

No show / Cancellation / Late Policy:

- **Late:**
Users will be billed from the start of their booking regardless of their arrival time. If additional time is needed due to a late arrival, they will additionally be billed for that time.
- **Missed/cancelled bookings without notice:**
If a booking is missed without notice, the user will be billed for the full amount of time booked.
- **Instrument used and time not logged:**
If we are unable to determine usage time because it was not recorded in the instrument logbook (or false times were recorded), 1 day of usage (8 hours) will be billed.

The users will be held accountable for damage and misuse of the instrument. The Fund # provided will be used to cover any repair/replacement needed.

Training Policy:

Due to the mission-critical nature of the ICP-OES for numerous research programs, a rigorous training program is employed to minimize disruption to other researchers. First-time users need to undergo a 2-part training program that will grant them a license to use the ICP independently:

1. During their first use, the user is trained on the ICP operation including startup and shutdown procedures under one of the experienced APEC team operators. There is an additional cost for this training.
 2. During the user's second visit, they are assessed performing the startup, shutdown, and operation of the ICP. If the user can operate the ICP essentially independently, they will be granted an independent user's license and allowed to operate the ICP alone, without further training. There is no additional cost for this assessment or asking for ICP assistance on subsequent visits. The user may use the ICP Standard operating procedure and ask clarifying questions during this assessment; however, if the supervisor needs to significantly intervene, the user will not gain their independent license and must undergo retraining at their expense.
 3. The users are expected to bring calibration standards and properly diluted samples. Access to acid digestion equipment can be provided at an additional cost.
- If a licensed user violates any of the standard operating procedures, they will be charged for any damage done to the equipment, and their license will be revoked. They will then need to retake the training at their expense to regain their license.
 - Repeated SOP violations or carelessness in use (>3) will result in permanent barring from accessing the instrument.