Welcome to LATITUDE!
The LATITUDE DIY User Agreement describes the services, facilities, and responsibilities shared by any person who uses LATITUDE facilities and equipment for any reason (hereafter DIY User(s)). LATITUDE has Staff and a number of Lab Assistants on hand for questions and assistance, though DIY Users are expected to operate equipment independently with minimal supervision. **By entering LATITUDE, utilizing its equipment, services, and facilities, and/or engaging with LATITUDE as a DIY User you agree to the following:**

**Definitions**

**DIY**
DIY is defined as “Do It Yourself” or gaining access to and utilizing the lab space and it’s equipment for media production of your own creation.

**DIY User**
A “DIY User” is defined as a person that has the general knowledge, skills, and aptitude needed to work independently in the lab space on/with their reserved equipment and communal facilities with minimal to zero assistance from LATITUDE Staff.

Minimal assistance is limited to:
- Final settings checks prior to sending files for print
- Loading or unloading substrates from printers
- Introductory education on Epson V850 scanners
- Introductory education on Kodak CreoScan iQsmart3 scanner

If a DIY User requires assistance in the form of knowledge, skills, or aptitude not outlined as “minimal assistance”, they are asked to cancel any DIY User Reservation request(s) and utilize LATITUDE’s Service Bureau to produce work(s) at this time.
Reservation
A reservation is defined as a confirmed time slot held for a DIY User and a particular piece of equipment intended to be used during that time slot. A reservation does not include or allow a guest or other extraneous individuals accompanying the DIY User.

Computer workstations will automatically shut down at the end time of a DIY Reservation, and a warning is presented on screen 30 minutes prior to inform DIY users that their reservation is coming to an end. Reservations are set time slots and **DIY Users are responsible for having all work (printing, scanning, file transfers, file saving, print packaging, etc.) completed by the end time of their Reservation.**

**Reservation time slots are 10am-1:30pm, 2pm-5:30pm, and 6pm-8:30pm.**

Reservation Extensions
DIY Reservations may be extended beyond the dedicated Reservation Time Slots at the explicit discretion of LATITUDE Staff. Extensions may be offered for **up to 15 minutes for the explicit purpose of transferring files to DIY users, saving files, and completion of packaging.**

Reservation Extensions **may not** be used to finish print(s) which continue beyond the workstation shutdown, finish scans which continue beyond workstation shutdown, or otherwise continue production of work as a DIY User. Reservation Extensions are made on a case-by-case basis and must be carried out by a LATITUDE Staff member, not including Lab Assistants, to remain in compliance with the DIY User Agreement.

DIY Users who are found using Reservation Extensions in a manner inconsistent with what has been described above may be found in violation of the DIY User Agreement.

Policies and Protocols

Data Collection
When a DIY User makes an appointment at LATITUDE, personal information such as the DIY User’s name, email, selected piece of equipment, and approval of this agreement on file. This information is not shared with any third parties and is used strictly for internal use and bookkeeping purposes.

Health Precautions
Mask Policy: If a lab user makes a mask request then all staff, volunteers and DIY users are asked to wear masks during that reservation slot at Latitude. If you do not have a mask one will be provided at no cost. Latitude will let DIY reservations know about a mask request as soon as possible. Occasionally, these requests may be sent last minute. If you would rather not wear a mask in the lab we ask that you reschedule to accommodate our at risk community members. Upon entrance, all DIY Users must wash their hands prior to beginning their DIY reservation. Hand sanitizer will be
provided for use throughout your DIY reservation. DIY Users who arrive at the lab without a face covering, or refuse to wear one in a manner which covers their nose and mouth, will not be allowed to enter the lab space. There will be no more than 4 DIY Users in the lab space at a time. Social distancing of 6 feet is to be practiced at all times. LATITUDE Staff and/or Lab Assistants will be responsible for all loading and unloading of roll paper media on printers. DIY Users will be allocated space on the production table, which can be altered at LATITUDE’s discretion.

