

If you have any questions during your hire period, you can contact us and we will aim to get back to you as soon as we can.

**Fife Slings Library** part of SlingsSure Carrying Consultancy

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## **BORROWING TERMS AND CONDITIONS**

### **1. Terms and Conditions / Loan Form**

- a. A copy of these Terms and Conditions can be viewed or downloaded at any time from the SlingsSure website.
- b. Fife Slings Library reserves the right to occasionally update these terms and conditions if necessary. Although every effort will be made to notify existing users of any significant changes, the version on the SlingsSure website will be the current version.
- c. A separate Loan Form must be completed for each carrier you borrow.

### **2. Data Protection and Privacy**

- a. All data provided by you on any library paperwork or electronic messaging (via email, website, social media or SMS) before or after any library session or hire appointment will be used for the sole purpose of providing the sling hire service, administration, follow up care and communications notifying you of important changes to any aspect of the library service.
- b. Your information may be stored on our secure email service or social media messaging service as part of usual communications.
- c. Your information will be in a secure location for a minimum period of 7 years following the date of your last hire from the library and for a maximum period of 8 years following the date of your last hire from the library, in accordance with the terms and conditions of the library's insurance provider. Your information will not be transferred to third parties, excluding those detailed in the privacy policy.
- d. If you wish to exercise your rights under the General Data Protection Regulation (GDPR), please contact Emma Gilmour via any method shown at the top of these terms and conditions. A current copy of SlingsSure's Privacy Policy can be accessed through the SlingsSure website or you can request a copy at any time.

### **3. Loan Cost and Duration**

- a. All carriers are lent subject to availability, condition and suitability.
- b. **The current loan charges can be viewed on the SlingsSure website.** Loan fees are non-refundable.
- c. Loans may be renewed subject to agreement with Fife Slings Library in advance of their return date. The loan fee to pay for the renewal must be paid before or on the former due date.
- d. For unauthorised additional days beyond the arranged hire period, we charge £2.00 per day. Please see section 6 below for more detail. The named borrower is responsible for paying any late fees incurred.

### **4. Deposit**

- a. **A fully refundable deposit of £50 is required for each loan.** The deposit will be returned in full following the timely return of the carrier or accessory undamaged with all instructions and any additional accessories.
- b. The replacement of any lost carriers, accessories or instructions will be paid for out of your deposit. Where the deposit is not sufficient to cover costs arising from the loss, damage or late return of the property of Fife Slings Library, the borrower will be invoiced for the balance payable to Fife Slings Library. We will take all reasonable steps to pursue payment of amounts due.
- c. Charges for lost components will be equal to replacement cost (including any postage costs). Charges for items damaged beyond normal wear and tear will be judged on a case by case basis. The named borrower is held liable for any damage caused to the carrier during the hire period.
- d. At our discretion, deposits may be reduced or waived for those with special or exceptional circumstances.

### **5. Payment Methods**

- a. Loan costs are payable by cash, bank transfer, cheque, credit/debit card or PayPal payment. Paypal payments must be sent as for 'Services' (not for 'Goods'). The PayPal address for payments is **emma@slingsure.co.uk**
- b. Deposits may be paid together with the hire fee or using a different method if preferred.

### **6. Postal Loans**

- a. The basic loan fee and deposit are the same for postal loans as for standard loans but an extra charge will be made to cover postage and packaging. Fees and deposit may be paid by bank transfer, credit/debit card or PayPal. Postal loan charges are non-refundable (apart from the deposit) but may be used as credit against a future loan at the library's discretion, usually within a one month period of the original payment date.
- b. Items hired by post are subject to the standard terms but some library commitments are unable to be fulfilled due to the nature of postal hires. These include but are not limited to:
  1. Fit checks – we're unable to fit check your carrier in person but can advise at a distance if you contact us. You're responsible for ensuring that the carrier ordered is suitable for the intended person.
  2. If the carrier arrives and there is an issue with it, please get in touch immediately to resolve the problem. If you don't notify us within the first 24 hours after receipt of the hired carrier, we will assume that you received the item in good condition.
- c. The hired carrier is the responsibility of SlingsSure until received by the hirer. After receipt, the safety carrier is the responsibility of the hirer for the duration of the hire and until the carrier has been received back by SlingsSure. As with any standard loan, you are liable for any damage or loss sustained during the hire period, including damage caused by inadequate packaging or drop off. Please see 'Returning and Posting Carriers' section below for more guidance.

### **7. Reservations**

- a. It may be possible to reserve a carrier. You will be asked to complete a loan form and pay the hire fee in advance. The carrier will only be reserved if this payment has been received and acknowledged by us. You will be able to collect the carrier subject to when it is next available and as agreed in advance. We cannot offer guarantees for when carriers will become available, but will do the utmost to provide you with the best availability information available. If you cancel a reservation, your loan fee will not be refunded, but can be used as credit towards any future carrier loan. The deposit is payable when you collect the carrier.
- b. If you wish to reserve a carrier for a specific date in the future, a £2.50 surcharge applies, reflecting the fact that the carrier will not be hired out in the lending period prior to the reservation date.

