

# Media Services Equipment Rental Policy

**LOCATION:** Rowell Annex, 277 South Willard Street, Burlington, VT.

**CONTACT:** [RentalHouse@champlain.edu](mailto:RentalHouse@champlain.edu) / (802) 865-5748 / [champsupport.champlain.edu](http://champsupport.champlain.edu)

**HOURS:** 8:00<sub>AM</sub> - 6:00<sub>PM</sub> Monday - Friday

*Equipment rental pickups must be scheduled between 10:00<sub>AM</sub> - 6:00<sub>PM</sub>*

*Equipment rental returns may be scheduled between 8:00<sub>AM</sub> - 6:00<sub>PM</sub>*

*Depending on the size of your pickup/return, you should plan to arrive between 15 - 60 minutes earlier than your scheduled time to allow for processing.*

<p>Rental operations are closed during summer months and while school is not in session.</p>
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## Introduction:

The goal of this document is to lay out the policies and procedures of the Rental House. These policies were developed in collaboration with the CCM Division faculty, students and staff.

A list of our inventory can be found on our website [champsupport.champlain.edu](http://champsupport.champlain.edu). For help with scheduling equipment rentals, identifying available equipment, understanding usage requirements, or understanding our practices and policies, it is always best to call us or visit in person.

## Equipment Rental Policy:

The Rental House circulates a selection of media production equipment available for rent. Our equipment inventory is maintained through an application called WebCheckout, which keeps a database of equipment available for rent, Patron contact information, and rental history. Equipment reservations may be made online through WebCheckout's *Patron Initiated Reservation* tool (PIR).

### User Agreement

Patrons who reserve/rent equipment from our equipment pool are bound by our usage policies as outlined in this document. Patrons are responsible for equipment while it is signed out under their name and will be held accountable for late returns, damages, loss or theft. Users must sign an agreement stating that they have read and understand the policies each time they check out equipment. The rental agreement itemizes all equipment being rented, each item's estimated value, and the scheduled return date and time.

### Who May Rent Equipment

Current Champlain College students, faculty, and staff may access the equipment at no charge. Equipment may only be used only for academic or college purposes. Most items are available only to specific programs, classes, or Patrons, and prerequisites may apply.

Patrons may only sign out equipment under their own name, and must be present at pick-ups and drop-offs. Equipment being returned by someone other than the Patron who checked it out will not be accepted and late fees may begin to accrue. Patrons may be asked to present their Champlain College ID, and Rental House staff retain the right to refuse the pickup of equipment if identification cannot be verified.

### Access and Permissions

Every item available for rent has unique usage and safety requirements. We use the word 'Access' to describe a Patron's proven ability to safely operate a piece of equipment, and the word 'Permission' describe the

Patron's academic right to access the equipment (based usually on course enrollment). The goal of our access and permissions requirement are to educate and empower our Patrons to be capable of meeting our liability expectations. While each item, course, and Patron may have unique access or permission requirements, the typical path towards gaining access and permissions is a two step process:

1. *You are enrolled a course where a pre-arranged list of equipment is required by the curriculum.*
2. *You have received an in-class demonstration of the equipment by a Rental House employee.*

A third step is often required for advanced, complex, or dangerous equipment:

3. *You must demonstrate your ability to set up, operate, and transport the equipment safely during a one-on-one practical exam with a Rental House employee.*

Any Patron who seeks equipment that requires a practical exam will receive information from their instructors or from a Rental House employee about how to schedule an access exam.

## **Checkout Process**

1. Equipment is available from the loaning pool,
2. A reservation is made in *PIR*, in-person, or over the phone,
3. Rental House staff test all of the equipment going out that day for completeness and functionality,
4. Patrons arrive to work with staff to re-test equipment and identify pre-existing issues for liability,
5. Patrons sign agreement form and confirm their return time,
6. Patrons return the equipment, and wait while staff test their equipment for completeness and damage,
7. If any issues arise from the return check, the Patron must fill out the LDM form,
8. Items are check back into the system and are returned to circulation.

## **Reservations**

Reservations may be made between 14 days and 24 hours in advance using the online reservation tool *PIR*. Reservations made in-person or over the phone may be made less than 24 hours in advance. We also accept walk-in checkouts, however equipment availability for late reservations or walk-in checkouts is often limited due to pre-existing reservations made through *PIR*. Requests to change reservation details after the 24 hour submittal deadline and/or at the time of pickup may not be able to be accommodated. E-mail reservation requests are not accepted. If a Patron is more than 60 minutes late to pick up their equipment their reservation will automatically be canceled.

## **Rental Period**

Rental periods are determined by a Patron's academic year:

*Freshmen & Sophomore: 3 Days      Junior & Seniors: 5 Days      Graduate Students, Faculty & Staff: 5 Days*

WebCheckout counts weekends as days, so equipment may be rented over weekends. Equipment is not available for rental in-between semesters or during the summer. Extensions for mid-semester breaks and long weekends are often available for reservations made over the phone or in-person (as *PIR* does not recognize them).

