

## **Bookit Cancellation Policy:**

When you reserve an equipment, it becomes unavailable to other researchers. Because of that, we have established a cancellation policy as follows:

1. You may cancel your reservation up to 48 hours before your appointment starts with no charge.
2. Cancellation of a reservation between 48 to 24 hours before your appointment starts – You will receive 70% refund of the total reservation price.
3. Cancellation of a reservation between 24hrs before, until your appointment starts – you will receive 40% refund of the total reservation price.
4. If you do not cancel your appointment, it entails a full payment (100%) (See exceptions in point 5&6).
5. In the event the instrument you are booked on is down, the core facility personnel will notify you as soon as possible and your charge will be cancelled, with 100% refund.
6. If you are using an instrument and an instrument-related problem occurs that you cannot resolve, contact instrument manager immediately. If instrument manager is not available, please log out of the instrument and send an e-mail describing the problem. CRF staff will determine if the instrument is not functioning normally and will adjust billing accordingly.