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Subject: Important reminders regarding your rental times!
Date: August 23, 2023 at 12:19 PM
To: Boulder.Avalon avalon@boulderdancecoalition.org



Dear Avalon Renters,

We hope this email finds you well and taking advantage of the last few weeks of Summer!

We've been noticing (in person and on the cameras) that some renters are not following our rental policy and are getting sloppy about start and end times. Per your contract, rental time starts when you step into the room and ends when you exit - all time in the room must be paid time.

So here are a few reminders:

- **Billable rental time must include your set-up time.** This means you may not enter the room and start setting up as soon as you arrive or when the previous group ends their event "because the room is not in use".
- **Billable rental time must include your clean-up time.** This means your scheduled "event end time" must be AFTER you have swept the floor with the dry mop, wiped spills and any black marks on the floor, cleaned the mirrors if your group left smudges on them, and picked up any trash. DON'T FORGET TO TURN OFF THE A/C OR HEAT WHEN YOU LEAVE!
- Skedda allows you to reserve the room in 15-minute increments, which in most cases is enough time to set-up for a class and clean-up after your group.

We're so glad you're having successful events! That's fantastic! But please, email us right away (within 3 days at the latest!) and let us know of your early start and/or late departure so we can retroactively adjust your billing/Skedda account. If you don't, we will adjust it for you using the "One-Time Events" rates posted on our website, not your actual rates.

Also, make sure to adjust your future reservation times to accommodate for the extra time if it's needed on a regular basis.

Reminder per contract: you can lose your privileges to use the Avalon if you routinely start early and/or leave late.

Since we are catching this with only casual monitoring of the cameras, we will now make a point of specifically checking for violations. The Avalon product - what we sell - is time in the building, these losses affect the bottom line and the ability of the organization to function. Either all renters have to be fair and honest in paying for what they use or all rental rates will need to increase to compensate for a built in acceptance of "skimming."

Thank you,
The Avalon
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