

# T&Cs

The Kit Hub

Academic year 2020-21

*Last updated October 2020*

# Contents

General	3
Care	4
New important changes	5
Equipment	9
Booking	9
Hire	11
Lockers	13
Extended loan requests	14
Taking equipment abroad	14
Account suspension	15
Room bookings	16
Audio- and editing suites	17

# General

All bookings and hire are subject to these terms and conditions. In requesting the hire of equipment and rooms from the Kit Hub, you are agreeing to be bound by the terms and conditions that follow.

These terms and conditions cover all hire of equipment and, where appropriate, booking of rooms available to staff and students from Middlesex University's Kit Hub.

The online booking system and all equipment loans are managed and operated by employees of the University. All equipment is issued at their discretion.

Middlesex University staff have the right to work without abuse, threats or unreasonable demands being made of them. Any behaviour they consider unacceptable will result in the immediate suspension of all access to equipment and facilities within the faculty prior to an appeal hearing. All equipment will be issued at the discretion of the Kit Hub staff. It is therefore in the user's interest to behave with courtesy at all times.

The University will not be liable to you or to any third party for any loss or damage (of any type and howsoever arising— including lost production and loss of profits) arising out of this Agreement, including for the unavailability of equipment, save in respect of personal injury or death caused by our negligence.

This agreement is covered by the laws of England and is subject to the exclusive jurisdiction of the English Courts.

# Care

You must exercise all reasonable care and attention in the use of university equipment.

You should report any loss / damage to a member of the Kit Hub staff immediately. In the event of theft of any item, you must report the incident to the police and provide an official incident number to the Kit Hub.

**You must not leave equipment unattended at any time unless it is securely stored. Do not leave equipment in full view, or in a car.**

You must not use hired equipment in ways or areas for which it is not intended.

Risk assessments may be required for the use of equipment / resources. Please consult with your module leader for more information.

# ❖❖ New important changes ❖❖

---

The Kit Hub have new changes to operations and practices in order to operate safely during the academic year.

Collections and returns will no longer be serviced from the same area;

Collections will continue its service from GG37 as before.

Returns will now be serviced from GB13 – Grove Basement via the large lift (see map below).

Note:

You must NOT leave home if you have symptoms of COVID-19 (fever, new cough, loss of smell/taste) or any flu-like symptoms, or feel unwell.

The new changes may mean you will notice more errors when you try to book online. Please refer to our handbook (found on the homepage, or [here](#)) to learn what the error you see means and how to resolve it.

## Collections:

Bookings must be made in advance [online](#). The Kit Hub will operate with a limited number of collections per hour from GG37, in order to comply with new health and safety regulations. The limited slots may therefore fill up quickly. Last minute bookings will not be possible due to the limited booking slots and new minimum booking notice.

You will now need to make a booking minimum 24 hours before the collection time.

Undergraduate students, postgraduate students, and staff can take approved items of equipment for a defined period. A minimum of four hours and maximum of 168 hours (seven days).

It is no longer possible to renew equipment.

Collection slots are at a 15-minute interval. It is important that you manage your time well and arrive to your collection time precisely: if you know you are going to be late you must call us and inform us so we can try to re-schedule your booking.

All equipment bookings will now automatically cancel if you are not on time; the booking will cancel as soon as a minute after the agreed collection time. If you are going to miss your booking you should contact us in advance and we will work with you to try to arrange an alternative solution. If you do miss your booking, the booking slot will disappear and you will not be able to re-book for the time slot.

You must have a valid booking to come to The Kit Hub GG37. There is a new doorbell system in place outside the main doors leading to GG37, and the corridor outside GG37 will not be accessible without a booking. Any inquiries or questions can be made by phone or email (see contact details on the website).

There will not be any opportunity to queue at The Kit Hub GG37. It is important that you manage your time well and arrive to your collection slot precisely. It will not be possible to collect your booking ahead of your booking slot.

Due to the small space outside The Kit Hub GG37 there is a limited amount of people we can safely allow in this area. You must not bring anyone else with you when you collect.

**You must be the sole user of the equipment you book out, and you must not share the equipment with anyone else.** Sharing equipment is a direct COVID-19 transmission risk and it is therefore not permitted to share equipment with anyone else.

All bookings are now subject to Kit Hub approval/discretion upon arrival. As you are the only person that is able to handle the equipment, you may only book equipment that you are able to physically carry by yourself in one visit. Therefore, if you arrive with a booking that exceed this, you will be asked to remove items from the booking.

You are required to wear a face covering when you come to collect from The Kit Hub GG37.

