

## **VOS Costume Loft Policies**

### **About the Costume Loft**

The Victoria Operatic Society (VOS) Costume Loft provides quality costumes, accessories, shoes and hats to VOS costume designers, and offers low-cost rentals to the public.

### **Hours**

The Costume Loft's hours will be listed on the VOS website. These hours may be subject to change. Special appointments outside the Costume Loft's hours may be arranged in advance.

The Costume Loft Manager, costume designers for VOS productions, and VOS executive committee members may access the Costume Loft outside of regular hours.

### **Staff and Training**

The Costume Loft is overseen by the Costume Loft Manager, who is assisted by VOS executive committee members.

VOS executive committee members will be trained in rental policies and procedures.

The Costume Loft is a respectful, inclusive and safe environment. Abusive, harassing, or threatening language or behaviour is not tolerated. Anyone behaving inappropriately will be asked to leave, and may be prohibited from future use.

### **Rental Fees**

Rental fees are payable in full at the time of rental, except for groups, which will be invoiced. Discounted rates are available for non-profit schools, arts training organizations, and other organizations that are registered under the *Canada Not-for-profit Corporations Act*.

Payment can be made by cash, debit, Visa or MasterCard. A security deposit is taken either by cash, debit, or credit card preauthorization at the time of rental. Security deposit is five times the rental rate.

If the items are returned on time, clean and in satisfactory condition, the deposit will be refunded in the same manner it was paid. If the renter is a regular patron in good standing, the Costume Loft Manager or VOS executive committee members may waive the deposit, at his or her discretion.

## **Exemptions from Rental Fees**

VOS productions do not pay rental fees.

## **Holds**

There are no holds available on items in the Costume Loft.

## **Rental Periods**

The standard rental period is 4 weeks. Arrangements may be made at the time of rental for extended rentals, with appropriate fees payable.

## **Items Returned Late**

If an item is returned more than 4 weeks after the return due date, a second rental fee is payable. Additional rental fees are payable for up to four rental periods.

If items are not returned within 5 rental periods (20 weeks), the renter will be charged a replacement fee, which is five times the rental fee. If items are returned after five rental periods, the replacement fee is not refunded.

## **Items Returned Soiled**

If items are returned soiled, a cleaning fee will be charged at that time.

If items are returned to the VOS Administrator outside of regular Costume Loft hours, a cleaning fee may be charged upon inspection by the Costume Loft Manager.

Costs for cleaning is \$10.00 per wash or standard cost for dry cleaning.

## **Items Returned Damaged**

If items are returned damaged, the renter will pay a repair fee, assessed by the Costume Loft Manager. The fee is due at the time of return, or, if returned outside of regular Costume Loft hours, upon inspection by the Costume Loft Manager. The Costume Loft will take responsibility for making repairs.

## **Declining to Rent**

Renters who habitually return items late, soiled, and/or damaged, or who lose items or refuse to pay any assessed fees, may be denied further rentals at the discretion of the Costume Loft Manager. If a renter has rented items that are overdue or owes monies to the Costume Loft, he/she may not rent any further items from the Costume Loft until all overdue items are returned, clean and in satisfactory condition, and all assessed fees are paid.

## **Cleaning**

All cleanable items that are rented must be cleaned before return, regardless of the length of time the item was used. If dry cleaning is required, the renter will be advised at the time of rental.

## **Remote Rentals**

The Costume Loft rents on a walk-in basis only. Delivery or mail service is not available.

## **Donations**

Donations to the Costume Loft are welcomed, unless items are significantly degraded, mildewed, musty, damaged beyond repair, smell of smoke or other strong scents, or carry insects.

VOS is grateful to our donors, but cannot provide remuneration, receipts for tax purposes, or tickets to VOS shows. Items donated are used at the Society's discretion, and there is no guarantee that they will be used in a production.

## **Costume Sale**

The Costume Loft may periodically hold a costume sale, or sell individual pieces at the discretion of the VOS executive committee.

All proceeds from costume sales go toward future VOS endeavors.