Damaged or lost kit, and charges

Record what happened, take the item off hire, and if the club charges for it, ask the member for a contribution.

Where

Members admin → **Requests**, under **Out with members** and **Owed for lost or damaged kit**.

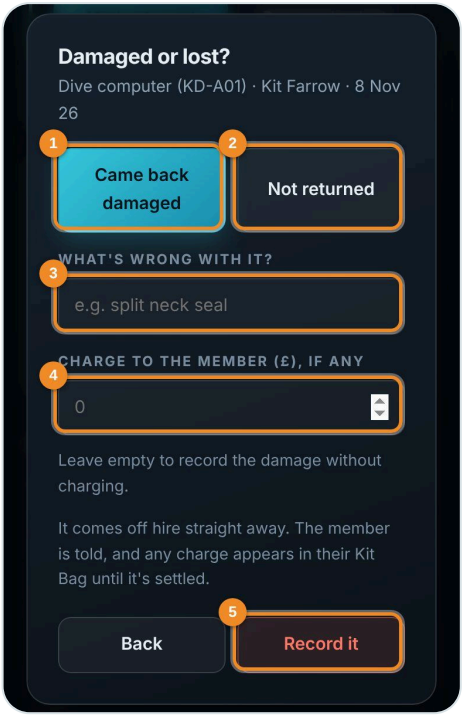
Who

The Equipment Officer, or any committee member.

Recording it

1. **Press Damaged or lost**
   On the hire, press **Damaged or lost**. Choose **Came back damaged** or **Not returned**, say what's wrong, and if the club charges, put the amount. Leave it empty to record the damage without charging. Press **Record it**.

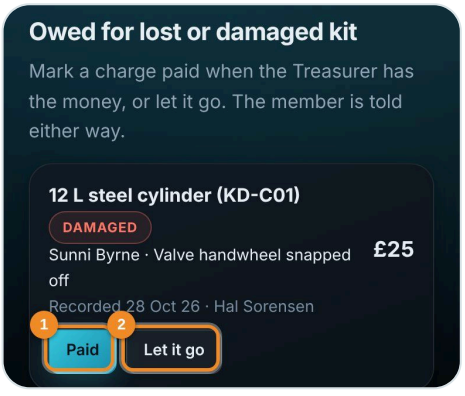
2. **What happens**
   The item comes off hire straight away so nobody else is handed it, the note goes into its history, and the member is told. Any charge appears in their Kit Bag until it's settled (guide M9).



1 damaged, 2 not returned, 3 what's wrong, 4 the charge, 5 Record it.

When it's paid

1. **Paid, or let it go**
   Under **Owed for lost or damaged kit**, press **Paid** when the money comes in, or **Let it go**. The member is told either way.



1 Paid, 2 Let it go.

A member reported it themselves

A report from a member shows on the hire as **Member reports damage** and under **Reported by members**. Look it over, then record the damage or close the report (guide K10).

FoxFace Diving how-to guides, guide K4. Pictures are from Kelpline Divers, a made-up club; your club's site shows your own names and kit. Made by FoxFace. Version 2, October 2026.