## Returns:

Returns will operate from GB13 in the Grove basement (see map below).

Due to the small space outside The Kit Hub GB13, there is a limited number of people we can safely allow in this area. You must not bring anyone else with you to return.

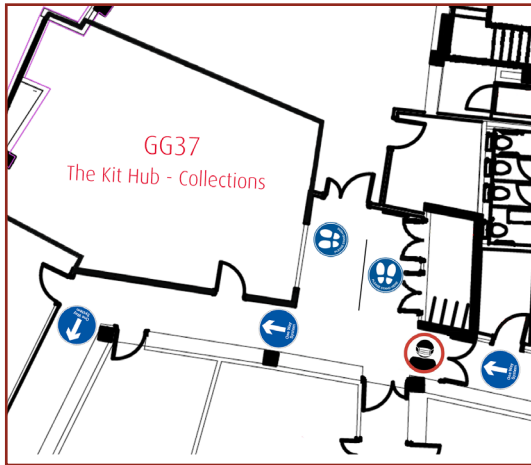
As the person that has booked the equipment and the only user that should handle the equipment, you are solely responsible for physically returning the items. It is no longer permitted for anyone else to return on your behalf. The equipment will not be cleared from your account until the kit has been released from its 72hrs quarantine

and technical checked. This means we may still contact you regarding your booking a few days after you return it, before it is restocked and cleared from your account.

You are required to wear a face covering when you come to return at The Kit Hub GB13.

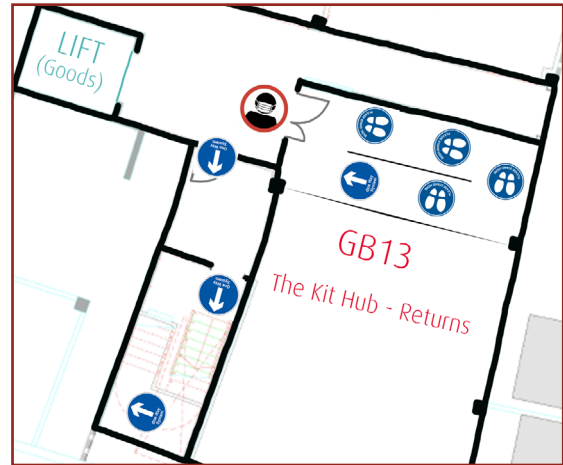
### The Kit Hub collections - GG37

Phone: 0208 411 3570



### The Kit Hub returns - GB13

Phone: 0208 411 3571





# Equipment

Equipment can only be booked by visiting the Kit Hub website. The Kit Hub does not offer any equipment without prior booking online. You can access the website at this address: [theithub.siso.co](https://theithub.siso.co)

Equipment is given to students on the agreement that they are the sole user. Where it is known that the intention of the user booking the equipment is to sub-hire it to another user, the booking will be cancelled and further action may be taken.

**You must not share the equipment with anyone else.** Sharing equipment is a direct COVID-19 transmission risk and it is therefore not permitted to share equipment with anyone else.

Equipment hired is for module-related work only.

The specific equipment is available to all users who have been inducted on its safe use and operation.

The Kit Hub staff have no jurisdiction over which items of equipment you may be allowed to borrow. Access permissions are defined by Programme of Study and module-based inductions.

The Kit Hub staff manage the equipment in the way that the course-specific demand is met whilst other users are adequately catered for.

# Booking

Equipment must be booked in advance and only on the Kit Hub website. The Kit Hub has limited booking slots available and last-minute bookings will not be possible. You will need to make a booking minimum 24 hours

before the collection time.

Equipment may be booked in advance for up to six weeks in advance and only on the Kit Hub website.

Undergraduate students, postgraduate students, and staff can take approved items of equipment for a defined period. A minimum of four hours and maximum of 168 hours (seven days).

All equipment bookings will automatically cancel if you are not on time; the booking will cancel as soon as a minute after the agreed collection time. If you are going to miss your booking you should contact us in advance and we will work with you to try to arrange an alternative solution. If you do miss your booking, the booking slot will disappear and you will not be able to re-book for the time slot.

Users are allowed a maximum of one active booking at a time. In other words, the equipment pertaining to a booking must be returned in full before another booking is created.

An individual can take one core item in a single booking. For example, booking two cameras is not permitted. Staff inducting multiple students are an exception in this case.

We reserve the right to supply alternative equipment if comparable in purpose and quality.

