PICKUP

What are weekday access hours for SEP?

7:00am - 6:00pm – SEP visitors badge from front desk
6:00pm - 8:00pm – Buzz security, need escort to SEP
For the time period between 8:00pm – 7:00am please see below

I am due to pick up stuff during a week day. What’s the earliest I can come pick it up?

Your items will be ready after 2:00pm on the scheduled pick up day.

What are the hours for a weekend pick up?

Friday after 2:00pm
Any time Saturday between 8:00am - 8:00pm
Any time Sunday between 8:00am - 8:00pm
For the time period between 8:00pm - 8:00am please see below

I am scheduled to pick stuff up on Saturday. Can I come Sunday?

Yes! For weekend items you can come on Friday, Saturday, or Sunday, at any time during the hours listed above.

I am scheduled to pick stuff up Sunday. You mean I can come Saturday?

Yes! You can come whichever weekend day is most convenient for you.

I was not able to make it to the Hutch to get my kit on the day scheduled. Am I toast?

No! Email us and let us know you still want your stuff. The items are yours to use for the two-week period reserved for you, even if you are late to pick up.

What happens if I don’t pick up my stuff after a few days?

You will receive an email from us asking if you are still interested in the items. If we do not hear from you we will cancel your items and open them for other teachers to use.

The only time I can make it to the Hutch is between 8:00pm and 7:00am (8:00am on weekends). Can I get my stuff then?

This is highly discouraged but we know sometimes it’s your only opportunity to pick up your items. You must first email us and let us know the estimated time you will arrive so we can alert Security. Weekends are easier for odd hour visits because you only need access to the Teaching Lab, but during the week Security may not allow you access unless we let them know to expect you because they will need to meet you at the front entrance and escort you to the SEP Lab. You may need to wait an extended period of time for a guard to meet you.
DROP OFF

What are weekday access hours for SEP?

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6:00pm - 8:00pm – Buzz security, need escort to SEP
For the time period between 8:00pm – 7:00am please see below

What are the hours for a weekend drop off?

Friday after 2:00pm
Any time Saturday between 8:00am - 8:00pm
Any time Sunday between 8:00am - 8:00pm
For the time period between 8:00pm - 8:00am please see below

The only time I can make it to the Hutch is between 8:00pm and 7:00am (8:00am on weekends). Can I drop off my stuff then?

This is highly discouraged but we know sometimes it’s your only opportunity to pick up your items. You must first email us and let us know the estimated time you will arrive so we can alert Security. Weekends are easier for odd hour visits because you only need access to the Teaching Lab, but during the week Security may not allow you access unless we let them know to expect you because they will need to meet you at the front entrance and escort you to the SEP Lab. You may need to wait an extended period of time for a guard to meet you.

I am scheduled to drop stuff off on Saturday. Can I come Sunday?

Yes! For weekend items you can come on Friday, Saturday, or Sunday, at any time during the hours listed above.

I am finished with a kit earlier than I expected. Can I drop it off early?

Absolutely! We (heart) early drop offs.

I messed up and did not bring my stuff back when I was supposed to! What do I do now?

Email or call us immediately! Remember sometimes we only have one day to restock a kit before it is scheduled to go out again. You will also be charged one chocolate bar per day it is overdue. (Just kidding. Sort of.)