



## ECA Bookit Service Update

### Fines in Semester 2

#### Introduction

Following a cross-ECA project in early 2018 to review the Bookit Terms & Conditions, it was agreed by store owners and academic, technical and student representatives that we would introduce a system of fines for late returns.

This decision was carefully considered, and we believe it is an appropriate way to tackle late return rates last year of around 4 in 10 bookings.

We need to take action because these high late return rates are causing incidents where people who have booked equipment are unable to collect it, because it has not been returned on time.

#### Semester 1 pilot

We appreciate that students and staff are often under considerable financial pressure, so we wanted to have the best information possible before bringing in fines. In order to assess the potential impact, we decided to enable fines on an *advisory* basis (fines were notified but no payment was required), as a pilot, during Semester 1.

During this pilot we closely monitored the system and received feedback from a number of students and staff: we have acted on this feedback by making some changes to the way the fines work. Our aim is to set fines at such a level that they encourage all users to bring items back on time – it is not to make money!

#### Next steps

The pilot has now concluded, and we are confident that we have a system which can safely and fairly be enabled fully for Semester 2.

#### Returning equipment

1. To avoid a fine, return all items on time
2. If you think you will be late returning a booking, get in touch with the store and let them know
3. The store may be able to extend your booking so that you are not fined; however, someone else may already have booked the equipment after you: in this case the fine for late return will apply
4. After your booking (or part of it) is 15 minutes late for return you will be fined £5 per hour up to a maximum of £20 per booking for the first day
5. After the first day, you will be fined an additional £5 per day (or part), up to a maximum total of £85 (14 days) per booking
6. After 14 days, if we have not heard from you, we will assume the equipment is lost or stolen and may issue an invoice for the cost of replacement

While you have an outstanding fine on your account you will be unable to log in to Bookit or borrow from a Bookit store. Any Bookit store will be able to tell you how much you owe.

#### To pay a fine

1. Use the university e-pay system to pay the outstanding amount:  
<https://edin.ac/2GowEcVW>
2. Visit any Bookit store in person with your university card to have your access re-enabled

Please remember that store staff cannot waive fines. If you wish to appeal a fine, you can do so by filling in the appeals form, accessed from the Bookit home page. We aim to reply by email within 3 business days.



## Responding to your feedback

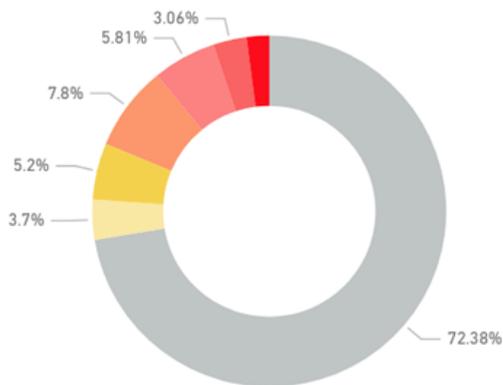
For the pilot, we enabled fines on a per-item rather than a per-booking basis. You let us know that, for bookings with a lot of items, this meant that users could end up with very large fines very quickly – a 10-item booking late by 4 hours would attract a fine of £200.

We have changed the system so that fines apply only to whole bookings, rather than per-item, so the same 10-item booking returned 4 hours late would now attract a fine of £20 (although hopefully the user would contact the store in advance to have the booking extended, potentially avoiding a fine). The maximum fine possible for a booking, regardless of the number of items in that booking, is £85.

## Assessing the impact of fines

Using data collected across all ECA Bookit stores in semester 1 2018/19 we can see that:

- Over 1 in 4 bookings (28%) were returned late



- (a) Not Late
- (b) Up to 5 mins
- (c) Up to 15 mins
- (d) Up to 1 hour
- (e) Up to 6 hours
- (f) Up to a day

- Around 1 in 5 (20%) of bookings were returned more than 15 minutes late
- Only 2% of bookings were returned more than a day late

Next semester, if behaviour remained broadly the same, the number of fines over £20 would be very small (around 2% of bookings).

Most late returns fall into the 1-6 hours category: these fines should in most cases be easily avoided.

## How Late Is Equipment Returned?



## First day penalty

When a booking is returned late it is often within the first hour or two that the impact is felt – if someone else has booked the equipment there is nothing the store staff can do to help them and there is little time to make alternative arrangements. Therefore, we have structured the fines to encourage returning equipment as early as possible in the first day.

## Terms and conditions

We have updated the Terms and Conditions document for the Bookit service, to reflect the new fines system and you can find the current terms at the link below:

- <https://edin.ac/2Fcwqo0>

## Let us know what you think

We think that the new fines system will be fair and simple to understand, and we are always happy to receive your feedback on any aspect of the service. If you would like to tell us what you think, please use our online feedback form:

- <https://edin.ac/2p160vb>