

## Molecular & Cellular Immunology Core Facility

CANCELLATION POLICY for self-made appointments made on online calendars:

The scheduling calendar gets saved every day at 5pm, so your charges will be based on time booked and/or actual time used (whichever is the greater; you can extend your booking if no one else is signed up). If you are late for your booking, you will be charged for late time. You will be charged for any cancellations or changes done after 5pm the day before your booking (ex: canceling the booking entirely, moving the booking to another day, or moving the booking to another time slot on the same day).

CANCELLATION POLICY for appointments made through MCI Core operator:

All cancellations and changes have to be done with at least 24 hour notice, otherwise you will be charged for time booked. If you are late for an appointment you will be charged for all late time. If you are over half an hour late, the experiment may not be able to be finished in order to accommodate the next user. To avoid charges, notify the facility of planned changes in the scope of an experiment and the time needed at least 24 hr in advance (ex: you made a booking for 2hrs, but the number of samples has decreased, and you only need one hour).

We know that emergencies do happen, so please let us know ASAP, and we will deal with it on case by case basis. Acceptable reasons: you are sick, family member sick, etc. Reasons such as cells died, Ab/reagent did not arrive in time, another meeting came up, I forgot, etc. will not be accepted, and you will be charged for time booked.