



Instrument Booking Rules

YOU MUST BOOK ONLINE BEFORE ANY USE OF THE FACILITY.

This includes evening and weekend sessions, all instruments, all software, and lab benches.

Go to: <http://hosting.brownbears.wa.gov/Biotron>

Login using your group name: _____

Password (same as your group name). _____

RULES:

1. **Instrument Log Sheets**— All instruments have a calendar-style log sheet posted next to them. Users must fill in the logs at each use **EVEN IF THE INSTRUMENT MALFUNCTIONS** so we can track problems and bill appropriately.
2. **Book in Advance**-- All sessions **MUST** be booked in advance on our calendar to assist us with book keeping regardless of duration, time of day or type of instrument/service.
3. **First Time Users**-- First-time users must book directly through our staff for training and orientation, regardless of prior experience. Users are given a login account for the calendar during orientation, but we encourage them to coordinate the first few visits with staff.
4. **Book only for yourself**-- Users may not book time for other users or expect to train them themselves.
5. **If you require any assistance**-- We require 48 hours notice to schedule our time. Do not book last-minute if you require assistance.
6. **Drop in sessions**-- We will accept drop-in clients if and when time is available on the instrument on a first-come, first-served basis. These users **MUST** add their time to the online calendar **AND** fill in the log sheets. Technical assistance may not be available for drop-in clients as staff may be busy elsewhere, however.
7. **Lateness**-- Latecomers forfeit their time after 30 minutes if they have not contacted us with a valid reason. We reserve the right to bill no-show users for the time scheduled.
8. **Cancellations**-- Appointments may not be changed or cancelled within 24 hours of occurrence, except by directly contacting our staff. We reserve the right to bill for last-minute changes to scheduled appointments.
9. **Overbooking Time**-- While we try to be fair for unexpected sample failures and mishaps, users who overbook time and do not use it may be charged for the full number of hours reserved. Consistent over-booking of time is unfair to other clients.
10. **Instrument Maintenance Sessions**—We try to book service visits in advance and to provide current information about the status of instruments requiring repair on the calendars. Please refer to the calendars for updates on repairs. Periodically we may have to cancel a user session to make room for maintenance visits when service technicians are available on short notice.
11. **Instrument Malfunctions**-- If an instrument malfunctions during use, notify us immediately **BEFORE** you close any error screens or change anything. If we can't fix it, we will refund your time. After hours, please take detailed notes about what happened and note this on the log sheet by the instrument. **DO NOT REMOVE YOUR LOG IN** from the calendars –we may need to contact you for information.

