

# RCA Resource Stores

Quick Guide

Complete Terms & Conditions

October 2022



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# Quick Guide

## Introduction

We are open for Media bookings, collections and drop-offs in our Battersea, Kensington and White City campus' on weekdays with some exceptions during other times, like holiday periods and during the graduate show build.

Any changes to opening hours will be detailed on the home page of the Intranet and Connect2, which is the resource store online booking system.

<https://intranet.rca.ac.uk/av-equipment-hire-resource-store/>

<https://resources.rca.ac.uk/Connect2/>

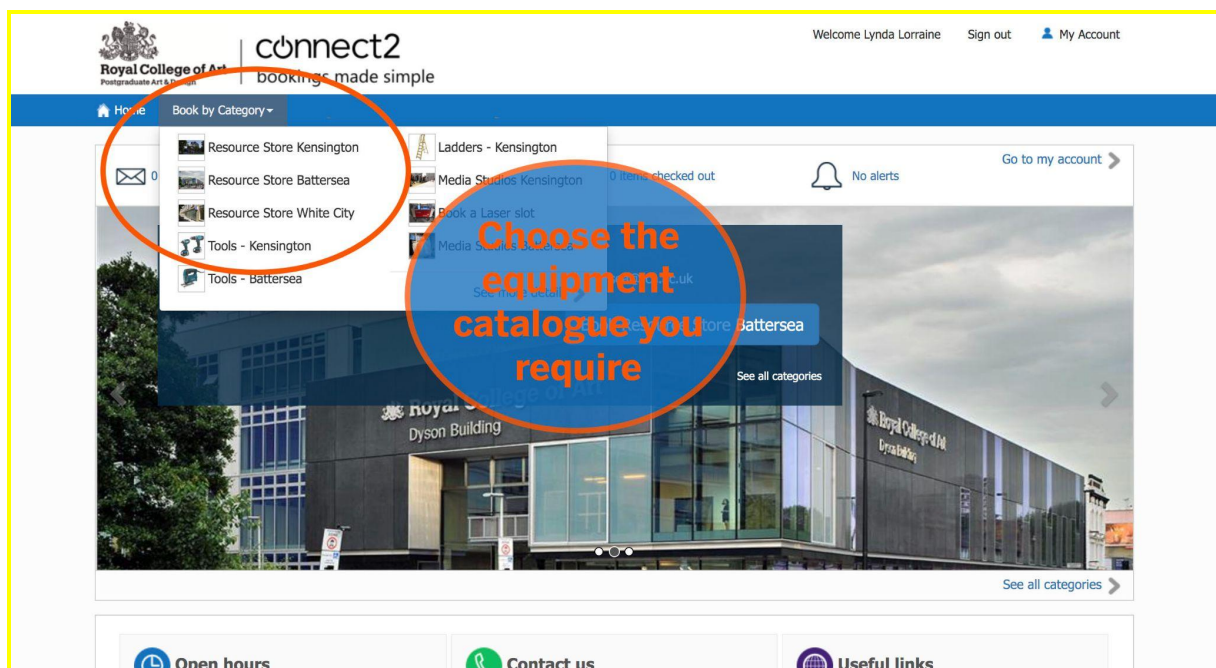
Staff and students can borrow a range of AV, Lens based equipment and other resources.

## STEP 1

Decide what you would like to borrow

- The equipment we have for each store can be browsed via our Connect2 website.

<https://resources.rca.ac.uk/Connect2/>



- Please login using your RCA login credentials and navigate to the resource store location that you require and from there you can browse the items we have available for hire.
- If you have any questions once you have browsed our catalogue, please give us an email.
- It is usually advised that you arrange bookings for the site you are based in unless a specialised item/s are located on another campus.

connect2 bookings made simple

Welcome Lynda Lorraine Sign out My Account

Home Book by Category

Select owner Select resource Select time Verify booking Booking Confirmation

View Kensington Resource Store Catalogue - Select owner

Select the booking owner

[Make me owner](#)

Barcode

Username

Search Cancel

Please select 'Make me owner' then search

connect2 from Lorensbergs (version 3.11.7342.18088) | Registered to: Royal College of Art

javascript:doPostBack('ctl00\$ctl00\$MainContent\$MainWizardContent\$wizSelectUser\$wizOwner\$makeMeOwnerLink','click');

connect2 bookings made simple

Welcome Lynda Lorraine Sign out My Account

Home Book by Category

Select owner Select resource Select time Verify booking Booking Confirmation

View Kensington Resource Store Catalogue - Select resource

Some items may require a training session. This may limit the initial items available to borrow. For more information, please contact the Resource Store.

Search

Basket (0 items) Create booking

Availability

Collect Return

Date Date Go

Category

- Animation - Kensington (2)
- Animation Studios Kensington (0)
- Audio - Kensington (38)
- AV - Kensington (50)
- Camera Accessories - Kensington (19)
- Cameras - Kensington (18)
- Computing - Kensington (16)
- Grip - Kensington (20)
- More

Resource service status

Kensington Resources (185 results)

1 x Dedo Spotlight

Resource Store - Darwin Building  
Kensington

Lighting - Kensington

1 x

Add to basket

100mm Canon f/2.8 Macro Lens

Resource Store - Darwin Building  
Kensington

Lenses - Kensington

2 x

Add to basket

## STEP 2

### Make a booking

- Once you have browsed the catalogue, you can now make a booking. If the item you require is available you will be able to add these to your basket.
- Students can book directly via <https://resources.rca.ac.uk/Connect2/>.
- Staff can browse our catalogue also via <https://resources.rca.ac.uk/Connect2/>, then a request can be emailed to the relevant store directly with the staff name, full list of items and dates required. Subject to availability.
- You can add multiple items to your basket, you do not need to make separate bookings for each item.

- Click the 'create booking' button when you have finished adding items to your basket.

View White City Resource Store Catalogue - Select resource

Some items may require a training session. This may limit the initial items available to borrow. For more information please contact the Resource Store.

Search

Availability

Collect: Date Return: Date Go

Category

- Animation - White City (6)
- Audio - White City (26)
- Audio Visual - White City (21)
- Cameras - White City (37)
- Computing - White City (10)
- Grip - White City (12)
- Lighting - White City (13)

Resource service status

- ☒ In service
- ☒ In maintenance (Still bookable)
- ☐ Not in service (Not bookable)

Search

White City Resources (125 results)

2 Gang Extension Lead, 2m

Resource Store - Garden House White City

Computing - White City

1x15

Add to basket

1 added to your basket

24" Samsung Screen / stand only-NOT wall mountable

Resource Store - Garden House White City

Audio Visual - White City

1x9

Add to basket

50 mm Canon f/1.2 Lens

Canon EF 50mm F/1.2 L USM Lens Standard lens

Resource Store - Garden House White City

Add to basket

- Calendar Key:  
 White - we are open for bookings  
 Grey - we are closed for bookings  
 Red - items are already booked by others

View White City Resource Store Catalogue - Select time

All hirers are responsible for picking a return date and time that suits their schedule. It is a hirers duty to ensure that they are able to return the items by their selected time.

