



Am I responsible for all items in the PEP?

Yes, you are responsible for all items in the PEP. **If any items are lost or damaged while the PEP is in your possession, you will be billed for the replacement cost of the item(s).** This cost varies depending on the item. You are required to inventory the items in the PEP *twice*, once upon arrival and once prior to departure, to prevent incurring this cost.

When do I need to send the PEP back?

You will need to send the PEP back to us **2 weeks after you receive it.** For example, if you need the PEP for Monday, August 1 – Friday, August 5, you may request that it be delivered to you by Wednesday, July 27. You will then need to ship it back to DAR Museum by Wednesday, August 10. This will allow you a few days to become familiar with its contents before the week you need it, and a few days to return it after your program is over.

We will provide you with a return **ship-by date** and a **due date** for the PEP. The ship-by date will be 5 business days prior to the due date (based on average estimated shipping times).

Am I responsible if something happens to the PEP during shipment back to DAR Museum?

We understand there are shipping delays out of your control that could cause the PEP to arrive later than the due date. As long as PEP was shipped by the ship-by date we provide you, you will not incur a late fee. However, because of the high demand for our PEPs, and to ensure they are cleaned and ready to be shipped to the next person, **we will charge a late fee of \$10 per day for every day the PEP arrives past the due date if the PEP was shipped later than the ship-by date we provide you.** This late fee will help cover any expedited shipping costs we will incur in order to ensure the PEP arrives to the next person as scheduled.

How do I book PEP?

Email museum@dar.org with 1) your PEP choice; 2) your name, mailing address, phone number, and name of school (if applicable); and 3) the arrival date for your PEP. Please have backup date(s) should there be no availability for your initial request.

