

Updated Cancellation Policies:

NEW POLICIES IN EFFECT STARTING JAN 1ST, 2024.

- Holding Fees for Tool Orders:

Removing special events equipment (Chairs, Tables, Tents, AV Equipment, etc.) with less than a **48-hour notice** will be charged a processing fee of **\$25.00**. This fee is to recoup the lost funds from altered orders that otherwise would have been reserved by other member agencies.

- Cancellation Fees for Tool Orders:

Tool Orders cancelled with less than 48 hours' notice will be charged a cancellation fee of **50% of the total tool handling cost**. This covers both a holding fee for the tools/equipment as well as the labor involved with prepping your order.

- No Call, No Show - Tool Pick-Ups:

Agencies are required to reschedule if they are unable to make their appointments. In the event member agencies miss their scheduled pickup appointment without notifying ToolBank staff, orders will be held for 48 hours (if applicable). If appointments are not rescheduled within this time frame, the tool order will be cancelled, and members will still owe the **full tool order handling fee**. If agencies do reschedule within the 48-hour period, the already scheduled return date stands and there will be **no extension of borrowing periods** for any items.

- Overdue/Unpaid Invoices:

Payment for annual membership fees and tool orders are due at the time of pickup. In the event an agency has two or more overdue/unpaid invoices, the agency will be listed as **flagged** until all overdue and unpaid orders are settled. Flagged agencies will not be able to place or pickup tool orders until payment is provided for all open invoices.