11 - 17 April 2022

Previous week Next week

☐ All items available ☒ In past/Site closed

	Monday 11	Tuesday 12	Wednesday 13	Thursday 14	Friday 15	Saturday 16	Sunday 17
09:00							
10:00							
11:00							
12:00							
13:00							
14:00							
15:00							
16:00							
17:00							

Start date Time

End date Time

Update

Clear

Currently selected

2 Gang Extension Lead, 2m

How long can I book for? >

Recur

☐ Override booking rules, open hours and permissions.

Owner: Lynda Lorraine (lynda.lorraine)

Find new owner

- Start your bookings within the white parts of the calendar.  
 Click on your chosen collection time.  
 The calendar will automatically populate with a predetermined booking time frame - between three and 7 days.

This will show up as a blue box.

- Click the 'next' and 'submit' buttons to complete your bookings.  
It is essential you complete these steps, otherwise, your provisional reservation will be lost.

The screenshot shows the 'Select time' step of the booking process. At the top, a progress bar indicates the steps: 'Select owner' (checked), 'Select resource' (checked), 'Select time' (current step), 'Verify booking', and 'Booking confirmation'. The main content area is titled 'View White City Resource Store Catalogue - Select time' and includes a warning: 'All hirers are responsible for picking a return date and time that suits their schedule. It is a hirers duty to ensure that they are able to return the items by their selected time.' Below this is a calendar for the week of 11-17 April 2022. The calendar shows a grid of days and times. The selected booking is for Wednesday 13th, 10:00-11:00, for the resource '2 Gang Extension Lead, 2m'. To the right of the calendar is a sidebar with 'Start date' (13/04/2022) and 'Time' (10:00), 'End date' (20/04/2022) and 'Time' (10:00), an 'Update' button, a 'Recur' button, and a checkbox for 'Override booking rules, open hours and permissions'. At the bottom of the sidebar, it shows the 'Owner' as 'Lynda Lorraine (lynda.lorraine)' and a link to 'Find new owner'. The 'Next' button in the top right corner is highlighted with an orange circle.

The screenshot shows the 'Verify booking' step of the booking process. At the top, a progress bar indicates the steps: 'Select owner' (checked), 'Select resource' (checked), 'Select time' (checked), 'Verify booking' (current step), and 'Booking confirmation'. The main content area is titled 'View White City Resource Store Catalogue - Verify booking' and includes a warning: 'Please ensure that you have selected a date and time when you are able to return the equipment to the Resource Store. You are responsible for your own time management. Failure to return equipment to the store hired from or failure to contact the Resource Store by your selected date and time will result in a penalty charge being incurred of £5 per item per day. By submitting the order you agree to the Royal College of Art Terms and Conditions of hire.' Below this is a table showing the booking details. The table has columns: 'Date and time', 'Qty', 'Resource', 'Barcode', 'Checked out', and 'Checked in'. The booking details are: '13/04/2022 10:00 - 20/04/2022 10:00', '1', '2 Gang Extension Lead, 2m', '-', '-', and '-'. Below the table is a note: 'Please be considerate of other students and return equipment on time. Kit is often in high demand and there will be others waiting for items you have hired. Thank you!'. At the bottom of the page, there is a footer with the 'connect2' logo and the text 'from Lorensbergs (version 3.15.8000.19624) | Registered to: Royal College of Art'. The 'Submit' button in the top right corner is highlighted with an orange circle.

- After you have submitted your booking, <https://resources.rca.ac.uk/Connect2/> should automatically send you an email to your RCA student email account with a reference number.



Select ownerSelect resourceSelect timeVerify bookingBooking confirmation

Booking confirmation

Please keep a record of this booking for your own records.  
From this page you are able to print a copy of your booking or download the details to link to your RCA Google Calendar.

Reference number

RCA119278

Owner

Lynda Lorraine (lynda.lorraine)

Created by

Lynda Lorraine (lynda.lorraine)

Pre-booked by customer on 12/04/2022 14:23

Items

Date and time	Qty	Resource	Barcode	Checked out	Checked in
13/04/2022 10:00 - 20/04/2022 10:00	1	2 Gang Extension Lead, 2m	-	-	-

Return to homepage

Print page

Add to my calendar

Failure to collect this loan by your selected time slot will result in the cancellation of the reservation. Failure to return the equipment by your selected time and date will result in a penalty charge of £5 per day per item being incurred.

## STEP 3

### Pick-ups & Returns

- Please come to the resource store of your booking, as close to your pick-up and drop off times as possible. This is to ensure that we have enough time to get equipment ready for the next person borrowing. Which includes technical checks and cleaning.

