

faq

## Do you provide SD Cards?

I'm afraid not, you will need to provide your own. If you do not own one, you can buy them on campus at the Art Store which is on the same floor as the Kit Hub. However, cameras that require more specialist file storage like C-Fast Cards or SSD are provided.

## Do you provide batteries?

Yes and No. Equipment that requires AAA, AA or 9V batteries are not loaned with these provided. However, most of our equipment is powered by lithium rechargeable batteries that are bookable on the website. These items also come with a charger.

## Can someone else pick up the equipment that I booked?

No, under no circumstances can anyone collect equipment on your behalf. Even if they have your card or if you call up to give approval. This is to protect you more than anything.

## Can someone else return the equipment on my behalf?

Absolutely but at your own risk. You are still responsible for the well-being of the equipment. Also please relay any problems with the equipment to the person bringing back the items so that they can pass this onto us.

## Can I collect the equipment that I booked without my Student ID Card?

No. In the same way that you cannot access the library without your student card, you cannot access the Kit Hub's equipment. This is a strict university policy which has wider security issues. If you have lost the card or if home is too far to travel back to, you can always buy a new one at the security window in the Quad.

## I don't have my student card. Can I still return the equipment?

You can return items without it as we can bring up the booking from the barcode on the item.

## Can I see everything that you have in the Kit Hub?

When you log into the website, you will see everything that you are entitled to book. This is dictated by your course and the year of study. If you would like a full list of everything that we have in the Kit Hub, please contact us directly. However, please remember that we only hire equipment for module related work and bare in mind that just because we have it doesn't mean that we can offer it to you.

## Where can I get an induction?

Depending on your programme of study, inductions are embedded into the modules and are only available to you at certain stages on your course. These inductions will happen during your scheduled teaching times in class. Some inductions will be offered to you on a more ad-hoc basis through the website. Consult the Kit Hub User Guide for more information on how to book an induction.

## Why can't I see equipment that I have been inducted to?

If you attended the induction, the individual that inducted you should have updated your account to make that item visible on the website for you to book. If you can't see the item, please email the technician and copy us in.

## I'm shooting a wedding. What do I need?

You'll need a number for a professional hire company and some cash as we only loan equipment for module related purposes.

## Can I loan equipment for longer than three days?

Yes but you will need your module leader to support the request and you will need to give us at least two weeks notice. Please refer to Kit Hub Handbook for a guide on the procedure you will need to follow in order to have extended loans approved.

## Can I take this equipment abroad?

Yes you can but you will need to have relevant insurance if the value of the equipment is over £1,000. We will be unable to honour your booking if we don't receive evidence of your policy before you collect the items. And even if the value is under £1,000, we would suggest that you insure the equipment anyway. Please refer to the Kit Hub Handbook for a detailed instruction on the procedure you should follow if you want to take equipment abroad.

## Do I have to pay if I am late to return equipment?

No we do not charge for late returns. However, there needs to be some deterrent and so your account will be suspended depending on how late the equipment is. Please refer to the Kit Hub Handbook or the Terms and Conditions for a detailed breakdown of suspension lengths.

## What if my equipment is due back but I still need it?

You can renew the equipment online. Within the last twenty four hours of your booking, the website allows you to renew the equipment, subject to availability. This process will add an extra twenty-four hours to your booking. If you are unable to renew the item online, it has most likely been booked by someone else and therefore must come back before the original time that it was booked until. Please consult the Renew a Booking within the Useful Links section of the website's homepage for a tutorial on how to do this.

## I tried to use the lockers but the door is not locking. Why?

It is likely that your card has not been registered. At the Kit Hub, there is a registration device where you will need to swipe and scan your student card in order to use the lockers.

## Can I keep the equipment somewhere overnight, rather than taking it home?

No. The lockers are for returns only and can't be accessed again once they have been locked. The Kit Hub will not house this equipment so please do not ask us to do so. Lastly, it is strictly forbidden to leave any equipment in any room unattended for multiple reasons. Please consider how you will securely house and logistically manage the equipment before you select the timeframe of the booking.

## How do I get into a room / editing suite that I have booked?

The Kit Hub distributes the access cards to all rooms booked on the website. In the same way that you collect equipment, come to the Kit Hub and collect the card.

## Can I use the room / editing suite in the evenings and at weekends?

The rooms and suites that are booked through the Kit Hub are available to book from 09:30 to 21:30 from Monday to Friday only. You are not permitted to use the rooms at weekends. In particular, the edit suites are locked down during the weekend and so even if you have the card, it will not open the door. The access cards must not be taken home and must be returned to the access card letter box at the Kit Hub.

## Where is Charles?

We don't know.



