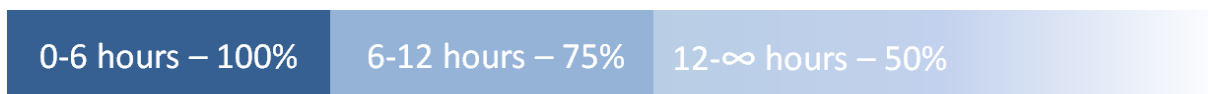
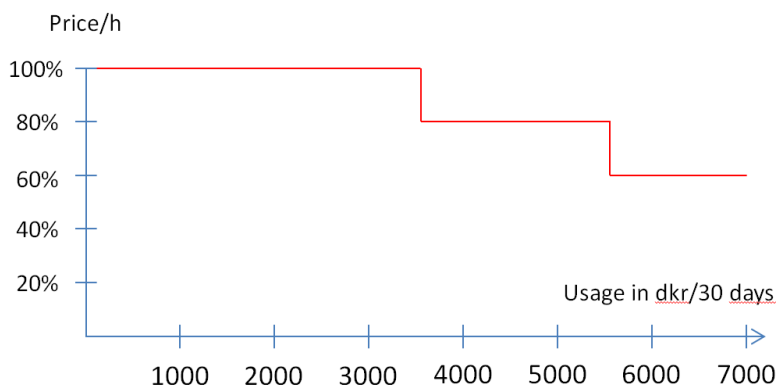


In order to accommodate high volume users at CFIM we have changed the price structure. There are two new models of discount:

Long experiments discount: When a booking exceeds 6 hours, subsequent hours, from 6 to 12 hours, will be discounted 25%. Subsequent hours following 12 hours usage will be discounted 50%. However, the rate will never be lower than 50% of the listed rate. Accordingly, the discounts do not apply to night rate, which already has a discount of 50% (between 6 PM and 8 AM) and weekend hours (6 PM Friday to 8 AM Monday).



High usage discount: When exceeding a microscope usage of DKK 3.500 within the last 30 days, the subsequent usage will be discounted 20%. When exceeding a usage of DKK 5.500 within the last 30 days, the subsequent hours will be discounted 40%. These discounts do not apply to night and weekend rates.



Disclaimer: The 'long experiments discount' and 'high usage discount' cannot be combined. Both discounts are calculated based on full price rates. If the booking fulfills the requirements of both discounts the booking system will calculate both and give the user the best discount. The support fee (if any) is not subject to discount.

Q&A:

Q: I have reached 40% discount on my bookings and will now book a microscope in the weekend. Will I get combined discounts (weekend/night rate and 'high usage discount')?

A: No, the discounts cannot be combined. You will get the weekend rate as it gives you the best rate (50%).

Q: All my hours are outside normal hours (after 6 PM and in weekends). Will I get a discount if I am entitled to either 'high usage discount' or 'long experiments discount'?

A: *No, the rate of a microscope will never go below 50% of the original rate. The discounts only apply to day rates.*

Q: I have started a long experiment at 9 AM. After 3 PM the 25% discount kicks in, but what happens if the experiment continues after 6 PM (night rate)?

A: *The night rate takes over at 6 PM, giving you 50% discount. If the experiment continues through to the next day the discount is still 50% since it has exceeded 12 hours.*

Q: How do I know whether I am entitled to discount?

A: *In the near future, you will be able to check your current discount status on your 'Usage' –tab on CFIM booking.*

Q: I have a session where the third hour out of 5 hours crosses the first threshold for discount (DKK 3.500). How is the discount calculated?

A: *The system calculates the discount of the hours exceeding the discount limits (DKK 3.500 and DKK 5.500). The discount will be applied to those hours of your booking which are entitled to a discount. In this case you would get a 20% discount on the last two hours.*

Q: I need support. Will I get a discount on the support hours?

A: *No, the discounts are only applicable to microscope usage rates – not to support rates.*

Q: I am working for a company. Am I entitled to discounts?

A: *Companies are entitled to night and weekend rates only. Discounts apply to SUND users and Visiting academia.*

Q: All my normal sessions are during weekends/nights but once in a while I need a microscope during day hours. How are the discounts calculated?

A: *The discounts are calculated based on the full hourly rate of a microscope. Therefore microscope hours spent in weekends count double in the discount calculation. However, only day hours are entitled to a discount.*