RCA Resource Stores Oct 2022

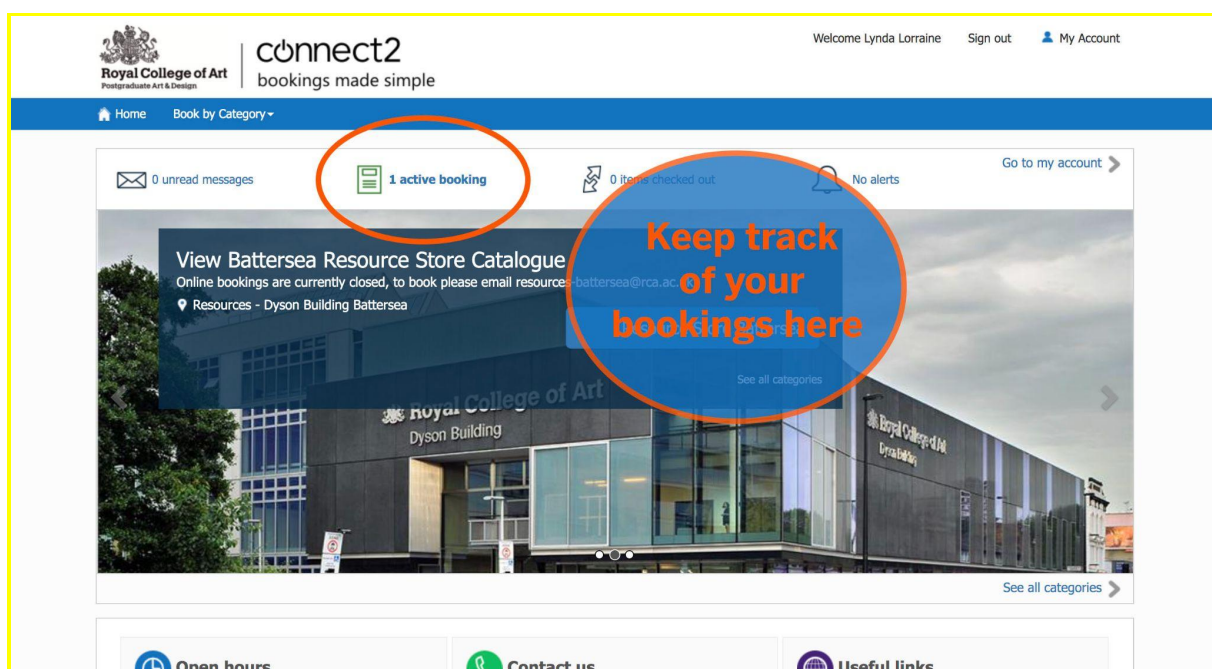
8





## Cancelling and Keeping Track of Bookings

You can keep track of your bookings by logging into <https://resources.rca.ac.uk/Connect2/> with your RCA login credentials as usual, and by clicking the bookings button on the top of the homepage, where your bookings list will be displayed.



If you decide you do not need a piece of equipment, be sure to cancel your booking so that other students can use it.

If you need to change any bookings after making them, please email us quoting your booking reference number which is a 6 digit number beginning with 'RCA'.

If your booking is not already booked by another student or staff member, you can renew or extend your loan. You may get a link within your automated reminder return email. Alternatively you can extend within Connect2 by clicking on 'active bookings' on the home page, then then click on the booking reference number starting with 'RCA' and choose 'Renew booking'...

DO NOT make a new bookings to '**extend**' your current bookings as you will get fined for the late return of the original booking.

### Further information and your responsibilities

We have an intranet page for all our latest information. The easiest way to find our page is to simply search for 'Resource Store' and it will be the first link that comes up. Our terms and conditions, additional equipment support, including links to manuals, quick guides and video guides here can be found here as well.

<https://intranet.rca.ac.uk/av-equipment-hire-resource-store/>

When you collect your bookings, you are responsible for its safekeeping; keeping it clean, complete and in working order.

Please note that many items in the resource store go out as kits and have multiple components such as charging units, bags and electrical cables. So it is very important that you carefully make note of what is in the kits you borrow, as we expect equipment to come back in the state that we have loaned to you.

If any equipment that you borrow is lost, broken or stolen your ability to borrow from us will be at risk and you may be charged for replacements and/or repairs.

### Questions & Issues

Our team is very friendly, knowledgeable and helpful, so if you have any questions at all, or need advice with the equipment we have, do not hesitate in either visiting us while we are open, or by emailing us as soon as you can so that we can try to resolve any issues or questions that you may have.

[resources-battersea@rca.ac.uk](mailto:resources-battersea@rca.ac.uk)

[resources-kensington@rca.ac.uk](mailto:resources-kensington@rca.ac.uk)

[resources-white-city@rca.ac.uk](mailto:resources-white-city@rca.ac.uk)

For a comprehensive breakdown of our **Resource Store Terms and Conditions**, please continue to read the remainder of this document.

We look forward to you exploring what we have and seeing you soon!

# Resource Store Terms & Conditions

## Locations

### Battersea

2nd floor, next to the Photography Darkroom  
Dyson Building, 1 Hester Road, London. SW11 4AN  
[resources-battersea@rca.ac.uk](mailto:resources-battersea@rca.ac.uk)

### Kensington

Lower ground floor, entrance via Lower Galleries  
Darwin Building, Kensington Gore, London. SW7 2EU  
[resources-kensington@rca.ac.uk](mailto:resources-kensington@rca.ac.uk)

### White City

Ground floor, behind the Café area  
Garden House, Dorando Close, London. W12 7FN  
[resources-white-city@rca.ac.uk](mailto:resources-white-city@rca.ac.uk)

For our latest opening hours please refer to our Intranet page and the home page of Connect2 (our online booking system), signing in with your usual RCA login credentials.

<https://intranet.rca.ac.uk/av-equipment-hire-resource-store/>

<https://resources.rca.ac.uk/Connect2/>

## Accessibility

### Who Can Hire?

Access to the Royal College of Art (RCA) equipment is available only to Royal College of Art staff and students.

All staff and students must use their RCA email account as all loan correspondence will be via this account. Alternative email addresses will not be accepted.

Borrowers must inform the Resource Store team should any of personal contact details change during the academic year.

Please note that only Royal College of Art students and staff may hire out equipment from the RCA Resource Stores, and that a borrowers access to certain items will be determined by equipment availability, training and course requirements.

### Data Protection

All details are subject to the Data Protection Act and will not be disclosed to other students or staff.

Failure to return equipment or to pay penalty fines will result in disciplinary action, and may delay the final award of your qualification.



Students can book directly via <https://resources.rca.ac.uk/Connect2/>.

☐ Staff can browse our catalogue also via <https://resources.rca.ac.uk/Connect2/>, then a request can be emailed to the relevant store directly with the staff name, full list of items and dates required. Subject to availability.

## Booking Rules

### Hire Periods

Item hiring periods vary from unit to unit dependent on demand and quantity of each item type. A standard loan is up to a maximum of 3 to 7 days, however this varies across item types. All hiring periods will be made clear during the hiring process.

### Advance Bookings

Advance bookings for items are usually made via the resource booking website, using your usual RCA login credentials. If you require further advice or special requirements you can email the stores directly, or go to the stores in person.

<https://resources.rca.ac.uk/Connect2/>

### Booking Collection and Return Location

If you miss your booking collection time, your booking will automatically be cancelled on Connect2.

If you still require the equipment once it has been cancelled, you will need to make the booking again (subject to availability).

Equipment cannot be transferred between resource store locations or delivered to studio spaces or any other locations.

For example; if you require item/s from the Kensington Resource store, you have to travel to the Kensington Resource store to collect and return it.

### Booking Extensions

Extensions for items in high-demand or that are lower in quantity are not available; however, a hirer borrowing a more common item will have the option of an extension at the discretion of the Resource Store team. The granting of extensions are subject to availability and demand. Extensions cannot be guaranteed.

If you have made a booking yourself, these can be renewed online before they are due back - this only applies if you renew them before they become overdue.

### Return Dates, Opening Hours and Location

All RCA bookings must be returned by the agreed borrower, items returned by a third party will not be accepted unless previously arranged with the relevant resource store.

There are no out of hours returns. A hirer is responsible for picking a return date and time that suits their schedule; it is a hirers duty to ensure that they are able to return the items by their selected time.

Items must be returned in person, at the booking return time to the resource store location from which the booking was collected during the stores opening hours.

Bookings will not be accepted by other staff members outside of these hours unless special arrangements have been made beforehand.

