

Production Equipment Rental Policy, Fall 2020

LOCATION: Durick Hall, 174 South Willard Street, Burlington, VT.

CONTACT: rentalhouse@champlain.edu / (802) 865-5748 / rentalhouse.champlain.edu

HOURS: Mon/Wed/Fri: 9:00AM - 8:00PM, Tue/Thu: 9:00AM - 4:30PM, Sa/Su: Closed

Equipment rental pickups and returns must be scheduled between:

9:00AM-7:30PM (Mon/Wed/Fri), or 9:00AM-4:00PM (Tue/Thu)

Due to COVID-19 our current rental model will be contactless curbside and by appointment only (no walk-ups). Appointment times are firm - if a patron misses their window they will forfeit their reservation or incur a late return fine.

Rental operations are closed during summer months and while school is not physically in session

Introduction

The Rental House serves the Champlain educational community by renting media production equipment to students, faculty and staff free of charge. We strive to provide excellent customer service to all levels and types of media creators. We focus on empowering CCM programs with professional equipment, integrated curricular support, and technical guidance. By working hard to circulate quality equipment as freely and fairly as possible, our goal is to create an environment that empowers Champlain's creative communities to grow and thrive.

The goal of this document is to lay out the policies and procedures of the Rental House for our patrons. These policies were developed in collaboration with the CCM Division. For help with scheduling reservations, identifying available equipment, understanding usage requirements, or understanding our practices and policies, it is always best to call us during our normal business hours.

Equipment Rental Policy:

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 our website.

User Agreement

Patrons who rent equipment from our equipment pool agree that they have read, understand, and 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.

Who May Rent Equipment

Current Champlain College students, faculty, and staff may access the equipment at no charge. Equipment may only be used for academic or college purposes. Most resources 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 resource available for rent has unique usage and safety requirements. We use the word 'Access' to describe the Patron's academic right to access the equipment (based usually on course enrollment), and the word 'Permission' to describe a Patron's proven ability to safely operate a piece of equipment. The goal of our access/ permission requirements is to educate and empower Patrons to be capable of meeting our liability expectations. While each circumstance may have unique access or permission requirements, the typical path towards gaining access and permission is a two step process:

- 1. You are enrolled in 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 or CCM Faculty Member.**

If a Patron wishes to checkout equipment not authorized within their current permissions or access, they may apply for special clearance by contacting the Patron's faculty member or advisor, who may send the following information to rentalhouse@champlain.edu: Patron name, course enrolled for use of equipment, and timeframe of the rental request. After the rental house receives approval from the faculty member or advisor, the patron may contact the rental house to make the reservation. Note that even if special clearance is approved, the equipment is subject to availability. Patrons will need to show proficiency for safe use of the equipment.

Checkout Process

- Patrons should adhere to the college's health pledge and policies regarding COVID-19. Do not attempt to pick-up/return equipment if you have any symptoms as outlined in the COVID-19 Risk and Symptom Tracking form - instead, notify the Rental House via phone to cancel/extend/reschedule.

Details:

- All pickups and returns are by appointment only (no walk-ups)
- Appointment times are firm - if a patron misses their window they will forfeit their reservation or incur a late return fine
- Patrons are not allowed to enter the building, only Rental House staff are allowed inside - No exceptions
- Patrons must be wearing a face mask and maintain 6' distancing at all times
- Patrons must announce themselves when they arrive in the designated pickup or return curbside zone behind Durick Hall via the intercom, and follow the posted/verbal instructions of Rental House staff during the pickup/return process

Steps:

1. Equipment is available from the loaning pool.
2. A reservation is made online through our website or over the phone (no walk-ups, no email).
3. Rental House staff will stage equipment as stated on the reservation.
4. Patrons will arrive promptly at their scheduled reservation time with their face mask on, and announce themselves via the intercom at the designated curbside pickup zone behind Durick Hall. Patrons will then follow the posted/verbal instructions of Rental House staff, maintaining 6' distancing at all times and remaining outside of Durick Hall.
5. Before equipment can be picked up, Patrons are responsible for inspecting that all aspects of the order are present and that key items are functioning properly. Rental House staff will be available for questions and/or facilitate any

resolution of problems.

6. Patrons confirm their agreement to the rental policies and their selected return time.
7. Patrons have a one-hour grace period after the start of their reservation appointment to further review/test the contents and functionality of their orders and report any discrepancies via phone (at which point every effort will be made to arrange an opportunity to address any issues if possible). Any discrepancies not reported will be considered the liability of the Patron.
8. Patrons will arrive promptly at their scheduled return time with their face mask on, and announce themselves via the intercom at the designated curbside return zone behind Durick Hall. Patrons will then follow the posted/verbal instructions of Rental House staff, maintaining 6' distancing at all times and remaining outside of Durick Hall.
9. Patrons will return all equipment as stated on their original rental order, reporting any issues/damages they may have experienced with the gear to the Rental House staff.
10. The Rental House staff will process the return, check the contents and functionality of all items, and contact the Patron via their college email account if there is an LDM incident report.
11. All items are checked back into the system, disinfected to our staff's best ability per industry/maker's recommendations, and returned to circulation.