## **Rental Extensions**

Patrons may request a single 24 hour extension per rental over the phone or in-person, prior to the return deadline. Voicemail or e-mail messages for extension requests are not accepted – you must speak directly with a Rental House Employee to request an extension. Approval for such a request depends on whether or not the equipment in question is available. If the request is denied the equipment must be returned at the originally

scheduled deadline. Failure to request an extension prior to the return deadline constitutes a late return.

### **Late Return Policy and Penalties**

Rented equipment is considered late once the scheduled return time has passed. There is a 60-minute grace period after which the late return will be formally recorded in the Patron's record.

For each day a checkout is late, starting when the 60 minute grace period ends, the Patron's Champlain account will be charged a late return fee of \$50 per day. The penalty increases as time passes, and the sum is not pro-rated; returning an item any time between 1 and 24 hours after the originally scheduled return time means the Patron is one day late. Anytime between 24 and 48 hours late and the fine is adjusted to \$100. Items not returned within five calendar days of the scheduled return time will be considered lost and a \$250 charge will be added to any loss/damage penalties that may apply.

### **Equipment Damage and Loss Policy**

Upon pickup the Patron must sign the rental agreement which signifies that they agree to our rental policies, the scheduled return deadline, and that they confirm that all items and contents of their rental are present and in good working order. The Patron is therefore responsible for any replacement or repair costs due to damage/loss identified upon the return of their equipment. Patrons must remain present while returned equipment is signed back in and tested to witness and verify any discrepancies. Should the Patron leave before check-in is complete, they waive their right to appeal any loss or damages identified/recorded by the Rental House, and agree to adhere to their findings.

Any rentals not returned within 5 calendar days of the agreed upon return time will be considered lost. In addition to the \$250 late fine, further penalties may be applied as necessary, including charging the Patron for the full replacement of the lost item(s).

### **How Fines and Penalties are Processed: The LDM Form**

When a Patron returns with late, damaged, or missing items, their access to rental equipment will automatically be revoked. The Patron will be required to complete and submit the LDM Form (Late/Damaged/Missing Form). This form gives Patrons the opportunity to acknowledge the issue(s), and choose whether to accept or appeal any fines or other penalties. After the form is filled out and submitted to a Rental House employee, the Patron's rental privileges will be immediately reinstated.

Each case of appeal will be reviewed individually within one week, and a confirmation email will be sent to your college email account to arrange a meeting with the Media Equipment Coordinator to discuss the issue(s). If you do not appeal any issues, your account will be charged the appropriate amount as stated in the Rental Agreement Policy. If further action is required, you will be contacted by the Media Equipment Coordinator to resolve the issue(s).

We value your open, honest, and timely engagement with our rental operation and policies. All attempts on your part to resolve this issue fairly and quickly will be taken into consideration. Please be as specific as possible when completing the LDM form.

Fees are reported to Student Accounts and processed twice a year, typically November and April, and may also reflect any staff time and shipping costs incurred. The Rental House reserves the right to enforce further penalties for habitual delinquent Patrons as warranted, up to and including revocation of the Patron's rental privileges.

## **How the Appeal Process Works**

Patrons who wish to appeal a late fine, repair, or replacement fee may do so by completing the LDM form. After the form is processed, a confirmation email will be sent to the Patron's college email account acknowledging the issue(s) stated, and whether the student elected to appeal the issue(s). A meeting time will be proposed for the Patron to discuss the issue(s) with the Media Equipment Coordinator. Failure to schedule and attend an appeal appointment within 21 days waives the Patron's right to appeal the fine/fee at a later date and signifies their agreement to pay the fine/fee when processed and charged through Student Accounts.

If the Patron and the Media Equipment Coordinator cannot come to a satisfactory agreement, the Patron has the right to escalate the conversation over specific issue(s) to include other concerned parties. All escalations are treated seriously, and are expected to involve significant and legitimate issues that go beyond the scope of the Rental House's normal operations.

## **Disclaimers**

***Equipment Availability:*** Every effort will be made to provide equipment specified by Patrons, however no guarantees of specific equipment can be offered. In the event a particular item is not available as scheduled, suitable alternatives may be suggested. The Rental House will not be held accountable for unavailable equipment due to Patron/user error, a late return, or damages/loss sustained while signed out by another Patron.

***Overdue Checkouts:*** It is not the responsibility of Rental House employees to notify Patrons of overdue checkouts. While e-mail reminders are typically sent out during the first day of lateness, they are not guaranteed. Rental receipts may be requested upon check-out, and rental details including return time are available in *PIR*.

***Media Content:*** It is the Patron's responsibility to offload and store any digital media prior to their return deadline. Equipment cannot be returned on time if a card or media device is not present and ready to be formatted. Rental House employees are not responsible for content left on returned media, whether by deleting any content, or allowing content to go undeleted before next Patron picks up a device. If you find someone else's content on any device you rent, you have the right to format the card and delete it.

***Battery Charge:*** While Rental House employees make every effort to check out equipment with charged batteries, no guarantees will be offered. We recommend that Patrons build in adequate time to charge or replace any batteries required to power our devices.