Please check both your booking details and the opening hours of each resource store carefully. Do not leave equipment at reception or any other location.

## Condition of Returns

All items must be returned by the borrower in the same condition as they were received. We do our best to ensure kits are kept complete, but we may occasionally miss something. It is highly suggested that hirers check items at the time of checkout and before items are returned. This will help to prevent any items being checked out as incomplete kits. Any damage reported or detected once the items are in the borrowers possession will be deemed the borrowers responsibility.

It is the borrowers responsibility to use equipment with care and to keep it in good working condition so that equipment can be utilised by the maximum amount of users possible.

## Late Returns

Late returns will incur a fine, and hirers who have overdue items will not be permitted to loan additional items until all fines are paid and the overdue equipment is returned.

Loan extensions cannot always be granted on overdue equipment.

Failing to return bookings on time directly impacts other students.

If you know you will have, or you are having issues with returning your booking, please let us know as soon as possible.

## Lost, Damaged Items

The security of an item loaned out under a hirers name is the their responsibility, and any items lost must be paid for. Negligent use may result in the hirer being charged for the cost of replacement, spares or repair for equipment on a 'new' for 'old' equivalence or the excess cost of any insurance claim made.

If an item is stolen the hirer will be found liable for the replacement costs unless they provide a Crime Reference Number obtained from the police for insurance purposes. However, if the theft is deemed to be as a result negligence on the part of the hirer, the hirer will be responsible for the excess costs of any insurance claim or for the cost of replacement equipment on a 'new' for 'old' equivalence if an insurance claim is not possible.

Please report any faults with items or facilities as soon as possible to the relevant resource store using our email addresses.

[resources-battersea@rca.ac.uk](mailto:resources-battersea@rca.ac.uk)

[resources-kensington@rca.ac.uk](mailto:resources-kensington@rca.ac.uk)

[resources-white-city@rca.ac.uk](mailto:resources-white-city@rca.ac.uk)

A borrower must inform staff if they wish to take any items abroad, as they will be required to pay for their own insurance cover and will be liable for any damages made outside of the UK.

## Equipment Training

Any issuing Resource Store team member is free to judge the competence of the borrower.

Some items may require further reading or training (via equipment handbooks, training videos or with a relevant technician) which may limit the initial items available to borrowers.

<https://intranet.rca.ac.uk/av-equipment-hire-resource-store/>

<https://moodle.rca.ac.uk/course/view.php?id=218&section=2>

## Emergency Planning

Exceptional circumstances - In the event of sudden and extended College closure we will do our best to provide adequate facilities for equipment loans and returns where possible. Where this is not possible booking loans can be extended on a case by case basis on the advice of the Head of Technical Services.

Once your agreed booking has ended under these circumstances, it is your responsibility to return bookings to College, even if you have been studying remotely outside of London, either in the UK or

abroad. This includes all safe packaging, courier, customs costs and charges. If you wish to avoid incurring these costs, you may have to return items before you leave. If you are unable to return equipment in these circumstances your booking will be classed as lost and the usual policy for lost or damaged equipment will apply. Please see local or intranet notices for further advice, or speak to the resource team via email to discuss further.

## Penalties

In order to encourage professional practice and to guarantee fair access to all RCA students and staff, a penalty system has been put in place. Both members of staff and the student body are liable for any fines incurred. All funds generated as a result of the fining process will be put towards essential maintenance and repair of RCA equipment and is not to be used to the advantage of any individual, School or Department within RCA, nor will it be used for recreational purposes.

### Penalties Circumstances

- Items returned after the due date (fine for overdue period)
- Lost items (replacement costs)
- Damaged items (repair or replacement costs)

All replacement costs are valued with a 'new' for 'old' equivalence. If the replacement is due to negligence on behalf of the hirer they will be liable for either the entire replacement cost or the insurance excess; this will be assessed on a case-by-case basis.

The standard 'late items' fine rate is £5/day per item for each 24-hour period or part thereof that the item is late. If loans are not returned on a Friday, a fine will be incurred across the weekend, resulting in a £15 fine for Friday/Saturday/Sunday for a loan of one item in addition to any other fines incurred prior to- or after the weekend.

Overdue peripheral items including but not limited to cables, cases and manuals that are not returned with loaned equipment will be charged at the cost of replacement valued at a 'new' for 'old' equivalence.

Within 24-hours of incurring a fine, people with overdue equipment will receive an automated email notification. If the overdue loan is not returned within 3-days of the return date a second notice email will be sent out to further prompt the borrower. If no contact has been made and the equipment has not been returned within a week of the return date, a third and final notice email will be sent to give the borrower 24-hours to return the equipment. If after this period the borrower has still failed to return the loaned items, the Resource Store are obligated to inform RCA security and the Police that the equipment has been stolen. The borrower will then be billed for the cost of replacement for the entire sum of the items on loan on a 'new' for 'old' equivalence.

Repeat offenders will be called to a meeting with a member of the Resource Store team, Head of Technical Services and the borrowers Head of Programme to discuss further disciplinary measures.

In the case of mitigating circumstances there is an appeals process for fines, but some evidence of particular circumstances will need to be presented.

Final year students must clear debts by the end date of their course, and any students with unreturned or unpaid fines and charges by the date of their Convocation will be reported to the Registry. Continuing students must clear any debts before registration for the new academic year.

# Definitions

## Item

Any 'unit', 'package' or 'set' or items and equipment owned by RCA, that is tagged and designated by RCA as available for loan to RCA students and staff.

## Borrower or Hirer

Any student of RCA currently engaged on a recognised programme of study, or any member of staff with a permanent contract.

## Lender

Authorised Media and Resource Store team member/s who lend equipment designated for loan on behalf of the RCA.

## 'New' for 'Old'

Charges made under this equivalence will be priced according to cost incurred for buying replacement items; if the item being replaced is no longer available, the cost will be for buying a newer item of equivalent specification.

