artists, or other representatives at a rate of \$57.50/month per seat. This type of membership requires the organization to sign up for a minimum of two seats. Non-profit membership provides access from 10am-10pm, 7 days/week. An EIN and proof of non-profit status is required. Contact the Membership & Operations Coordinator to sign up for this membership type.

Corporate

Corporations can purchase memberships for their staff at a rate of \$250/month per seat. This type of membership requires the organization to sign up for a minimum of two seats. Corporate membership provides 24/7 access. An EIN is required. Contact the Membership & Operations Coordinator to sign up for this membership type.

Founders

This type of General Membership has been grandfathered in and was available during Protohaven's early days to recognize individuals for their early support and loyalty. If a Founders membership expires or is paused for any reason, it will be reinstated as at the current, non-discounted General or Weekend Membership rate.

Storage

Protohaven provides both overnight and monthly storage options to ensure you can continue working on your projects without the hassle of transporting your work to and from home.

For full details on how we handle storage, see our [Storage Policy](#)

Receiving Mail and Freight

As a member you can have your mail and supply orders sent directly to Protohaven at no additional cost. Additionally, our loading docks can support freight pick-ups and drop-offs within regular shop hours. We just ask that you are available on your freight delivery day to properly store your shipment before the shop closes that day. Please be sure to check for mail regularly, as mail that has not been picked up for over one month may be returned to the sender. If there are any extenuating circumstances that will prevent you from picking up your mail in a timely manner, please let us know.

Guest Policy

Who

Protohaven members are welcome to bring guests during member hours. We ask that all guests sign in at the front desk. Members are responsible for ensuring that their guests abide by all shop, community and COVID-19 guidelines during their visit. Unless for Protohaven-approved events, guests must be age 12 years or older to be in the studio area of Protohaven, and age 16 years or older to be in the shop area. Youth must be accompanied by an adult at all times.

When

Guests are welcome during all member access hours. See the [shop hours](#) section for details.

How

Guests are NOT cleared Protohaven members and should not be assisting or independently operating equipment in any way. Guests may consult, view work in progress and socialize with their host. Guests must join as members, complete orientation, and receive clearances BEFORE working or assisting in the shop.

Emergency Policy

Fire

In the event of a small fire, extinguishers are present throughout the building:

- Kitchen/Hub
- Wood Shop
- Maintenance Room
- Blacksmithing
- Front Entrance

If you use a fire extinguisher for any reason, notify the appropriate Protohaven staff member or on duty tech.

In the event of a true fire emergency OR if the fire suppression system is triggered, evacuate the building immediately and THEN call 911 ONLY after you have safely removed yourself from danger. After emergency services have been contacted notify the appropriate Protohaven staff member or and fill out an incident report.

Medical/Injury

For minor injuries there are first aid kits in the kitchen located next to the shop doors, in the forge, and in the woodshop next to the door leading into the studio area. Please report any low supplies to a staff member.

Two AED devices are available and are located in the kitchen next to the shop doors as well as in the woodshop next to the door leading into the studio area.

In the event of a medical emergency time is of the essence. If you can safely and knowledgeably do so, seek consent to stabilize the injured person(s) and CLEARLY IDENTIFY an individual to call 911. If you are unable to stabilize, safely attempt to locate someone who can after calling 911. After the immediate threat has passed and emergency services have been contacted notify the appropriate Protohaven staff member for further instruction.

Mental Health/Crisis De Escalation

In the event of a mental health crisis it is important that those affected feel safe and that they have resources at their disposal. Our neighbors at Resolve Crisis Services (333 N. Braddock Ave.) have around the clock support for those in need and we encourage you to direct those in crisis to those resources.

Resolve 24/7 Hotline: 1-888-7-YOU-CAN (796-8226)

Walk-ins welcome without appointment

Member Events

Members are encouraged to attend member meetings and volunteer days. Dates for events will be announced on email and Discord. Member meetings may be held in-person or virtually. Additional member events may be planned throughout the year. While member meetings are only for active members, volunteer days are open to the general public. Please note that even on volunteer days, only Protohaven members with appropriate clearances are allowed to operate and do maintenance on equipment.

Other Member Resources

Kitchen/Lounge Area

Our kitchen/lounge area provides a place to meet, relax, and refuel. Members are free to use any of the appliances, and store food and beverage in the refrigerator. Please do not help yourself to any food/beverages/condiments that are not labeled for community use. We also ask that you clean up after yourself and treat the appliances with the same respect that you would your own.

Conference Room

The conference room can be used to hold meetings, do presentations, or make/take phone calls for up to 2 hours. Members must reserve the conference room following the same procedure as equipment reservations.

Studio Computers

The computers in the studio area feature software used for design and fabrication. Protohaven is not responsible for any damage to, loss, or theft of users' personal property including electronic files left on Protohaven computers.

Computer Lab

When not in use for classes or other programming, members are welcome to use the computer lab.

Lost & Found

Please ask a Shop Tech if you have lost something and need access to the lost and found.

Every Tuesday items will be moved from the "lost and found", to the "last chance" bin, and the following Tuesday items left will be moved to the "free" bin.

Revision #3

Created 8 July 2026 12:20:13 by Manager Scott Martin

Updated 8 July 2026 12:44:12 by Manager Scott Martin