

FAQs

The Kit Hub

Academic year 2020-21

Last updated September 2020

Do you provide SD cards?

Unfortunately not, you will need to provide your own. If you do not own one, you can buy one from the Art Store located on the ground floor of the Grove. However, cameras that require specialist storage, like C-fast or SSD, the cards are provided.

Do you provide batteries?

Yes, and no. Equipment that requires AA, AAA 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 circumstance 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?

No, unfortunately due to new policies implemented in the light of COVID-19, it is not possible for anyone else but yourself to return the equipment.

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 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 will need to have your student card to return the equipment.

Do I have to wear a face covering when collecting and returning?

Yes, you are required to wear a face covering when you come to collect or return your equipment. This is for your and our safety.

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 year of study. If you would like a full list of everything we have in the Kit Hub, please contact us directly. However, please remember that we only hire equipment for module related work and bear 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.

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 tutor/technician who inducted you 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 seven 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 the Kit Hub [Terms & Conditions](#) 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 £1000. We cannot give you your booking if we don't receive evidence of your policy before you collect the items. Even if the value is under £1000 we strongly 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 the 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 [Terms & Conditions](#) for a detailed breakdown of suspension lengths.

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

Unfortunately you must bring the equipment back to the Kit Hub by the time it is due back. It is no longer possible to renew a booking.

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

It is likely that your card has not been registered. You must register your card at the Kit Hub before attempting to use the lockers, so make sure to sign up when you collect your first booking of the year!

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 22.00 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 so even if you have the card, it will not open. The access cards must not be taken home and must be returned to the access card letter box at the Kit Hub.