

**Hot Shop Policies****General**

Payment in advance is required.

Renters and Students must sign in at the front desk and receive a Renter Identification Sheet. This sheet must be displayed on the heat shield clipboard while working and should be given to the tech at the end of the slot.

Renters and Students must follow cleaning procedures for each bench located on each heat shield clipboard. Renters should have their work area cleaned prior to the time of the next scheduled renter.

Music may be played in the hot shop. However, music must be kept at a low volume and "PG" during normal business hours (9am-5pm). The venue coordinators give tours periodically during business hours and may request the music be turned off at any time.

Ignite is not responsible for broken, stolen glass, or personal items.

**Renters**

All rentals must have a 3-hour minimum. Rental includes glory hole, pipes/punties, a 15-hour annealing cycle, basic hand tools, and pickup oven. Pickup oven and annealers are shared and everyone's work must be accommodated. Longer annealing cycles and additional tool needs will be charged accordingly.

All independent renters working in the studio must complete the renter certification class.

Renters may use up to 7 lbs of glass per hour; amounts greater than 7 lbs. will be charged at \$2.00/pound.

Ignite employees are the only people who may unload from an annealer. Once removed and weighed, your work will be placed on the unloading shelf. Renters have 3 weeks to pick up work. Any work left on the unloading shelf for more than 3 weeks will be thrown away. If you cannot pick your work up within 3 weeks, storage arrangements may be made for an additional charge.

Failure to comply with Ignite Studios' rules and etiquette will result in a "strike". If three strikes are received, your renter certification will be revoked and you must retake the certification course at your cost.

Renters wishing to create production items must complete a Production Approval Request form prior to scheduling time. You will be notified within 48 hours if your request has been approved.

For Students, the Instructor must be present at all times while working.

**Cancellation Policies**

Cancellations must be made at least 24 hours in advance of your scheduled start time.

If a cancellation is made within 24 hours of your scheduled start time, a \$50 fee will be charged to your account.

If a cancellation is made after the equipment has been turned on, you will be charged for a 3-hour slot (currently \$150).

If you are late to your start time, you will be charged for the entire time that was scheduled. Staying later than your scheduled time is only possible if there is no one scheduled after you and will be charged the hourly rental rate.