



MEDIA EQUIPMENT DISTRIBUTION CENTRES

North Campus: Video LB143, Photo LB125

Lakeshore Campus: HAMS BIR111B, L4005

- TERMS OF SERVICE -

PLEASE READ CAREFULLY

**REMEMBER TO ALWAYS CHECK
YOUR EQUIPMENT THOROUGHLY**

**MEDIA EQUIPMENT DISTRIBUTION (BOOKING) CENTRES, EDIT
SUITES, STUDIOS, AND PRODUCTION FACILITIES**

Terms of Service Summary

Students registered and enrolled in an active program or course in the Faculty of Media and Creative Arts (FMCA) have the privilege to make use of the department's facilities and equipment. Some restrictions may apply. We want you to get the most from these facilities, but also want you to realize that failure to adhere to the Terms of Service as outlined in this manual will result in these privileges being withdrawn. Please read this document carefully.

You will be asked to sign an Equipment Access Agreement. By doing so, you acknowledge having read and agree to abide fully with the contents of this manual.

Students and Staff may not make use of the Faculty of Media and Creative Arts equipment or facilities until that agreement has been completed, signed, and submitted to one of the Media Equipment Distribution Centres. You will also require valid Humber Student ID upon completion and submission of your Agreement. **You must present your ID every time you use a Booking Centre.**

You are responsible for the care of all equipment or facilities checked out to you. Treat it as your own and never leave equipment unattended. There is a 20-minute equipment inspection period. Use it. Please go over the contents of your equipment and test everything thoroughly BEFORE leaving the Booking Centre area.

**YOUR MYHUMBER ACCOUNT WILL BE INVOICED FOR
ANY LOST OR DAMAGED EQUIPMENT**

The Reservation and Checkout software used by the Media Equipment Distribution Centres will communicate with you via E-mail periodically in the form of Reservation Reminders, Late Checkout Notices and Late Fine Invoices. We will use the E-mail account you provided to Registration. Please confirm that the address is correct.

Information about your equipment use may be shared with faculty, instructors or Administrative staff on request.

Food and Beverages are not permitted in ANY of the Edit Suites, Studios, or Classrooms.

TABLE OF CONTENTS

HOURS OF OPERATION

GENERAL TERMS AND CONDITIONS

- Introduction
- How to become a FMCA Patron Member
- How to best use the Booking Centre
- Treatment of Booking Centre and Support Staff
- How to make a reservation
- How to cancel a reservation
- How to borrow equipment and keys
- How to check-out outgoing equipment
- How to check-in returning equipment

DAMAGED OR FAULTY EQUIPMENT

- How to report an equipment fault
- Why report an equipment fault
- What if you damaged equipment

ACCESS CARDS & KEYS

- Access Cards & Keys
- Reserving Rooms
- Returning Keys

USE OF EQUIPMENT AND FACILITIES

- Limits to hours in any given week
- Walk-in privileges

LATE RETURN FINES & PENALTIES

- Penalty for not using booked time
- Penalty for lost or late return keys
- Penalty for late return of equipment

EQUIPMENT & FACILITIES ZERO TOLERANCE ISSUES

HOURS OF OPERATION

The Faculty of Media and Creative Arts Equipment Distribution (Booking) Centres are open Monday to Friday and closed on all Statutory Holidays. Hours of operation vary by Booking Centre. Reservations may be made via mediacheckout.ca 24 hours a day, 7 days a week. More information on the mediacheckout.ca system can be found in a separate handout.

GENERAL TERMS OF SERVICE

Introduction

The Media Equipment Distribution Centres provide equipment, studio space, and other facilities for authorized FMCA Patrons to use as required for completing class assignments. All reservations should be made in advance. Our primary goal is to keep all equipment and facilities functioning properly and available for student use at all times. To accomplish this, some restrictions are in place and the Media Equipment Distribution (Booking) Centre Staff are responsible for regulating the use of the facilities and equipment. The Booking Centre maintains records of students who borrow equipment and book out facilities and can assist you with any technical difficulties you may experience. These records will be shared with instructors on request.