If you have traveled internationally within the last 14 days of your DIY appointment or have been in precarious health situations that made you susceptible to virus contraction, we ask that you take thoughtful quarantine precautions prior to booking your DIY reservation. We recommend a quarantine of ten (10) days after potential exposure before entering LATITUDE. We value honesty and hope you will take your health and the health of our Staff seriously.

**General Safety**

**LATITUDE is not responsible for any injury to DIY Users caused while in the lab.**
Trimmers, scissors, and exacto knives have sharp blades—be careful and follow proper procedure during use! Glassine is sometimes on the floor and can be slippery, be cautious when walking upon it. If you are unsure about a piece of equipment or proper operating procedures, please ask a Lab Assistant or LATITUDE Staff member prior to operation.

No smoking or vaping, of any kind, is allowed in any room at the lab space.

**Recording, Images and Consent at the Lab**
As a community space, we take filming and personal image rights very seriously. We can not allow any live streaming and or the recording with LATITUDE Staff, Lab Assistants, DIY lab users, and/or other community members without written consent. If we find a lab user in violation of this policy, we will ask them to stop their activities, end your session, and ask you to leave the lab. Future DIY Reservations will not be approved without formal review.

**Cleaning Policy**

**All DIY Users must relinquish their equipment/workstation by the reservation end-time assigned to their reservation to execute necessary cleaning procedures.** LATITUDE Staff and Lab Assistants will wash their hands often to ensure cleanliness and hand sanitizer is provided at every workstation for DIY Users. Please help us maintain a safe and clean work environment.

**Use of the Kitchen**

**At this time, LATITUDE Staff is given priority for kitchen use to eat meals during their shift. Please do not disturb staff while eating or on break!**
Use of the Production Table(s) + Color Critical Viewing Booth/Board
Production tables and the viewing booth/board are considered community
spaces. At this time they are not reservable and are to be shared equally amongst
community members, volunteers, and LATITUDE Staff. If a DIY User wants to
negotiate taking up more space with other DIY Users, that is up to the discretion of the
DIY User. If fellow community members can not come to an agreement then all spaces
should be split as evenly as possible.

Equipment and Services

Equipment Reservations
LATITUDE provides access to a wide range of equipment and software and reservation(s)
can be requested for either 2.5 hours or 3.5 hours depending on the reservation start time
pending equipment availability. LATITUDE staff will use their discretion when extending
DIY reservation(s) before or after the reserved time allotment. LATITUDE works
diligently to provide up to date technology and access to all community members however
equipment can be unavailable for a variety of reasons.

There is no guarantee that any particular equipment or software will be available for
your use, even if a reservation is successfully made. When submitting a request to
reserve a piece of equipment, the lab will assess the availability of that equipment for the
date and time specified. LATITUDE reserves the right to cancel a reservation at any time
due, but not limited to, technical malfunction, power outage, and unforeseen
circumstances, even if the reservation has already begun or has not yet completed. No
discounts or compensation will be given to a DIY User whose reservation has been canceled.

If there’s a specific piece of equipment or program you desire, please check with LATITUDE
Staff prior to making a reservation. LATITUDE reserves the right to adjust equipment
availability without warning at the discretion of the organization.

DIY Reservation(s) start and end at predetermined times as determined by the reservation’s
time-slot. At the Reservation End Time, all DIY User computer workstations will
automatically shut down regardless of print completion, file transfer completion, and/or file
saving completion. DIY Users are responsible for time management during their
reservation time-slot and LATITUDE is not responsible for errors, file corruption, drive
damage, print failure, scan failure, or file-transfer failure associated with these
shutdown procedures.