While our team will make every effort to properly disinfect equipment per available industry/maker recommendations, the Rental House cannot guarantee that every piece of equipment circulated to patrons will be 100% free from risk of exposure to COVID-19.

Patrons are encouraged to also disinfect their rented equipment, carefully following the manufacturer/industry guidelines to avoid permanently damaging the item(s) (e.g. standard disinfecting wipes/sprays, Isopropyl alcohol solutions in the wrong concentration, and other materials may damage certain surfaces/components). Please ask for guidance if needed to avoid being liable for damages to the equipment while in your care.

Reservations (Pickup/Return Appointments)

- All pickups/returns are by appointment only (no walk-ups, no emails)
- Appointments are 30 minute slots, and only one instance of a pickup or return will be allowed at a time at the Rental House
- Pickup/return reservation times are firm - if a patron misses their appointment window they will forfeit their reservation or incur a late return fine
- Reservations may be made at least 24 hours in advance using the online reservation tool on our website or via phone (no email)
- Patrons can request a same-day appointment (subject to availability) by phone (no walk-ups)
- 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 due to equipment availability and/or our current process during the COVID-19 pandemic
- If a patron is late to their pickup appointment their reservation will automatically be canceled after fifteen minutes, at which time they will need to schedule another reservation
- *Last scheduled pickup/return time is 30 minutes prior to when we close*

Rental Period

Due to equipment distribution requirements, 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 while in-person campus classes are not offered/available (e.g. a fully remote/virtual model or during/after the Thanksgiving break this fall, etc.).

Rental Extensions

Patrons may request a single 24 hour extension per rental over the phone *prior* to the return deadline. Voicemail or e-mail messages for extension requests are not accepted – you must speak directly with Rental House staff 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 15-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 15-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. Late fines are capped at \$250.

Equipment Damage and Loss Policy

The Patron is responsible for any replacement or repair costs due to damage/loss identified to have occurred while in their care. The Patron is responsible for noting any issues with the equipment in their order at the time of pick-up (including missing/damaged items/contents). Any damage/loss reported or identified by Rental House staff upon return will be recorded and communicated via the LDM process.

Any rentals not returned within 5 calendar days of the agreed upon return time will be considered lost. In addition to the \$250 associated 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 Process

When a Patron returns with late, damaged, or missing items, their access to rental equipment will automatically be suspended. The Patron will be notified of an LDM (Late/Damaged/Missing) incident report against their record via their college email account. This process gives Patrons and Rental House staff the opportunity to acknowledge and agree upon the issue(s), and choose whether to accept or appeal any fines in the case of late returns. After the Patron responds to the LDM email, the Patron's rental privileges will be immediately reinstated.

The LDM process offers students the ability to appeal late fines or equipment issues. Each case of appeal will be reviewed individually, and a confirmation will be sent to your college email account to arrange a conversation to discuss the issue(s) if necessary. Failure to schedule and attend an appeal appointment within 21 days of the LDM email notification 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 a resolution between Patrons and the Rental House cannot be found, the case may be referred to the Office of Student Conduct for review and resolution. The Rental House retains the right to refer any LDM issues to Student Conduct,

including any by Patrons who are found to have already recorded multiple infractions in one semester.

If you do not appeal your LDM incident report, your account will be charged the appropriate amount as stated in the Rental Agreement Policy. Fees are reported to Student Accounts, 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.

We value your open, honest, and timely engagement with our rental operation and policies. All attempts on your part to resolve issues fairly and quickly will be taken into consideration. Please be as specific as possible while engaging in the LDM process.

Disclaimers

Disinfection: While our team will make every effort to properly disinfect equipment per available industry/maker recommendations, the Rental House cannot guarantee that every piece of equipment circulated to patrons will be 100% free from risk of exposure to COVID-19. Patrons are encouraged to also disinfect their rented equipment, carefully following the manufacturer/industry guidelines to avoid permanently damaging the item(s) (e.g. standard disinfecting wipes/sprays, Isopropyl alcohol solutions in the wrong concentration, and other materials may damage certain surfaces/components). Please ask for guidance if needed to avoid being liable for damages to the equipment while in your care.

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/substituted. 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. Rental details, including return times, are available to the patron at any time via the online reservation tool on our website. It is the Patron's responsibility to ensure they arrive promptly at their selected and scheduled return time to avoid late fees.

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 staff are not responsible for content left on returned media, whether by deleting any content, or allowing content to go undeleted before the 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. Whenever possible, we recommend that Patrons utilize their own digital storage media.

Battery Charge: Rental House employees make every effort to check out equipment with charged batteries, but no guarantees will be offered. We recommend that Patrons build time into their production schedules to charge or replace any batteries required to power devices.