

Lab Booking and Cancellation Policy

Guidelines for Instrument Reservations and Cancellations

Last Updated: April 18, 2025

Policy Highlights

- Cancellation deadlines depend on how far in advance the booking was made.
- Double bookings and multiple bookings carry stricter cancellation rules.
- All-day bookings and multiple sessions require advance experimental details.
- Each researcher has a quarterly cancellation allowance – excessive cancellations lead to automatic charges.
- Ongoing violations may restrict future booking privileges.

1. Standard Cancellation Policy

Cancellations must follow the timeline based on when the reservation was originally made:

- If booked **more than one month in advance**: Cancel at least **2 weeks prior**.
- If booked **more than 2 weeks but less than a month in advance**: Cancel at least **1 week prior**.
- If booked **less than 1 week in advance**: Cancel at least **48 hours prior**.

Failure to cancel within these timeframes will incur a charge for the entire reserved time or the unused portion.

2. Double Booking (Two Instruments Simultaneously)

- If total reserved time across both instruments equals **4 hours or more**, the **standard cancellation policy applies**.
- If total reserved time is **less than 4 hours**, cancellation must occur **at least 1 week prior**.

Late cancellations will incur charges for the full or unused portion of the time.

3. Single Instrument Bookings (3 Hours or Less)

- May be cancelled **without penalty up to 48 hours prior** to the appointment.
- This policy is void if it conflicts with the **multiple booking or cancellation policy**.

4. Multiple Bookings (2 or More Sessions in a Week)

- Requires **advance submission of detailed experimental plans**.
- These bookings will be **automatically charged** unless the time is reassigned to another researcher.

5. All-Day Bookings

Must include:

- **A detailed experimental plan**
- **Confirmation that all required materials** are available in advance

These bookings will be **automatically charged once reserved**, unless the time is reassigned.

6. Book and Cancel Policy

- Each researcher is allowed **up to 3 cancellations per quarter**.
- Each lab is allowed **up to 5 cancellations per quarter**.

Beyond these limits, all cancelled time will be charged, regardless of notice or reassignment.

7. Excessive Violations

- Researchers who exceed cancellation limits in **two consecutive quarters** will be limited to booking **no more than 1 week in advance**.
- This restriction will be **lifted after two consecutive quarters without any violations**.

Contact

For questions or clarification, please contact the **Lab Manager**.