

Resource Reservation Policies

AUSTINFILM.ORG

CHECKOUT PROCEDURES:

- Only the Producer who made the reservation is permitted to checkout the equipment
- Before leaving the Equipment Room the Producer must verify that the contract is accurate and check in time is correct
- Producers are responsible for inspecting, testing, and verifying that the equipment works properly
- If a Producer discovers defective or inoperable equipment during checkout, staff will find a replacement if possible, you must submit a Trouble Report
- If a Producer discovers defective or inoperable equipment during a production, they are responsible to call 512.478.8600 ext. 25 to report the problem and leave a message with their name, date and time of the call, and phone number
- Adding major equipment during checkout is not allowed and up to the PPA's discretion (Camera, light kit, microphone, iMac, audio board, etc)
- For the Studios, a check out form must be completed to ensure everything is in working order. The check out form must be completed before the studios can be used

CHECK-IN PROCEDURES:

- All equipment is due on the check in time listed in the contract
- Only Producer who checked out equipment is permitted to check in the equipment unless given prior approval by PPA
- While staff verifies that all the equipment has been returned and is in working order, Producers need to wait in the Equipment Room
- Equipment must be returned in the following condition:
 1. Wrapped and tied properly
 2. Packed properly in the bag, box, case, or container in which it was checked out
 3. Batteries removed from microphones and from cameras.
- If a Producer fails to submit a Trouble Report at time of checkout, and any of the equipment is found to be damaged or inoperable, that is not due to normal wear and tear, the Producer will take responsibility for the damage or loss. It is a General Violation to fail to submit a Trouble Report when there is a problem

NEVER troubleshoot or attempt to repair malfunctioning equipment. Please call the equipment room at (512) 478.8600 Ext. 25 immediately if equipment malfunctions in the field.

LATE ARRIVALS & CHECK-OUT:

Producers who are more than 15 minutes late for a checkout are considered "late arrivals" and must call and leave a message with their name and time of their reservation.

The number to call is (512) 478.8600 Extension 25. Four late arrivals (15- 60 minutes late) with a call will equal a GENERAL VIOLATION. One late arrival without a call will be a GENERAL VIOLATION.

Producers who arrive for checkout more than 1-hour after the designated checkout time without a call are considered a no show and your reservation could be cancelled.

LATE ARRIVALS & CHECK-INS:

Producers are required to call ahead if they are running late to return equipment. A return after 30 minutes (calling ahead or not) results in SEVERE VIOLATION.

Late returns greatly affect other Producers and those want to check out equipment. If a Producer does not check in their equipment by the end of the day then the equipment could be considered stolen and the authorities could be contacted.

LOST, STOLEN, DAMAGED EQUIPMENT:

- Producers are not responsible for damage resulting from normal wear and tear
- Producers are responsible for payment for the repair or replacement of any damages or loss of equipment that occurs while in their possession or under their charge. This payment is non-refundable
- When equipment is returned damaged, Producer privileges will be immediately suspended. A determination will be made within two weeks depending on circumstances
- Staff and/or an equipment repair facility will determine whether an equipment malfunction is the result of normal wear and tear or operator error
- Once the cost is determined, the Producer will be placed on a payment plan and is responsible to make regular and timely payments. And access to the resources will be restored. Please note the repair estimate may take some time
- Producers who disagree with the assessment may appeal the decision to the Programs Director through the established Grievance Process

PAYMENT PLANS:

Once a repair estimate has been established and fault has been determined, a Producer is required to pay for any resource that is lost, stolen, or damaged. A mutually agreed upon Payment Plan will be arranged with the Producer and PPA. Once the Payment Plan Letter of Agreement has been signed, a 50% down payment has been made and the Producer demonstrates intent to rectify the situation, all benefits will be restored.

If there is a difference between the estimate and the actual cost of repair, the Producer is responsible for the actual cost of repair.

If a Producer defaults on the Letter of Agreement, the balance must be paid in full before any benefits are restored.

GENERAL VIOLATIONS

A General Violation Occurs When:

1. Reserving or checking out equipment or studios with Inaccurate, outdated, or incomplete contact information in your account.
2. Underage children and/or guests are not supervised.
3. Anything other than bottled drinking water and/or pre-approved food is brought into the studios and the edit suites.
4. Any Staff areas are entered or office equipment is used without permission
5. A Producer has 4 late arrivals to checkout gear or arrives up to 1-hour late for a checkout without contacting the equipment staff.
6. A Trouble Report is not submitted for field or in-house equipment that is not functioning properly.
7. A Studio Checkout/Check-in Form is not completed with AP staff.
8. Any in-house reserved resource is left unattended by a Producer who leaves the premises.
9. Uncertified crew is used for Main and/or Mini Studio productions.
10. If you exceed your reservation time in a studio, edit bay and conference room.
11. Reservations are not cancelled at least 12 hours in advance.
12. Any reservable room or space is used for a meeting or gathering without a reservation.
13. Studio doors are not shut during rehearsal or production time.
14. A studio reservation is not canceled without 24 hours written notice online.

SEVERE VIOLATIONS:

A Severe Violation is when:

1. Any equipment, resources or facilities are abused and/or neglected.
2. Failure to remain current and in good standing with a Payment Plan for lost, stolen and/or damaged equipment.
3. Any Warranty on the Universal Representation and Warranties Agreement is violated.
4. A Live program does not begin at its scheduled time.
5. Equipment is checked in 30 minutes after return time with or without a call.
6. Attempts are made to repair and/or troubleshoot or rewire equipment
7. Equipment is operated or facilities are used in an unsafe, reckless, or inappropriate manner.
8. A producer disrupts an Austin Public training or events at the studios or disrupts any Austin Public Access day-to-day operations.
9. Someone other than the Producer returns equipment without prior approval from the PPA.
10. Any City of Austin Ordinance is violated or any Local, State or Federal Law is broken
11. Equipment is transported outside the city of Austin Service area without prior approval and a 10% deposit