

Billing Practices, Subsidies, and Cancellation Policies

The GCC Flow and Mass Cytometry Shared Resource assesses charges on the time booked per each piece of equipment. If time used exceeds time booked, time used will be billed. Best practices are for equipment to be reserved/booked in 30 minute or less increments that most closely approximates the intended usage. Time charged on analyzers will be recorded to the minute. Time on the sorters will be rounded in 15 minute increments (minimum charge of 1 hr).

To keep the GCC Flow and Mass Cytometry Shared Resource instruments in good working order for all users, detailed use instructions and cleaning procedures are included in the instrument standard operating procedures (SOP). When a user makes deviations from the SOP that result in instrument downtime or inhibits the next user from typical use, the user at fault may be charged a fee reflecting time the instrument is down to facilitate necessary repairs. If you have questions about how to properly use or maintain the instrument to keep it in proper working order, please do not hesitate to ask Dr. Rebekah Tritz or David Hansen. If you find an instrument to be malfunctioning or not working at its best, please **immediately** report the issue to Dr Rebekah Tritz or David Hansen (either in person or by email). This will prevent further damage and allow us to take prompt action to properly identify and repair the problem.

Cancellation Policies

1. For analyzers: any equipment cancelations made the minute before the booking is scheduled to start will be honored and no charges will be assessed to the user. If appointments are not cancelled, they will be counted as a “No-Show” in iLab. Three “No-Show” appointments will result in a 100\$ charge to the lab.
2. For sorters: any cancelations made up to 3hrs before the start of the appointment will be honored and no charges will be assessed to the user. Cancellations made less than 3 hours before the appointment will incur a charge equivalent to **2 hours** at the corresponding rate. Delays of **30 minutes** or less will be accommodated without an added charge if notice is given at the scheduled start time. Delays exceeding 30min, or delays without prior notice, will result in a charge starting from the originally scheduled appointment time plus 30min regardless of actual attendance.

Subsidies Policy (CY 2025)

Georgia Cancer Center:

1. Shared Resource Assistance Program (ShRAP): subsidy available to Georgia Cancer Center PIs.