IMPORTANT: Booking equipment for anything other than class assignments is not permitted, and will result in withdrawal of booking privileges.

How to become a FMCA Patron Member

1. You must be currently registered in an active program or course in the Faculty of Media and Creative Arts that requires specific equipment or facility access to complete academic assignments.
2. You must have a valid Humber Student ID.
3. You must sign and submit the Equipment Access Agreement form. By signing the form, you acknowledge having read these terms of service and agree to abide by its policies. Online Access Agreement submissions are preferred.

You must present your Humber ID EVERY time you use a Booking Centre.

How to best use the Booking Centre

Before you request any equipment or a facility reservation, visit the Booking Centre early in the semester. Meet and greet the staff. They will go over the procedures on how to efficiently make use of your bookings. When you arrive to make a request, **BE PREPARED** by knowing exactly what you need and when you need it. Be flexible by having alternate booking times in mind if facilities are already reserved or in use. Give yourself adequate time to

complete your check-out or request. Be prepared to wait during peak pick-up (Friday afternoons) and drop off periods (Monday mornings). If you are picking up equipment, be sure to allow yourself time to check it thoroughly before you leave. You are solely responsible for and held accountable for the equipment once checked out on your card.

*For larger productions, department heads should reserve the required gear, test it, and will be responsible for it and its timely return (i.e.: gaffers book lighting, DPs book camera gear, etc...).

Treatment of Booking Centre and Support Staff

The Booking Centre and Support Staff serve hundreds of students and many FMCA faculty on a daily basis. They are fully aware of your needs and understand the pressures of your assignments. **They are experienced and helpful to all who need them.**

In return, you must treat them with courtesy and respect for the job they are doing. Part of your education is to develop a professional approach to working with people, and to this end, any indication that Staff are not being treated in a respectful manner is a failure in an important area of your courses.

Documented proof of thoughtless or disrespectful behaviour will be brought to the attention of your instructors and Coordinator and could result in loss of booking privileges or even a reduction in your semester's mark.

YOU ARE RESPONSIBLE FOR CHECKING ALL EQUIPMENT.

Reservations

Reservations made in person require a valid Humber I.D. Reservations may also be made online by logging into *mediacheckout.ca*. Additional information about this system is available in a separate handout.

Reservations are not accepted over the phone or social media messages.

You must pick up your own reservations. You will not be permitted to pick up equipment and/or facilities you have not been specifically trained and/or authorized to use.

A reservation can be canceled in person, by phone, or by logging into your account on the *mediacheckout.ca* system. A minimum of 24 hours notice must be given before the reserved date to avoid penalties. There is a fair usage policy in effect: over-reserving or not picking up reservations will result in loss of Booking Centre privileges.

Contact Information is available in the Appendix available at your Booking Centre or via the centre's facebook page (see below).

How to borrow equipment and keys

The Booking Centre will use your Humber Student ID to book out equipment in your name. No equipment will be released to anyone who has not booked the equipment electronically on their Humber Student ID.

When you use your Humber Student ID to reserve equipment and/or facilities, you are solely responsible and held accountable for the condition of the equipment, facilities and timely return of keys.

How to checkout outgoing equipment

Most equipment is packed with a checklist, which remains in the kit. Use this list to check that all items are present. If the list is not present or you are unsure, please ask. Check that the equipment is functioning properly before leaving the Booking Centre area. For example, it is a good idea to bring the appropriate media (memory card) with you to check a camera; test the record and playback functions. Power the gear and make sure there is adequate battery charge. Kit photos and contents lists are also available online at mediacheckout.ca or our facebook pages.