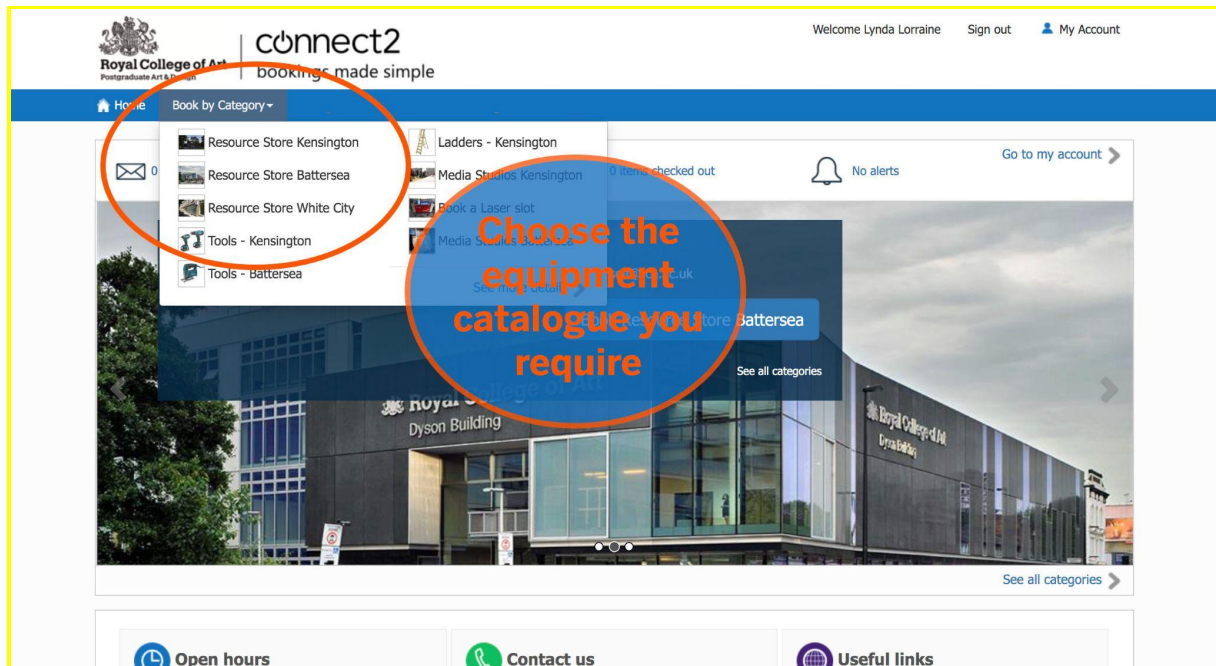


# Make a Booking

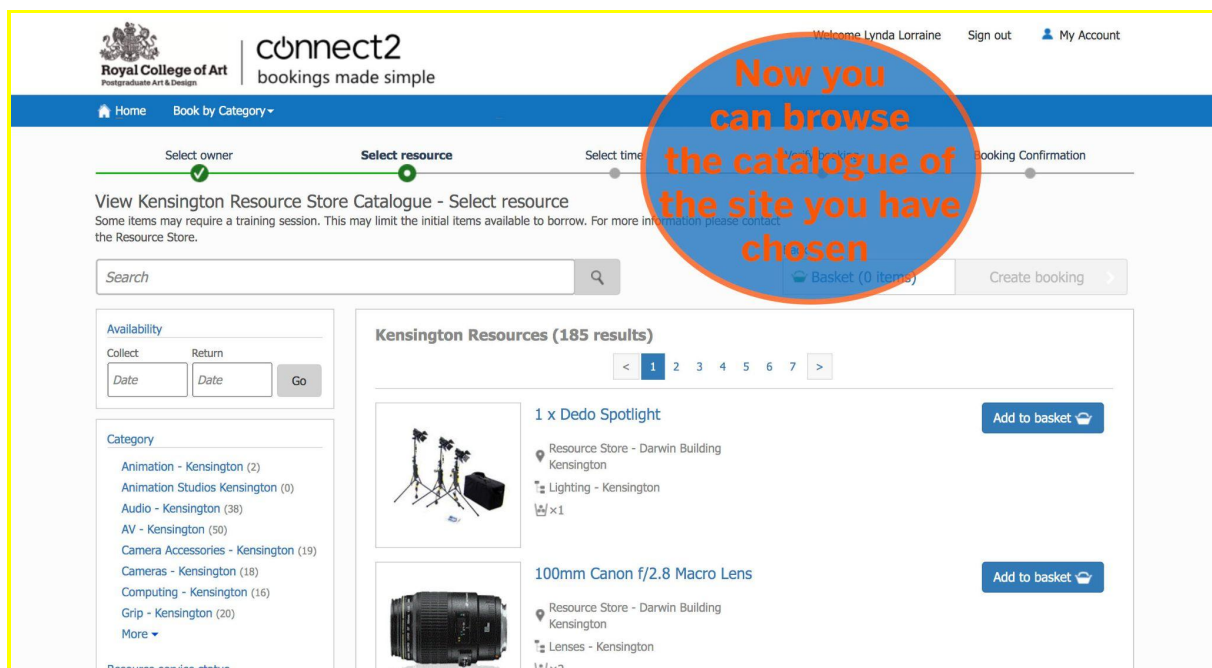
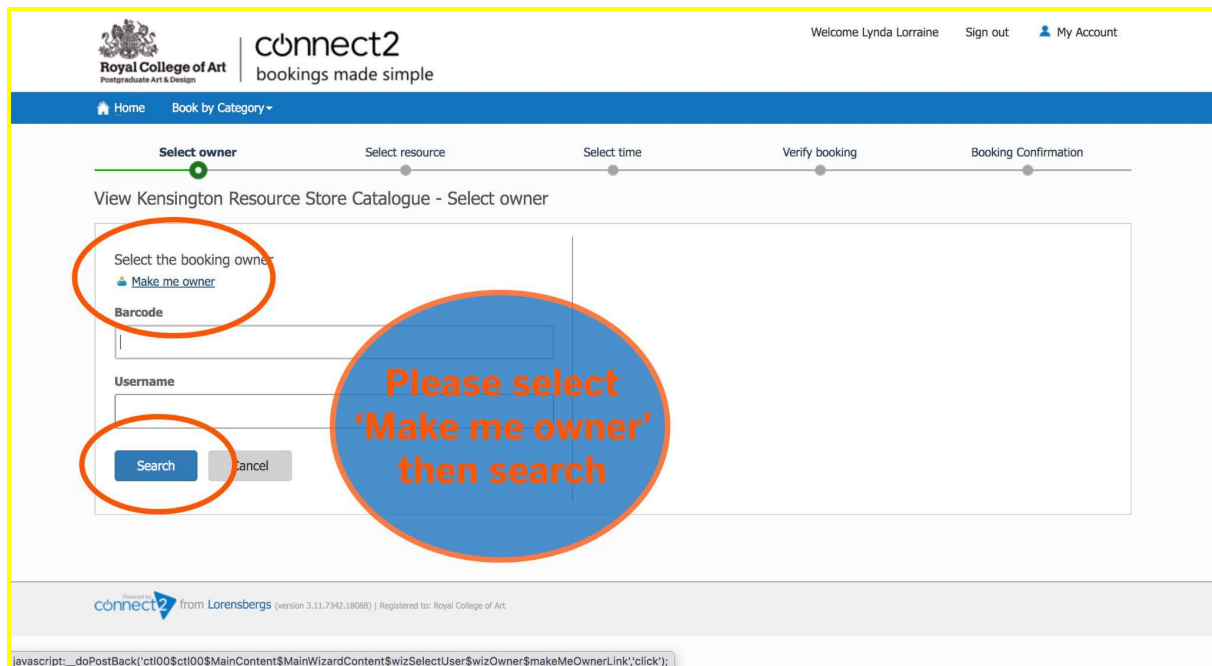
## STEP 1

Decide what you would like to borrow

- The equipment we have for each store can be browsed via our Connect2 website.  
<https://resources.rca.ac.uk/Connect2/>



- Please login using your RCA login credentials and navigate to the resource store location that you require and from there you can browse the items we have available for hire.
- If you have any questions once you have browsed our catalogue, please give us an email.
- It is usually advised that you arrange bookings for the site you are based in unless a specialised item/s are located on another campus.



