



Dear Rental Clients and Storytellers:

ReKon Productions is dedicated to maintaining the highest quality service for our clients and storytellers. To enable you to tell your stories with as much peace of mind as possible, we have enacted the following policies in response to COVID-19. To ensure your safety with our gear, these guidelines may be changed or updated. We ask you to do your part and follow the protocols as it pertains to pickup and return of rentals.

REKON SAFETY PROTOCOLS AND PROCEDURES

- Gear will be prepped by a ReKon Rental Specialist wearing PPE – face mask and/or face shield and gloves.
- Outgoing gear and cases will be sprayed with a minimum of 70% alcohol solution for disinfection after prepping.
- All gear will be disinfected upon return following CDC disinfecting protocols.
- Returned gear will be separated for a minimum of 48 hours.
- Only one pickup or return will be allowed at a time. Appointments will be scheduled at minimum 15 minutes apart.
- ReKon Rental Specialists will wear PPE during pickup and returns.
- Changes to gear lists may not be possible during pickup. We will do our best to accommodate any additional gear you may need, but please be as accurate and thorough as possible prior to your appointment.
- Any confirmed gear can not be dropped from an order after prepped and placed out for pickup.
- Any rental gear subbed from another vendor will be disinfected by a ReKon Rental Specialist upon arrival to our facility.
- ReKon Rental Specialists must remain a safe distance (6 feet) from clients.

CLIENT SAFETY PROTOCOLS AND PROCEDURES

- All pickups and returns are by appointment only and must be scheduled with a ReKon Rental Specialist. If you are late to an appointment and fall within another client’s appointment, you will have to wait for them to complete their appointment.
- All clients will be required to wear a face mask when picking up or returning gear to our facility.
- All pickups will be conducted in the lobby in the designated rentals area. Clients will only be allowed in this one designated area.

We understand that these policies may impact your pickup or return of gear, but your health and the health of our staff is of our utmost concern. We thank you for following these guidelines to ensure everyone’s safety. Should you have any concerns please reach out to us at rentals@rekonproductions.com or 310.774.0555 ext. 2.

As always, we look forward to helping you share your story.