CUSTOMER STUDIO USE POLICIES

In order to provide a clean, efficient, and useful workspace for all Rengo Customers that facilitates professional activities, the following policies are in place. Policies may be updated, added, or removed at any time.

No Rentals permitted within 48 hours of desired date. This allows the Rengo to schedule, staff, and serve rentals as effectively as possible.

Tour hours by appointment only. Customers interested in renting the studio may schedule a time between 9:00am and 9:00pm to view the space, take measurements, and ask questions. This allows staff to prepare the space and gather information to make best use of the walkthrough time with the Customer.

Full Payment Due Before Rental Start. Customer is required to pay any outstanding invoice in full prior to the start of any rental. Customer’s credit card is kept on file in order to bill for additional equipment rentals, damages, or use following the conclusion of the rental. Rental payments serves as the primary business transaction, and pays for Studio staff the day of Customer’s rental.

No Early Arrivals or Load-Ins. Customers must book the actual time needed for their rental including setup and cleanup time. This allows the Rengo to schedule, staff, and prepare for each rental as effectively and efficiently as possible.

Opening Site Assessment. All rentals begin with an initial Site Assessment to evaluate the condition of the studio space with the Customer. During this time Staff will also present Customer’s requested equipment or purchases for review. Any adjustments or additions to the rental are made during this stage.

No Wandering. Customers must stay within their reserved studio area(s). No wandering or disruption of other studio activity is permitted. Customers who need additional gear or equipment must ask Rengo Staff for assistance.

Cosmetic Changes and/or Damages. All cosmetic changes to Studio spaces must be approved before changes can be made. Customer assumes all responsibility for damages and cost to repair said damages to the studio space that may occur as a result of their use or occupancy.
Closing Site Assessment. Ten minutes prior to the end of all rentals, Rengo Staff will walk through the rented areas with the Customer to assess charges for damages or additional use, while also serving as a reminder that ten minutes are remaining on the rental.

Late Exits/Overstays. Customers have a 30-minute hard-stop grace period following the expiration of their rental, before an additional hourly rental is triggered for the full rate of all resources used. Successive hours do not carry the 30-minute grace period. This allows staff to schedule Customers efficiently and prevent disruptions to other Customers’ rentals.

Cleanup Time. Customer is responsible for cleaning the rented space area and returning it to its original state and condition prior to exiting the Studio at the end of their rental. Cleanup time must be factored into Customer’s total rental time. Failure to clean space or repair damages will incur a cleaning/repair fee.

Trash. Place trash and recycling in appropriate receptacles. Large trash, large recycling, or any overflow bags are the responsibility of the Customer to take to the dumpster at the far end of the parking lot, closest to Neon Williams Inc.

No smoking inside the building. Hazer effects require approval.

10% Door Cut. To facilitate the conduct of rapidly growing business activities while compensating the Rengo for studio use, a 10% cut of all admissions sales for any ticketed activities or events is required.

Student Discounts. Students requesting a discount must pitch their project to studio management. Pitch package must include a complete budget, schedule, and description of how use of the studio would improve the project for class.

Auspicious Phoenix Productions LLC DBA Rengo Studios and its members will not be responsible for any items left unsecured in the studio, and are not liable or responsible for damage, injury, or loss to persons or possessions which occurs on the property. Partner agrees to indemnify, defend, and hold harmless Auspicious Phoenix Productions LLC DBA Rengo Studios and its officers, employees, agents and licensees from and against any and all claims, actions, damages, liabilities and expenses, arising out of the breach of any obligation, warranty or representation of Member in this Agreement.

Auspicious Phoenix Productions LLC has the right to revoke the contract of any Partner in violation of conduct or Partnership Agreement.