## STEP 2

### Make a booking

- Once you have browsed the catalogue, you can now make a booking. If the item you require is available you will be able to add these to your basket.
- Students can book directly via <https://resources.rca.ac.uk/Connect2/>.
- Staff can browse our catalogue also via <https://resources.rca.ac.uk/Connect2/>, then a request can be emailed to the relevant store directly with the staff name, full list of items and dates required. Subject to availability.
- You can add multiple items to your basket, you do not need to make separate bookings for each item.

- Click the 'create booking' button when you have finished adding items to your basket.

Select owner Select resource Select time Verify booking Booking confirmation

View White City Resource Store Catalogue - Select resource

Some items may require a training session. This may limit the initial items available to borrow. For more information please contact the Resource Store.

Search

Availability

Collect Return

Date Date Go

Category

Animation - White City (6)

Audio - White City (26)

Audio Visual - White City (21)

Cameras - White City (37)

Computing - White City (10)

Grip - White City (12)

Lighting - White City (13)

Resource service status

☒ In service

☒ In maintenance (Still bookable)

☐ Not in service (Not bookable)

Search

White City Resources (125 results)

2 Gang Extension Lead, 2m

Resource Store - Garden House White City

Computing - White City

15

Add to basket

1 added to your basket

24" Samsung Screen / stand only-NOT wall mountable

Resource Store - Garden House White City

Audio Visual - White City

9

Add to basket

50 mm Canon f/1.2 Lens

Canon EF 50mm F/1.2 L USM Lens Standard lens

Resource Store - Garden House White City

Add to basket

- Calendar Key:  
 White - we are open for bookings  
 Grey - we are closed for bookings  
 Red - when items are already booked by others

Select owner Select resource Select time Verify booking Booking confirmation

View White City Resource Store Catalogue - Select time

All hirers are responsible for picking a return date and time that suits their schedule. It is a hirers duty to ensure that they are able to return the items by their selected time.

Back Next

11 - 17 April 2022

Previous week Next week

☐ All items available ☒ In past/Not used

	Monday 11	Tuesday 12	Wednesday 13	Thursday 14	Friday 15	Saturday 16	Sunday 17
09:00							
10:00							
11:00							
12:00							
13:00							
14:00							
15:00							
16:00							
17:00							

Start date Time

End date Time

Update

Clear

Currently selected

2 Gang Extension Lead, 2m

How long can I book for? >

Recur

☐ Override booking rules, open hours and permissions.

Owner:

Lynda Lorraine (lynda.lorraine)

Find new owner

- Start your bookings within the white parts of the calendar.  
 Click on your chosen collection time.  
 The calendar will automatically populate with a predetermined booking time frame - between three and 7 days.  
 This will show up as a blue box.

- Click the 'next' and 'submit' buttons to complete your bookings.  
It is essential you complete these steps, otherwise, your provisional reservation will be lost.

View White City Resource Store Catalogue - Select time

All hirers are responsible for picking a return date and time that suits their schedule. It is a hirers duty to ensure that they are able to return the items by their selected time.

11 - 17 April 2022

☐ All items available ☒ In past/Site closed

	Monday 11	Tuesday 12	Wednesday 13	Thursday 14	Friday 15	Saturday 16	Sunday 17
09:00				Your booking	Your booking	Your booking	Your booking
10:00			Your booking				
11:00							
12:00							
13:00							
14:00							
15:00							
16:00							
17:00							

Start date: 13/04/2022 Time: 10:00  
End date: 20/04/2022 Time: 10:00  
Update  
Clear  
Currently selected  
2 Gang Extension Lead, 2m  
How long can I book for? >  
Recur  
☐ Override booking rules, open hours and permissions.  
Owner: Lynda Lorraine (lynda.lorraine)  
Find new owner

View White City Resource Store Catalogue - Verify booking

Please ensure that you have selected a date and time when you are able to return the equipment to the Resource Store. You are responsible for your own time management. Failure to return equipment to the store hired from or failure to contact the Resource Store by your selected date and time will result in a penalty charge being incurred of £5 per item per day.  
By submitting the order you agree to the Royal College of Art Terms and Conditions of hire.

Owner: Lynda Lorraine (lynda.lorraine)

Items

Date and time	Qty	Resource	Barcode	Checked out	Checked in
13/04/2022 10:00 - 20/04/2022 10:00	1	2 Gang Extension Lead, 2m	-	-	-

Please be considerate of other students and return equipment on time. Kit is often in high demand and there will be others waiting for items you have hired. Thank you!

connect2 from Lorensbergs (version 3.15.8000.19624) | Registered to: Royal College of Art

- After you have submitted your booking, <https://resources.rca.ac.uk/Connect2/> should automatically send you an email to your RCA student email account with a reference number.

Select owner
Select resource
Select time
Verify booking
Booking confirmation

### Booking confirmation

Please keep a record of this booking for your own records.  
From this page you are able to print a copy of your booking or download the details to link to your RCA Google Calendar.

**Reference number**

RCA119278

**Owner**

Lynda Lorraine (lynda.lorraine)

**Created by**

Lynda Lorraine (lynda.lorraine)

Pre-booked by customer on 12/04/2022 14:23

**Items**

Date and time	Qty	Resource	Barcode	Checked out	Checked in
13/04/2022 10:00 - 20/04/2022 10:00	1	2 Gang Extension Lead, 2m	-	-	-

Return to homepage

Print page

Add to my calendar

Failure to collect this loan by your selected time slot will result in the cancellation of the reservation. Failure to return the equipment by your selected time and date will result in a penalty charge of £5 per day per item being incurred.

