



1. How do I create an account and rent a venue with Facilitron?

Visit our Archer Community School page for great information, a support video, a sample Certificate of Insurance document, and all the links needed to book your rental in the Archer cluster.

<https://archerhs.gcpsk12.org/our-school/community-school>

2. How soon may I request a rental for fall semester?

You may submit your Facilitron request(s) for August 2026 – December 2026 beginning on July 1, 2026.

3. Once I make my request and it is approved, when do I have to pay the invoice for my rental?

Facilitron requires that you pay for your rental 14 days prior to the date your rental begins. You will pay directly on the Facilitron site by credit card, ACH, or PayPal. If the invoice is not paid in time, Facilitron may cancel your rental booking. Don't worry – Facilitron will send you reminders as time approaches.

4. What if I have a “crunch time request” and need a venue with less than 14 days prior to the rental? (Example: I need the Turf Football Field this weekend! YIKES!”)

Call our office and/or email us (see information on page 2) and one of us will check to see if the area is available and walk you through the process to get signed up through Facilitron. However, once the contract is approved, you will need to pay immediately since it is past the 14 day window to pay.



5. Why did my estimate for the rental change between the time I initially requested the venue and the time my contract was approved?

When our office receives the request, we need to review the information to assess the needs for custodians/SROs/AV or tech assistance. These changes may increase or decrease the original estimate. You may want to mark “Pay by Check” before submitting your request. Once the contract is approved, you can then change your payment option when you see the final invoice total. If you have questions, never hesitate to leave a comment in Facilitron or give us a call.

6. Does Facilitron have a cancellation policy?

Yes. The cancellation policy is included in each contract. Please read carefully!

*All cancellations for facility rentals must be submitted through the Facilitron platform **at least 14 days prior to the scheduled event to receive a full refund, including the Facilitron processing fee.** Cancellations made less than 14 days in advance may be subject to a 25% cancellation fee. The renter will also be responsible for any non-refundable staffing costs already scheduled, such as custodial, security, or AV services. **If a renter fails to show up for a scheduled event without submitting a cancellation request, no refund will be issued, and the renter will be responsible for all associated fees.** To ensure proper processing and documentation, all cancellation requests **must be submitted directly through the Facilitron platform.** Renters needing assistance may contact the school’s Community School Director or Facilitron support.*



7. What if my rental is cancelled by the school? Will I still be charged the cancellation fees?

No. *In cases of inclement weather, district closures, or emergencies, the event may be canceled by the district without penalty to the renter. In these situations, the renter may receive a full refund or reschedule the event at no additional cost. Gwinnett County Public Schools reserves the right to cancel a reservation if the facility is needed for district purposes. If this occurs, the renter will be offered a full refund or the opportunity to reschedule based on availability.*

8. How do I contact the Archer Community School staff?

Leave us a comment in your Facilitron reservation using the “**Comments**” box.

Call us:

- 670-407-7737. (Monday – Thursday, 10:00am – 7:00pm)

Email us:

- Pam.autrey@gcpsk12.org ; Community School Director
(M/T 10:00 – 7:00)
- Samela.reid@gcpsk12.org ; Community School Director
(W/Th 10:00 – 7:00)