As of 2021, no verbal reservation(s) will be honored and all reservation(s) must be confirmed
by a LATITUDE Staff member via email prior to attendance. If a DIY User needs
accommodation in making use of our online reservation platform, we will make those
accommodations on a case-by-case basis. When a reservation is requested, it is
intended for the DIY User named in the request and that DIY User alone. Reservation(s) are not transferable and do not allow for the inclusion of guests. At this time, additional persons other than those listed as the DIY User in a given request must submit an additional DIY User request to be welcome in the lab space.

It is the responsibility of the DIY User to provide up to date and clear information for communication for all reservation(s). When making reservation(s), be sure to double check both the phone number and email listed so we are able to contact to confirm the reservation and reach out in the event that the reservation needs adjustment. Also ensure that the correct piece of equipment and the correct time slot for the reservation has been selected. If a reservation is incorrectly scheduled, whether it be for the time slot or reservation type, LATITUDE will not be able to accommodate the DIY User in gaining access to the lab space or having access to desired equipment or software.

**Error Policy**
LATITUDE is not responsible for unacceptable prints or scans, or work that occurs due to user error, gross negligence, or improper settings by DIY users. LATITUDE is not responsible for manufacturer defects in substrates provided through PaperStock, including but not limited to nicks, dings, dents, poor inkjet receptive coating, discoloration, or other physical defects. Staff and Lab Assistants will be solely responsible for proper loading and unloading of substrates. **Accurately selecting a substrate through PaperStock for DIY use is the responsibility of the DIY User thereby relieves LATITUDE of liability for DIY prints made on the wrong substrate.** Feel free to ask a Staff Member/Lab Assistant to see our Paper Index if you would like to see examples of PaperStock substrates.

During a reservation, prints and scans made on LATITUDE equipment are to be supervised by the DIY User. If errors occur when a DIY User steps away from their reserved equipment they run the risk of error or malfunction. LATITUDE is not responsible for any materials or media the DIY User produces during their reservation, including but not limited to their finished prints, artist originals, film, user supplied media or any personal belongings. LATITUDE is not responsible for any prints that print incorrectly due to gross negligence, improper settings, paper supply ending prior to a print’s completion, incomplete scans, or any scans performed on incorrect or otherwise undesirable settings.

LATITUDE may be responsible for mechanical failures and back-end errors of its equipment and services, which include but are not limited to network errors, printhead failure, or paper jamming. **LATITUDE and its Staff retain the final decision power to determine what constitutes a mechanical failure or back-end error.** DIY Users are responsible for any equipment damage that results from gross negligence and LATITUDE reserves the right to bill DIY Users in the event of such damage.
Materials Policy
DIY Users must provide their own materials, including but not limited to: external hard drives, media storage, digital card readers, inkjet appropriate paper, glassine, and boxes or tubes for protecting/transporting prints. Certain materials for packaging prints or transferring files are available for purchase at LATITUDE, but are not guaranteed to be available or guaranteed to suit the specific needs of the DIY User. LATITUDE does not guarantee consistent stock and availability of PaperStock for DIY services.

Packaging
DIY Users are advised to bring their own packaging materials for work(s) produced at LATITUDE. Packaging materials may be available in limited quantities for DIY Users to purchase, but are not guaranteed.

File Transfers / Digital Media Storage
DIY Users are responsible for transporting and managing their digital files while at LATITUDE, therefore DIY Users are responsible for bringing their own digital storage media. LATITUDE is not responsible for digital media which DIY Users bring with them into LATITUDE, produce at LATITUDE, or leave at LATITUDE, unattended or otherwise. LATITUDE is not responsible for file corruption, failure to complete file transfer(s), drive failure(s) in association with use of workstations in the lab.

LATITUDE utilizes a WeTransfer account for its Service Bureau and the account is not to be used by DIY Users. Uploading media as a DIY User via our internet connection (including but not limited to Google drive, WeTransfer or Dropbox) is not allowed. Files left on LATITUDE workstations after a reservation has ended cannot be guaranteed to be preserved in any fashion and will be deleted periodically at the discretion of the Lab Staff.