We will do our best to provide any equipment you have booked at the time you have booked it, and to make available any resource you have booked. However, bookable resources and equipment may be unavailable for reasons outside of our control. For example, equipment may not be returned on time by the previous borrower, or may not be returned in a fit condition to be loaned out without repair. We will not be liable for any unavailability, but we will do our best to find a suitable replacement or to re-arrange the booking for another time. Where possible, we will notify the individual concerned in these circumstances.

# Hire

Bookings must be collected at The Kit Hub GG37 and returned to The Kit Hub GB13 at your specific collection- and return times.

All registered users must show an active University ID card to collect equipment. No booking to either staff or student can be honoured without it.

The Kit Hub does not allow anyone other than the creator of the booking to collect the equipment with a valid University ID card.

As the person that has booked the equipment and the only user that should handle the equipment, you are solely responsible for physically returning the items. No one else can return the equipment on your behalf.

There is no opportunity to queue for collections. You must therefore manage your time well and attend your booking slots precisely. If you are running late for your booking slot, you must call us and inform us so we can try to reschedule your collection/return time.

All bookings are subject to Kit Hub approval/discretion upon arrival. As you are the only person that is able to handle the equipment, you may only book equipment that you are able to physically carry by yourself in one visit. Therefore, if you arrive with a booking that exceed this, you will be asked to remove items from the booking.

The Kit Hub does not provide consumables although some items borrowed may require them; eg. batteries, SD cards, Compact Flash cards, etc. In these circumstances it is your responsibility to provide them for yourself. You are responsible for the equipment until it is returned to the agreed site and cleared from your account by a member of the Kit Hub staff. A printed check-in receipt can be provided if requested.

The equipment will not be cleared from your account until the kit has been released from quarantining and has been technical checked. This means we may still contact you regarding your booking a few days after you return it, before it is restocked and cleared from your account.

You are responsible for all equipment booked out under your name up to £1000. Consequently, you are liable to pay the University in full for any repairs needed, or for replacement costs up to this value.

The borrower will be responsible for the first £1000 in all instances of damage or loss regardless of blame. This is subject to the total value of the equipment borrowed (e.g. if the circumstances of loss or damage of the kit would invalidate any insurance claims).

It is your responsibility to insure the equipment that you borrow.

You must not hire or lend equipment to other people; you will be held liable for any loss or damage to it.

All equipment will be checked out by a member of staff. It is your responsibility to check and verify that the equipment is working and complete prior to leaving the Kit Hub. A table has been provided in front of The Kit Hub - Collection (GG37) for the purpose of checking equipment.

If you are not completely happy with the equipment collected, do not take it away. Instead please inform The Kit Hub staff who can look to provide a suitable replacement item, or make an advanced booking online for when the item is next available.

You must return the equipment how it was given to you, i.e., the equipment must be packed away the same way it was given to you. Do not store your own items in any of the pockets of the bag. Faults, loss or damage notified to us after leaving the Kit Hub will be deemed to be your responsibility and you will have to pay for the repair/replacement as necessary. The Kit Hub operates a reduced opening hours service over the summer period. During this time, the Kit Hub is only

available to postgraduate students, those that have deferred on a module and any other programs that are not in recess.

The Kit Hub closes entirely during the month of September.

# Lockers

Lockers are provided along the main corridor on the ground floor of the Grove building. These will only be available to use when the Kit Hub is closed. Before you attempt to use these, please read the instructions of their use. A guide is located on each door of the locker. Ensure your University ID card has been registered before attempting to use the lockers.

Lockers are available only during the Kit Hub's closed hours of operation, and subject to The Grove's opening hours.

Monday - Friday	Until 17.30 - 09.00
Saturday - Sunday	All day (24hrs)

The availability of the lockers cannot be guaranteed but can be checked online in advance using the [Locker Availability link](#) on the homepage of the Kit Hub website. You can check The Grove's opening hours here.

You agree to return all items of equipment at the specified date, time and place. The University will at all times retain title to the equipment. The lockers are for returns only and not for storage of equipment overnight.

Once a locker is locked, it cannot be reopened by anyone (including the individual that locked it) other than a member of the Kit Hub team.

# Extended loan requests

In exceptional circumstances a longer hire of the equipment can be agreed.

Students and staff wishing to hire equipment for an extended period of time must notify The Kit Hub and their module lecturer at least two weeks in advance of the desired collection date.

A [Loan Extension Request Form](#) should be filled out and emailed to both the Kit Hub and your module leader.

The relevant module lecturer must support extended loan requests, via email at least two weeks before the date of collection.

In the case of staff, extended loan requests must be supported by their Director of Programmes in the same way as detailed above.

