

The Costume Storage Code of Conduct applies the principles inherent in the Code of Rights and Responsibilities which states that “All Members of the University, as defined in Section III of the Code, may reasonably expect to pursue their work, studies and other activities related to University life in a safe and civil environment. As such, neither the University nor any of its Members shall condone any conduct which adversely affects the University or any of its Members.” (BD-3 par.1.2)

<http://vpexternalsecgen.concordia.ca/documents/policies/BD-3.pdf>

The Costume Storage Code of Conduct is established to ensure that this environment is maintained.

USE OF COSTUME STORAGE:

Access to the costume storage is for costume rentals and academic purposes only, and must be during regular opening hours, under the supervision of Wardrobe staff. Access by students, faculty or staff, outside regular hours is not permitted without prior approval from the Head of Wardrobe. Users must conduct themselves in a professional manner while using the costume storage facilities.

RENTAL APPOINTMENTS:

Rental appointments must be requested and *confirmed* with storage staff at costume.storage@concordia.ca. No walk-ins are accepted. Appointments can be requested for slots of 30 mins, 1 hr or 1.5 hrs. If a renter is more than 15 minutes late or fails to show up, their appointment will be cancelled. A new appointment can be given out depending on availability. Appointments are limited to two people per party. An additional person may be present during fittings, with prior permission only.

HONOUR THE RENTAL PROCEDURE:

No costume item shall be removed from the costume storage facilities without a signed rental agreement detailing the costume items they are borrowing.

RETURNS:

Renters are responsible for any dry cleaning, washing or steaming necessary in order to return the costumes in their original state. Failure to do so will result in loss of deposit and additional charges. Late fees will be charged on all rentals not returned by the deadline stated in the rental agreement. Users may extend their rental period by contacting costume storage staff at least *one week* before the original loan period expires. Renters *must* be present while storage staff verifies that all items have been returned in proper condition.

CONDUCT:

- **Contribute to a positive atmosphere:** As costume storage is a shared facility, all users are expected to behave in a respectful manner towards the staff, other users, and costumes at all times. Users are asked to not occupy excessive space. Keep your pulled costume items and personal effects

tidy.

- **Fittings:** Fittings must be requested and confirmed when renters book their appointment. *Due to space limitations, if a fitting has not been approved, renters cannot carry it out.* Fittings are limited to the fitting room area, with ONE actor at a time and a maximum of two users assisting in the fitting. Costumes must be respected during fittings: do not force an item that does not fit, and do not leave costumes on the floor. Users should complete all of their costume pulling before commencing the fitting process. Users being fitted are NOT to leave the fittings area in costume or undergarments to pull more items. Ask the costume storage employee for assistance if needed.
- **Food/Drinks:** Drinks in spill proof container are only allowed in the office area of the costume storage. All food is strictly prohibited.
- **Cleanliness:** Renters are requested to wash their hands before handling the costumes collection. The removal of dirty footwear will also be requested of renters.
- **Tidiness:** While browsing our costume collection, please maintain the tidiness of how the costumes are stored.
- **Help preserve the resources:** Renters are responsible for the careful handling of the costume stock. Users are responsible for the repair or replacement of damaged costume items, and for the replacement of costumes items lost while in their care.

NON-COMPLIANCE:

Non-compliance with the *Costume Storage Code of Conduct* or any disrespectful behavior towards the facilities, costumes, staff or other clients, may result in the loss of rental privileges and/or expulsion from the costume storage facilities.

QUESTIONS, COMMENTS OR COMPLAINTS

Users are reminded that storage personnel are not authorized to make exceptions to policies. Questions, comments, or complaints about this policy or its application should be addressed to the Head of Wardrobe.

By email: laura.acosta@concordia.ca

By mail to:

Wardrobe GM540

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