It is your responsibility to let the Booking Centre Staff know of any missing or non-functioning equipment before leaving the Booking Centre area so that you won't be charged for missing and/or damaged items. You have 20 minutes to inspect your gear thoroughly. After 20 minutes from your checkout time, you will be held responsible for any missing and/or damaged items. You are responsible for the equipment checked-out on your Humber Student ID. For larger productions, department heads will be responsible for their department's gear. Do not lend out your card, sign out equipment for another student or teacher or give your equipment to someone else to return.

How to check-in returning equipment

Unless other arrangements have been made in advance with Booking Centre Staff, all equipment must be returned the morning following the booking at the return time specified. Each Booking Centre has different Hours of Operation and return times, please check the return time **BEFORE** you book anything out. You should receive an email with information about your checkout, including the return time.

Allow yourself some time to return your equipment. It is your responsibility to show Booking Centre Staff that all items in the equipment kit are accounted for. This will only take a few minutes and it will assure both staff and student that all items have been returned. Dropping equipment off on the counter and walking away will not be checked in and will accrue Late Fines until such time that you are present to go over the return.

Equipment is to be returned in an orderly fashion – cables wrapped neatly, batteries removed, lens caps on, etc.

DAMAGED OR FAULTY EQUIPMENT

How to report an equipment fault

Fault reporting can be done two ways: in person or on-line.

Smaller issues (ie: a dead battery, or a burnt-out bulb) should be attended to in person at the Booking Centre where a replacement can be provided quickly and easily to get you back to your assignment with little interruption. For other issues a Staff member will need specific details to troubleshoot the issue with you, and where possible, provide replacement equipment if needed.

After hours, a fault report can be submitted online via the *mediacheckout.ca* system. Click on the "Report a Problem" tab and complete the information fields there. Once submitted, an email will be sent to a technician.

Why report an equipment fault

You are often the only person who can identify a fault in the equipment. Much of the equipment is booked out immediately after being returned. Therefore, to avoid giving out faulty equipment to another student (or in future, to you!), you must report any problems immediately to the Booking Centre Staff.

The equipment will be checked, serviced and then returned to use. With any equipment, the same problem may recur, so your reports help us track those units more carefully, run additional tests as required or replace them if the need arises.

What if you damaged equipment

If you accidentally damage equipment, you must report it to Booking Centre Staff immediately. Do not wait for us to discover the problem. Do not attempt to conceal damaged equipment. Do not attempt to make repairs on your own. Our system tracks all equipment usage and we will find out that you were responsible. It is always better to let us know right away, and often the repair can be made easily in house with spare parts or at minimal cost. In cases of negligence, you will be financially responsible for the repair or replacement of the affected item.

Loss of booking privileges or more severe penalties may result in not reporting damage.

**YOU ARE RESPONSIBLE FOR CHECKING ALL EQUIPMENT
PRIOR TO LEAVING THE EQUIPMENT DISTRIBUTION
CENTRE AREA.**

ACCESS CARDS & KEYS

Access Cards & Keys

Usually, you will use your Humber ID to access facilities, but some facilities require a physical key. Depending on your program and year, your ID will allow you to enter a room that you have booked. You must leave the room if someone else has a valid booking for that date and time.

A lost key means that the lock must be reset and new keys cut. You will be billed the full cost of replacing the lockset and keys.

Reserving Rooms

For room and facility bookings, please use the *mediacheckout.ca* system whenever possible to help reduce foot traffic at the Booking Centres. It is your responsibility to ensure that the dates, times, and rooms / studios are correct. Room reservations are held for 20 minutes, after that, they become available on a first come, first served basis.

Returning Keys

If you borrowed a key, it must be returned immediately after your booking is completed. For after hours return, please drop off keys through the key slot in the Booking Centre door (where applicable).

USE OF EQUIPMENT AND FACILITIES

We trust that you will look after the equipment and facilities and will always use the time that you have booked. NOT ALL EQUIPMENT IS AVAILABLE TO ALL STUDENTS. Check with the Booking Centre Staff or log into the *mediacheckout.ca* system to view the equipment authorized to your program.

