**Standard Operating Procedure (SOP) for Mini Theatre Usage in Amaze by Urban Tree Apartment**

**1. Purpose**

To define a **clear booking, usage, and maintenance framework** for the **Mini Theatre (13-seater)**, ensuring **fair availability, responsible use, and adherence to community guidelines**.

**2. Scope**

This SOP applies to **apartment residents, their guests, facility managers, security personnel, and housekeeping staff**, covering **booking procedures, security measures, equipment handling, and compliance protocols**.

**3. Booking & Reservation Guidelines**

**3.1 Eligibility for Booking**

* **Only registered residents** can book the Mini Theatre.
* **Advance booking required:** Minimum **[X] hours/days before usage**.
* **Maximum session duration:** **[X] hours** *(extensions subject to approval)*.
* **Maximum occupancy:** **13 seats strictly enforced** *(to prevent overcrowding)*.

**3.2 Reservation Process**

* Residents must **submit a formal booking request** via:
  + **Society Portal / Helpdesk / Written Application at the Office**.
* Approval subject to **availability and society regulations**.
* A **booking confirmation receipt** is issued upon approval.

**3.3 Charges & Payment**

* **Usage fee per session:** ₹ **[X]** *(if applicable)*.
* **Refundable security deposit:** ₹ **[X]** *(deducted for damages or violations)*.
* **Cancellation Policy**:
  + **Full refund if canceled [X] days before usage**.
  + **Partial refund for cancellations within [X] days**.
  + **No refund for last-minute cancellations** *(except emergencies)*.

**4. Mini Theatre Usage Rules**

**4.1 Check-in & Check-out Guidelines**

* **Check-in time:** [X AM / PM]
* **Check-out time:** [Y AM / PM]
* Residents must collect **keys or access cards from the Society Office**.
* Upon check-out, the **Facility Manager inspects the premises**.

**4.2 Code of Conduct**

* Residents and guests must **respect noise limits**.
* **No loud talking or unnecessary disruptions** during screenings.
* **Food & beverages** allowed only in designated areas *(if permitted)*.
* Residents are **fully responsible for guest behavior**.

**4.3 Equipment Handling & Maintenance**

* **Projector, sound system, and screens must be used carefully**.
* Any **technical issues or damage must be reported immediately**.
* **Housekeeping will clean and sanitize after each session**.

**5. Security & Access Control**

* Guests must **register at the security gate** before entry.
* **Only booked residents and their guests are permitted inside**.
* **Unauthorized access is strictly prohibited**.
* Security personnel will **conduct routine checks**.

**6. Dispute Resolution & Complaint Handling**

* Residents may **report concerns related to facility conditions, misuse, or violations**.
* Disputes will be reviewed by the **Facility Manager & Managing Committee**.
* **Repeated policy violations may lead to booking restrictions or penalties**.

**7. Annual Review & Amendments**

* The SOP will be **reviewed annually** during the **General Body Meeting (GBM)**.
* Adjustments made based on **resident feedback and operational needs**.

**8. Contact Information**

For Mini Theatre reservations or inquiries, contact the **Facility Manager / Society Office** at **[Phone / Email]**.