

# Media Equipment Rental Policy

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

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

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

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## 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 providing 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 and the CCM Production Studios. These policies were developed in collaboration with the CCM Division faculty, students and staff. For help with scheduling reservations, 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:

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 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. Equipment may only be used only 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 are 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, or have been trained by Rental House staff.*

## Checkout Process

1. Equipment is available from the loaning pool
2. A reservation is made online, in-person, or over the phone
3. Rental House staff test all of the equipment going out that day for completeness and functionality
4. Before equipment can be picked up, Patrons are responsible for inspecting their order and noting any issues
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 checked back into the system and are returned to circulation

## Reservations

Reservations may be made using the online reservation system, at least 24 hours in advance. To request a reservation less than 24 hours in advance, you can call or come down in-person. We also accept walk-in checkouts, however equipment availability for late reservations or walk-in checkouts is often limited due to pre-existing reservations. 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. Reservation requests through E-mail 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

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: 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 (but cannot be made online).

## 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 prorated; 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.

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

The Patron is responsible for noting any issues with the equipment in their order at the time of pick-up. 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 suspended. The Patron will be required to complete and submit the LDM Form (Late/Damaged/Missing Form). This form 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 form is filled out and submitted to a Rental House employee, the Patron's rental privileges will be immediately reinstated.

The LDM form offers students the ability to appeal late fines or equipment issues. 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). 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 a resolution between Patrons and the Media Equipment Coordinator 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 issue to Student Conduct, and will automatically do so after three late fines in one semester.

If you do not appeal late fines, your account will be charged the appropriate amount as stated in the Rental Agreement Policy. Every case of damage or loss will result in a meeting with the Media Equipment Coordinator to resolve the issue(s). Fees are reported to Student Accounts and processed twice a semester, 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 when completing the LDM form.*

## 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, 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 our devices.