Fees and Discounts

DIY User Fee Breakdown
The Membership Fee is $5.00 for a student and $10.00 for individuals. This fee grants you access to the following equipment and services for the duration of your reservation:
  ● One (1) Editing Workstation

Additional lab fees in addition to the Membership Fee include:
  ● V850 Scanner and Scanning Workstation fee: $5.00
  ● Small Format Color Printing: $0.05 per square inch of ink
  ● Mural Printing: including test strips: $0.07 per square inch of ink
  ● Specialty Printing (Piezography): $0.08 per square inch of ink
  ● Drum Scanning:
    ○ Single drums of 35mm film: $30 // block of 10: $300,
    ○ Single drums of Medium/Large Format film: $20 // block of 10: $250
Flat File & Paper Storage: $15 per month
  ○ LATITUDE is not responsible for items/objects stored in Flat Files or as Paper Storage that have lapsed in payment.

PaperStock, glassine, tubes, stay flats, and other tangible media vary in price, availability, and incur tax. Check with staff for pricing before purchase.

Discounts
LATITUDE offers discounts to various community members, including students, recent graduates, non-profits, and former artists in residence. Please note that discounts are provided at the sole discretion of the Executive Director and/or Lab Director and should not be assumed. If you have any questions about our discount policies, please speak with LATITUDE Staff before initiating work in the space.

Payment
LATITUDE requires that DIY Users remit payment in full for DIY fees and services at the end of a reservation. Partial payments are not allowed. LATITUDE only accepts cash, credit cards, Apple Pay, Latitude E-Gift cards, and checks at this time.

Policy Violations

User Agreement Violation Policy
LATITUDE and its Staff reserve the right to determine if and when any DIY User disregards these policies, as outlined in this agreement.

DIY Users found in violation of any part of the DIY User Agreement will first be given a verbal warning.

Further action will be taken in the event that LATITUDE Staff determines a DIY User continues to violate any part of the DIY User Agreement throughout the remainder of their reservation. In cases of any violation deemed excessive, LATITUDE Staff reserves the right to ask DIY Users to leave the premises. In the event a DIY User is asked to leave, the DIY User is still responsible for paying the full membership fee and any ink, paper, scanning, or extraneous fees they’ve incurred, which will be delivered via invoice. DIY reservation(s) will not be confirmed or honored for a DIY User in violation of the DIY User Agreement until the invoice has been paid in full. Additional steps, measures, or assessments may be required of a DIY User to regain access to LATITUDE in the event of violations of the DIY User Agreement deemed excessive by LATITUDE Staff.
**Code of Ethics**

The safety of LATITUDE Staff and community members is important to us. Physical, emotional, and mental harm and/or discriminatory practices by a DIY User will not be tolerated for any reason. **If a LATITUDE Staff member determines a DIY User is causing harm or abuse to themselves, LATITUDE Staff, LATITUDE volunteers, and/or fellow DIY Users, LATITUDE Staff reserves the right to remove this DIY user from the space immediately and evaluate the health of the working relationship between LATITUDE and the DIY User prior to future reservation(s) being made.** Some examples of harm or abuse are: inappropriate or aggressive language conveyed verbally or written, harassment, unwanted physical contact, unwanted sexual advances of any kind, and physical harm with the use of a weapon. If a Code of Ethics breach occurs, the Board of LATITUDE will be notified and an incident report approved by the Executive will be kept on file. Additional steps, measures, or assessments may be required of a DIY User to regain access to LATITUDE’s facilities, services, and programs in the event of any breach of the Code of Ethics.

**LATITUDE strives to maintain a safe and friendly environment for everyone within the space.** All DIY Users are expected to adhere to this Code of Ethics with respect to the equipment and facilities as well as LATITUDE Staff, LATITUDE volunteers, and all persons within it. All DIY Users have read and understood the LATITUDE DIY User Agreement and agree to be bound by its terms.