**Flow User Group Guidelines –**

**Billing and Cancelation Policies:**

When binging samples to be analyzed or sorted on any of the User-group instruments, compliance is assumed for the following:

1 – FILTER your samples! 5ml polystyrene round-bottom tubes with cell-strainer caps (Falcon Ref 352235) are best for prevention of clogging the machines

2 – Reservations between 9:00 – 7:00 MUST be cancelled 24 hours in advances or incur a 50% charge. For analyzers, if you book time between the hours of 7:00PM and 9:00 AM the next day, you can cancel that same day prior to your run without charge.

3 – All cancellations should be handled through the iLab web portal. This provides a written record for both parties. This will allow others that view the schedule to know that time is available. **If the canceled time is then used by another investigator any incurred charges would be waived.**

4 -- For cell sorter, all reservations MUST be cancelled 48 hours in advance of the sort or incur a charge. Sorter reservations are locked down 48 hours in advance. The same rules apply with a 50% charge based on the reserved time.

Last minute shifting of sorter time will result in billing according to the booking schedule plus the added time of the sort.

5 – With the cell sorter, if you are more than 15 minutes late and have not notified us that you will be late, we reserve the right to cancel your sort and bill you for reserved time.

6 – For all analytical instruments, shifting your time (eg. Signed up for 1-2 pm and want to run 2-3 pm) is acceptable at no charge as long as you will not overlap another scheduled users time. If you are scheduled to sort, you must contact the flow core staff to ensure they are aware of the change (see #4).

7 – Please DO NOT make reservations for a colleague/friend/lab mate. We have an authorization system to ensure that only those trained and approved to use the instrumentation can reserve time and have access to the core.

8 – Billing for analyzers is done based on reserved time and/or used time – whatever is longer. We charge a minimum of 1/2h and increments of 15 minutes thereafter for analysis. The minimum time charged for a sort is 1.5 hours.

9 – Bills will be sent out to the PIs on a monthly basis.

10 – No shows will be charged for the time scheduled.

If you have questions or concerns, please don’t hesitate to contact us.