Limits to hours in any given week

Limits are in place for Editing Suites and Studio usage by the number of hours per reservation, total hours per student per week; and is subject to change. Check with Booking Centre Staff for current policy.

Walk-in privileges

Within the operating hours of the Booking Centre you may use editing rooms that are not in use. These walk-in hours will not be counted as part of your weekly limit.

LATE RETURN FINES & PENALTIES

Penalty for not using booked time

We strive to keep as much available to as many as possible at all times. An unused reservation may result in a loss of booking privileges for a minimum of 1 week after the unused time. If you must cancel a reservation, please provide 24 hours notice.

Penalty for lost or late return keys

A penalty of \$10.00 will be charged per day per key until it's returned. If the fine is not paid promptly, all booking privileges will be withdrawn until payment is made. A lost key means that the lock must be changed and you will be charged the full cost of changing the lock and re-keying the room.

Penalty for late return of equipment

- **A charge of \$10.00 PER ITEM, PER DAY will be levied if the equipment is not returned by the specified due date and time. Fines will be added to your my Humber account balance.**
- **Kits with multiple components will accrue late fines until ALL components (i.e. cables, batteries, etc...) are returned.**
- **Loss of booking privileges will result if the equipment is more than 48 hours late.**
- **Late fees not paid within 7 days will result in loss of booking privileges. Students will be billed the full replacement value of equipment more that two weeks (14 days) late.**

Note: Late Fees are automated and strictly enforced.

These Terms of Service are regularly reviewed as facilities and student needs evolve. You will be advised of any changes that might affect your use of the facilities. Suggestions on how to improve these policies and procedures are greatly appreciated.

Find us on facebook:

VIDEO Booking Centre LB143	http://www.facebook.com/FMTVBookingCentre
PHOTO Booking Centre LB125	http://www.facebook.com/FOTOBookingCentre
HAMS Booking Centre BIR111B	http://www.facebook.com/HAMSBookingCentre
L4005 Booking Centre	https://www.facebook.com/L4005BookingCenter

EQUIPMENT & FACILITIES ZERO TOLERANCE ISSUES

For students using Faculty of Media and Creative Arts Equipment and Facilities

Please note that trust is the basis for providing high quality facilities to you, but we must insist that failure to adhere to the guidelines outlined in this manual will result in the loss of booking privileges and other penalties.

Studios and Edit Suites must always be locked when you leave even if it is just for a few minutes. The equipment is both very valuable and portable. You may be responsible for its replacement value if it goes missing during your booking. Also, if you see a room or studio open without someone inside and you cannot easily find the person, you may pull the door closed to lock it. This is especially important at night, when most students and staff are not present.

LOOK after any keys that you book out as if they were your own. The lock must be changed if a key is lost. You will be charged for the cost of replacing the key and lock.

DO NOT eat or drink in Edit Suites and Studios. The chance of spilling drinks into valuable equipment is too great and the food wrappers left behind lead to an unnecessary mess. Take a break and eat away from the rooms and we will all have a cleaner place. You've been working hard and deserve a break.

DO NOT deface or mark-up walls, desks, doorframes or other areas of the facility. If you are overcome with a desire to draw, do so on a piece of paper... and take it with you.

DO NOT put your feet on walls, tables or chairs. These facilities are used by hundreds of students and we need them to remain clean and professional looking. Studios must be kept clean and orderly with equipment properly stored after use. Cleansing wipes and hand-sanitizer are also both readily available throughout the college.

DO NOT change cables on the backs of editing machines or change menu settings other than those indicated by instructional staff. If you feel you must try changing settings as an emergency procedure (to save a booking in the middle of the night) then note any changes and reset them before you leave. Also, let booking staff know that you had to try changes, so they can check the system before the next checkout.

RETURN equipment in as good or better shape than received. Cables should be neatly wrapped and equipment placed neatly in its case, etc... Inform booking staff of any problems with the equipment so that it can be checked and repaired before being booked-out again.

ENJOY using the facilities and equipment and produce good work that we can all be proud of!