## STEP 3

### Pick-ups & Returns

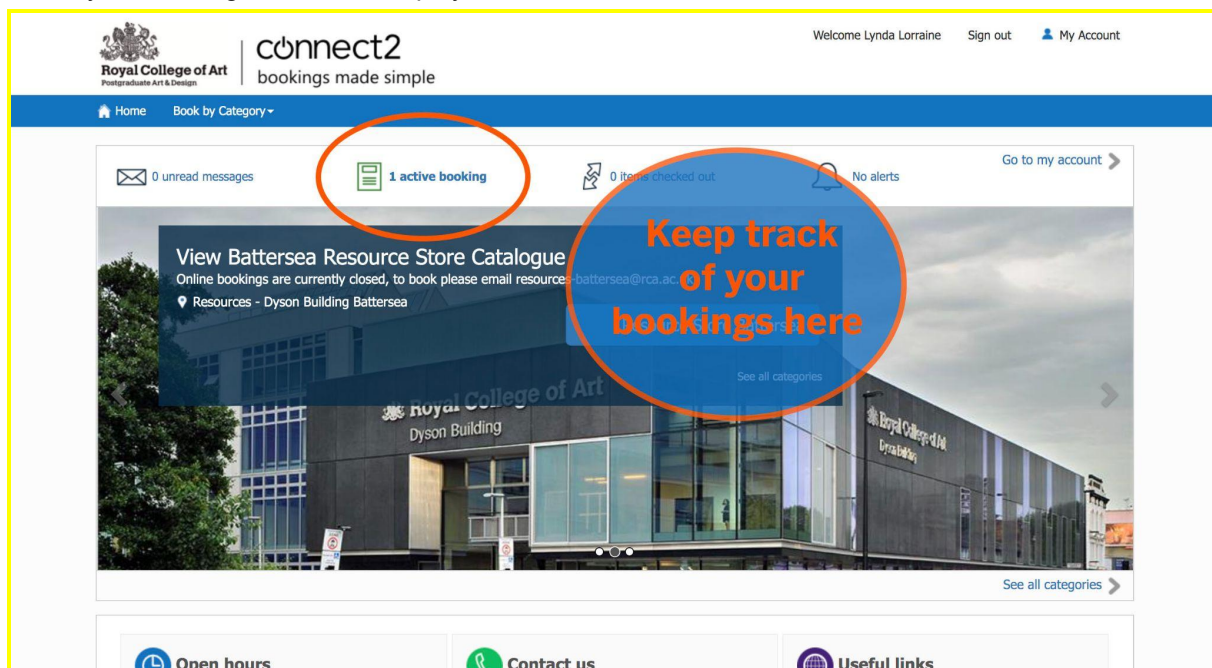
- Please come to the resource store of your booking, as close to your pick-up and drop off times as possible. This is to ensure that we have enough time to get equipment ready for the next person borrowing. Which includes technical checks and cleaning.





## Cancelling and Keeping Track of Bookings

You can keep track of your bookings by logging into <https://resources.rca.ac.uk/Connect2/> with your RCA login credentials as usual, and by clicking the bookings button on the top of the homepage, where your bookings list will be displayed.



If you decide you do not need a piece of equipment, be sure to cancel your booking so that other students can use it.

If you need to change any bookings after making them, please email us quoting your booking reference number which is a 6 digit number beginning with 'RCA'.

If your booking is not already booked by another student or staff member, you can renew or extend your loan. You may get a link within your automated reminder return email. Alternatively you can extend within Connect2 by clicking on 'active bookings' on the home page, then then click on the booking reference number starting with 'RCA' and choose 'Renew booking'...

DO NOT make a new bookings to '**extend**' your current bookings as you will get fined for the late return of the original booking.

### Further information and your responsibilities

We have an intranet page for all our latest information. The easiest way to find our page is to simply search for 'Resource Store' and it will be the first link that comes up. Our terms and conditions, additional equipment support, including links to manuals, quick guides and video guides here can be found here as well.

<https://intranet.rca.ac.uk/av-equipment-hire-resource-store/>

When you collect your bookings, you are responsible for its safekeeping; keeping it clean, complete and in working order.

Please note that many items in the resource store go out as kits and have multiple components such as charging units, bags and electrical cables. So it is very important that you carefully make note of what is in the kits you borrow, as we expect equipment to come back in the state that we have loaned to you.

If any equipment that you borrow is lost, broken or stolen your ability to borrow from us will be at risk and you may be charged for replacements and/or repairs.

### Questions & Issues

Our team is very friendly, knowledgeable and helpful, so if you have any questions at all, or need advice with the equipment we have, do not hesitate in either visiting us while we are open, or by emailing us as soon as you can so that we can try to resolve any issues or questions that you may have.

[resources-battersea@rca.ac.uk](mailto:resources-battersea@rca.ac.uk)

[resources-kensington@rca.ac.uk](mailto:resources-kensington@rca.ac.uk)

[resources-white-city@rca.ac.uk](mailto:resources-white-city@rca.ac.uk)



# Fine Payment

## Penalty Circumstances

- Items returned after the due date (fine for overdue period)
- Lost items (replacement costs)
- Damaged items (repair or replacement costs)

Once you have a penalty you will be unable to book or borrow any further equipment on <https://resources.rca.ac.uk/Connect2/> until it is cleared. Even if you already have bookings in place.

Fines will continue to accrue until your payment has been made, and the Resource Store team has cleared your account.

Your Moodle access will remain unaffected.

### How much is my fine?

If you are unsure how much your fine is, please contact a member of the Resource Store team via email.

[resources-battersea@rca.ac.uk](mailto:resources-battersea@rca.ac.uk)

[resources-kensington@rca.ac.uk](mailto:resources-kensington@rca.ac.uk)

[resources-white-city@rca.ac.uk](mailto:resources-white-city@rca.ac.uk)

## Paying a Fine

To pay the fine, please visit <http://payments.rca.ac.uk/>

Select '**Internal Payment**' > Click '**Submit**'

Select '**Resource Loan Store**' > Click '**Submit**'

Select The correct campus: '**Battersea**', '**Kensington**' or '**White City**' > Enter your name

Enter the payment description as '**late fine**' or similar > Enter the **fine amount**

Then follow the payment instructions

After you have paid, you will receive an email from WorldPay confirming your transaction.

Please forward this email receipt to the relevant resource store.

Once the Resource Store have received the receipt for your fine payment from the WorldPay system, your debt will be cleared and your Connect2 account has been reinstated.

[resources-battersea@rca.ac.uk](mailto:resources-battersea@rca.ac.uk)

[resources-kensington@rca.ac.uk](mailto:resources-kensington@rca.ac.uk)

[resources-white-city@rca.ac.uk](mailto:resources-white-city@rca.ac.uk)

# Equipment Support

## Guidance

The resource store team can provide basic advice with loan equipment.

As well as having general knowledge of the equipment, each Resource Store team member has their area of expertise. In addition to their own areas of expertise, they can refer you to other sources of information and technicians within Technical Services should you require more advanced guidance in other areas.

It is usually advised that for more in-depth consultations (especially if you are planning a project or need help with post-production), we suggest you book an appointment with a technician from the relevant department on Moodle.