# Taking equipment overseas

You are permitted to take equipment outside of the UK, however, you will need to provide relevant insurance that covers art or media-based equipment. This can be found via specialist insurance companies that can be found on the internet. Please note that most general travel insurance policies will not cover professional audio/video/photo equipment.

Minimum two weeks before the collection date, you are required to provide details of the equipment that you will be taking abroad. We will then be able to provide you with the value of the equipment. This will be required by the insurance company when arranging your policy. You need to make sure your policy covers the total amount of the

equipment being taken and that the single item value covers the most expensive item.

You may be asked for serial numbers of the equipment. We can only provide these up to 24 hours before your booking starts as we have a lot of equipment that is in constant use and will only be able to assign specific items to your booking once it has been returned from the previous user. Insurance companies will normally accept these over the phone once you have them.

You must email the Kit Hub your insurance documents at least 24 hours before your booking starts. We will not issue equipment without having received and reviewed the insurance documents.

If you take equipment overseas without insurance you will be liable for the full replacement and /or repair costs for any lost or damaged equipment.

# Account suspension

All items of equipment not returned at the agreed time will incur an automatic ban as listed below:

Up to 1 hour late	= 24-hour ban.
1-24 hours late	= 3-day ban.
1-3 days late	= 10-day ban.
4-6 days late	= 20-day ban.
7-9 days late	= 30-day ban.
10+ days late	= 90-day ban.

All access to the online booking system will be suspended until the ban has been spent.

Continued late return may result in loss of access to all loans and facilities within the faculty.

Failure to return equipment for longer than three weeks will be treated as theft.

Equipment due back before 17:30 but returned late into the lockers after The Kit Hub is closed will be assumed to be 24 hours late and subject to a three-day suspension.

Items returned late to the lockers on a Friday will be assumed to be over 24 hours late and the user subject to a ten-day suspension.

## Room bookings

Rooms available to staff or students may be booked through the Kit Hub website.

Rooms may be booked based on pre-agreed periods specified on the site.

All rooms are available under the following terms and conditions:

- No food or drink other than bottled water to be consumed.
- Reasonable consideration is to be given to neighbouring staff or students or the public with regard to rehearsal and levels of audio and/ or video playback or recording.
- No items of any kind can be stored in the booked rooms.
- All furniture must be stacked neatly after use and the room returned to the condition in which the users found it.
- No smoking or use of any naked flames is permitted at any time. This includes e-cigarettes.
- Equipment within rooms must only be used by inducted individuals.



# Audio- and editing suites

You may hire a room for one day between 09:30 - 18.00. If you need a room for longer than this you will have to justify this to the Kit Hub and your module lecturer. Booking end time is subject to the Grove's opening times.

Bookings for suites must be booked by 15.30 the last Friday before your desired collection day. You will not get access if you make a booking later than this.

You will get access to the booked room on your university ID card, and you will not have to collect, nor return, a card key from The Kit Hub. You must not give your university ID card to anyone else to use.

The suites are locked down at weekends and only available to use during the week at the times specified above.

Any items left unattended in the facilities, either overnight/or for the course of the day while the room is unoccupied, will be removed. If the suite is suspected of being used for unauthorised storage of any equipment, it shall be removed, and the booking will be terminated.

No more than 1 person per suite at any time; loitering is prohibited, and the owner of the booking will be deemed responsible for any breach of this rule.

No suite may be booked for the purpose of personal working/meeting spaces, as the rooms are specifically designed for post-production/ music production.

A booking of these facilities, over hours that you will be in classes, or do not intend to occupy, will result in the termination of the booking, on the grounds of wasting a valuable resource that is often in very high demand.

The use of external hardware/electrical devices is permitted; however, all personal devices must be deemed safe for

use.

The disconnection of the room's allocated hardware/cabling is not permitted, and may cause technical issues to the current, or any future user, and/or damage for which you will be financially liable.

In the case of you outsourcing the post-production of any project to a fellow student from another course, you must ensure that student is inducted in to the facility through the official process, giving them freedom to book the suites at their own responsibility rather than yours.

The use of these facilities by non-university affiliated persons is prohibited, and will result in termination of booking.

In the event of a technical issue, the individual may be required to temporarily vacate the suite for the purpose of maintenance/repairs by a member of the technical team.

Any infringement of the aforementioned terms and conditions will result in eviction by a technician, termination of booking, or a possible ban from the facilities. The Kit Hub reserves the right to cancel reservations. You will be notified of the reason for the cancellation.