



## Colorado Parks and Wildlife Northeast Region Critter Crate Lending Policy

The Critter Crate Lending Policy is effective starting July 1, 2014 and is outlined below. This Policy will help us ensure an efficient program that will run smoothly and keep the kits in good condition for all educators. This policy applies to the critter crates located at the Northeast Region Office at 6060 Broadway, Denver and the Fort Collins Office at 317 W. Prospect Rd, Fort Collins.

1. Colorado Parks and Wildlife requires a minimum of 2 weeks advance notice for critter crate requests.
2. Crate requests must begin and end on a Tuesday, Wednesday or Thursday and include a pick up time and drop off time. Loan periods are in two week increments. Crates must be picked up as pre-arranged and dropped off, on or before, the scheduled return date and time.
3. The maximum number of crates per educator per request is 3. Additional crates can be obtained by reserving pick up on the same day as crates are returned, dependent upon availability.
4. Pick up and drop off is between 8:00 am to 4:30 pm at both offices on a Tuesday, Wednesday or Thursday of any week. **You must receive and return the crates to a Colorado Parks and Wildlife employee. Crates must never be left unattended outside the building.** The Offices are closed on weekends and holidays.
5. The requestor must receive a confirmation by email before materials can be picked up.
6. The requestor is expected to notify us in advance if a crate is no longer needed. Reservations that are not cancelled prior to the scheduled pick up date could jeopardize continuing participation in the Critter Crate Program and will result in the following:
  - A. **First Instance:** You will receive a reminder via email or phone
  - B. **Second Instance:** You will receive a warning via email
  - C. **Third Instance:** You will receive a formal letter notifying you that you have been removed from the program.
7. Users should inventory the contents of kits and critter crates on receipt, and before return, to ensure all items are returned properly.
8. We understand accidents happen and bio-facts and materials can wind up damaged or lost. You are expected to notify us as soon as possible, preferably by email, if this should occur. Many of the items in the crates are fragile and expensive to replace.
9. Crates picked up after the scheduled reservation date does not automatically extend your return date. The return date remains as originally scheduled. All extensions must be requested and approved prior to the scheduled return date.
10. Crates that are not returned as scheduled jeopardize continuing participation in the Critter Crate Program and will result in the following:
  - A. **First Instance - Late Return without Advance Notice:** You will receive a warning via email or phone.
  - B. **Second Instance - Late Return without Advance Notice:** You will receive a formal letter notifying you that you are suspended for 1 year from participating in the Critter Crate Program.
  - C. **Third Instance - Late Return without Advance Notice:** The first instance after reinstatement from a 1 year suspension you will receive a formal letter notifying you that you have been permanently removed from the program.

This is a free resource open to all educators in the Northeast Region. The popularity of the Critter Crate Program often means crates are scheduled to go out within a day of being returned. These policies have been established to ensure the maximum availability of the Critter Crates to all educators and the continuity of the program. We are committed to do our best to accommodate all requests and appreciate your understanding and cooperation.