## Manuals, Video and Text Guides

### Instruction Manuals

<https://moodle.rca.ac.uk/mod/book/view.php?id=39848>

### Video/Text Guides

<https://moodle.rca.ac.uk/mod/page/view.php?id=39843>

# Mitigating Circumstances

## Policy

A mitigating circumstance is defined at the RCA as a serious or significant event, and its consequences, which have significantly impeded the ability for a borrower to comply with the Resource Store Terms and Conditions. Mitigating circumstances may include medical matters or events directly affecting someone other than the borrower.

## Principles

**When the Fines Appeal Board look at any claim it will act on the following principles:**

- ☐ You are responsible for informing the Board of any circumstance that you want to be taken into account; the submission of a Mitigating Circumstances Form must be no later than 7-days after the issue of a fine. All claims must be sent to: [resources-fines@rca.ac.uk](mailto:resources-fines@rca.ac.uk)
- ☐ If you submit a Mitigating Circumstances Form after the 7-day cut-off-point it must be accompanied by an explanation of its lateness, otherwise the claim will be rejected.
- ☐ Appropriate supporting evidence must be submitted with the completed Mitigating Circumstances Form. Without any supporting evidence to validate your claim of mitigating circumstances, the claim will normally be rejected.
- ☐ All information provided to the Fines Appeal Board will be regarded as confidential.
- ☐ The Board agree to formally and carefully consider all claims made, however not all claims will be accepted. Some circumstances are clearly beyond the borrowers control, but some are not. If the borrower could reasonably have foreseen the circumstance, the claim is unlikely to be accepted. If a circumstance arises that does not cause significant restrictions to the borrowers ability to contact the Resource Store, the claim is unlikely to be accepted.

## Examples

Below is a list of typical circumstances that would be accepted, might be accepted and would not normally be accepted.

**Examples of circumstances that would normally be accepted with evidence:**

- ☐ Bereavement involving a relative or friend to whom you were close
- ☐ Serious illness or accident resulting in your hospitalisation, or other medical emergency
- ☐ Serious infectious disease
- ☐ Childbirth, or pregnancy complications leading to your hospitalisation

**Examples of circumstances that might be accepted with evidence:**

- ☐ Victim of crime (with Police Crime Reference Number)
- ☐ Significant accident, injury, acute ailment or condition requiring medical or other professional attention
- ☐ Private or public transport failure leading to delays of more than one hour

**Examples that would not normally be accepted as mitigating circumstances:**

- ☐ Illness in the family (unless it is a dependant)
- ☐ Feeling generally anxious, depressed or stressed (where this is not a diagnosis of a mental health condition)

- ☐ Clash of study with paid employment
- ☐ Minor accidents or injuries
- ☐ Minor conditions (e.g. cold, cough, throat infection)
- ☐ Childcare problems that could have been anticipated
- ☐ Pregnancy
- ☐ Day-to-day domestic problems
- ☐ Mistaking or misreading return time and date, or other time management problems (including but not limited to alarm not going off)
- ☐ Religious festivals or similar commitments
- ☐ Private or public transport failure leading to delays of less than 1 hour
- ☐ General financial problems
- ☐ Legal problems that could have been anticipated (including planned Court appearances)
- ☐ Planned absence
- ☐ Accommodation changes
- ☐ Handing-in problems, including failure by a third party to submit work on your behalf
- ☐ Weather (unless severe conditions)
- ☐ Ignorance of the Terms and Conditions and loan arrangements
- ☐ Equipment problems (including but not limited to: no internet connection, no mobile phone signal, no phone battery)

## Form

Complete the form below and email a copy to [resources-fines@rca.ac.uk](mailto:resources-fines@rca.ac.uk) within 7-days of the issue of a fine if illness or other circumstance beyond your control have caused you to incur a fine with any of the RCA Resource Stores.

All mitigating circumstance claims must be verified by original documentary evidence (e.g. medical certificates, crime reference number etc.) and must be signed and dated.

All information submitted as a mitigating circumstance claim is considered confidential and will only be made available to the Fines Appeal Board.

Academic Year.....  
 Programme.....  
 Date.....  
 Surname.....  
 First Name.....  
 Student ID.....  
 Booking reference number (begins with 'RCA').....

Please provide further details of your circumstance, including the dates during which you were affected and the impact this had on your resource loan.

You are reminded that claims cannot be accepted without original documentary evidence, and that it is advisable to keep a copy of all information submitted.

# Frequently Asked Questions

## Do you rent out drones or computing equipment?

No, we don't. In the UK legislation for personal drone usage is quite strict and is regulated by the Civil Aviation Authority. We also don't loan out computing equipment - if you require any technical support for personal computing equipment you're using for college work please get in touch with IT support via [help@rca.ac.uk](mailto:help@rca.ac.uk)

## Can we request equipment to be purchased for the resource stores?

If there is a type of equipment you feel would be of benefit for the RCA to add to its loan stock, the best way is to submit the request to Technical Services via your Head of Programme. We're not able to purchase equipment just for individual projects.

## I've been fined and I don't think I should pay it. How can I appeal a fine?

If you believe you have been fined in error, the first thing to do should be to contact the relevant resource store. We can investigate the details of the fine. If we believe the fine should remain and you would like to appeal, you will need submit a '**Mitigating Circumstances Appeal**' and supply evidence as to why you should be exempt from paying the fine. Full details are contained in the previous chapter.

## Can we borrow equipment during holidays?

Yes, as long as you haven't already graduated (exceptions for remarking etc.) If the resource store needs to close due to staff holidays or scheduled maintenance, equipment booking slots will still be made available. The bookings will automatically be extended over the period of closure to when the resource store is open again. Any upcoming changes to opening hours will always be advertised on our Intranet page and the home page of Connect2.

<https://intranet.rca.ac.uk/av-equipment-hire-resource-store/>

<https://resources.rca.ac.uk/Connect2/>

## Do you sell film for analogue cameras?

No, we don't. Any RCA staff member or student is eligible for a 10% discount at <https://parallaxphotographic.coop/> - just email them an image of your student card including your ID number and they can provide you with an individual discount code.

## External Resources

### External Suppliers & Resources

<https://intranet.rca.ac.uk/external-suppliers-resources/>

### External Suppliers, Materials & Services

[https://docs.google.com/spreadsheets/d/1kP9VN6pc\\_o49Zm4Jft86\\_C909t7sbqUrALt4Tld94CU/edit#gid=0](https://docs.google.com/spreadsheets/d/1kP9VN6pc_o49Zm4Jft86_C909t7sbqUrALt4Tld94CU/edit#gid=0)

### More External Resources

<https://moodle.rca.ac.uk/mod/page/view.php?id=39847&inpopup=1>