### **8. Late Returns**

- a. **Late fees are charged at the rate of £2.00 per day for every day past the agreed returns date.** These fees may be deducted from your deposit or paid separately, as per section 3 above. If you think you might be late returning a carrier then contact the library as soon as possible in advance so that we can discuss a loan extension or other arrangement.
- b. If we do not hear from you within 14 days of the hire ending, a £15.00 administration fee will be applied to any fees already due.
- c. It is often possible to renew your loan for an additional period (unless the carrier has been reserved by another borrower), with payment made by bank transfer, credit/debit card or PayPal.

- d. If the carrier has been pre-booked following your return date and you do not return the carrier in time to prepare it for the subsequent hire, then the full cost of refunding the customer who has booked the hire will be borne by you.
- e. Under adverse or unforeseen circumstances we may reduce or waive fines for late returns as long as the late period is less than 7 days and has been fully agreed by us **before the end of the loan period**.
- f. If we do not hear from you within 30 days after the carrier's due return date, we will consider the carrier lost. We will begin recovery action at this point for the full amount due, consisting of any library property replacement costs, accrued late fees and any administration or associated charges.
- g. If you are unable to return your carrier by the agreed date due to Library staff illness or holidays, we will extend your loan period for free and agree a new returns due date with you.

#### 9. Returning and Posting Carriers

- a. Returns can be made during Library session open hours. If this is not possible the carrier and instructions may be returned by post to **arrive on or before the return due date**.
- b. Carriers and instructions returned by post should be sent to: **Emma Gilmour, 2 Keirs Brae, Cardenden KY5 0QD**
- c. The carrier is returned by post at your own cost and risk (we advise that you use Recorded or Special Delivery and retain proof of postage as you are responsible for the carrier until it has been received by the library). Please ensure you allow sufficient time for the carrier to arrive by its return due date.
- d. Please ensure that the carrier, instructions and any accessories are packaged appropriately – we prefer that you 'double-bag' the carrier and write both addresses on both layers.

#### 10. Out-of-Hours Hires

- a. By arrangement, it is possible to collect or return carriers outwith library sessions. Under normal circumstances, a £5 out-of-hours charge will be payable for the collection appointment of approximately 10 mins.
- b. In addition to standard hire costs, the standard consultation rate will apply: e.g. a 30 minute appointment to select a carrier and receive advice will be charged as a 30 minute consultation plus any charges for a carrier hire, should you decide to hire one. Please contact SlingSure if you'd like to arrange an out-of-hours hire.

#### 11. Condition of the Carrier

- a. All carriers are checked before lending to ensure that they are in good condition and working order. The borrower may check the condition of the carrier prior to the start of the loan and must confirm on the loan form that it is in working order.
- b. If a carrier is received by post, any breaks or flaws that prevent its use should immediately be reported to the Library on receipt of the carrier. In such cases the hire fee will be refunded in full on return of the carrier (however postal fees cannot be refunded).
- c. It is the borrower's responsibility to check over the carrier before every use. Check all buckles, hems and seams ensuring that there are no tears, breaks, cracks or holes. If any damage is discovered, please stop using the carrier immediately and contact us.

#### 12. Safe Use of Carriers

- a. **ALL CARRIERS ARE EXTREMELY SAFE WHEN USED PROPERLY. HOWEVER, MISUSE CAN CAUSE INJURY TO YOURSELF OR YOUR CHILD. IT IS YOUR RESPONSIBILITY TO ENSURE THAT YOU ARE USING THE CARRIER CORRECTLY AND THAT YOUR BABY OR CHILD IS SAFE AT ALL TIMES WHEN USING THE CARRIER.** Fife Sling Library cannot be held responsible for any accident that results in injury or death whilst the carrier is in your care.
- b. All carriers are provided with instructions for safe use. These might be paper copies, a PDF or a link sent by email. If, for any reason they are not received, it is the borrower's responsibility to ask for a copy of the instructions.
- c. The borrower must read all safety, use and care instructions provided prior to using the carrier. Carriers must only be used in accordance with the manufacturer's instructions, though where there is a choice we may recommend particular carrying methods or positions.
- d. Library sessions are not the place to learn a new carrying skill or seek focussed 1:1 advice. General carrier safety information is given to everybody and any advice over and above that will usually be brief fitting guidance. You are responsible for the suitability and usage of any sling you choose to hire. If you require more detailed teaching, we recommend booking a consultation or workshop place, both services offered by SlingSure.
- e. We suggest that after familiarisation with the instructions, you practice using the carrier with a doll/teddy/cushion to get used to the tying/fastening/adjusting methods.
- f. You should always ensure that you are able to be responsive to your child at all times when they are in the carrier. Remain aware of their breathing and comfort and ensure that all buckles or ties remain surely fastened.
- g. If you are unsure about anything you read in the instructions, are not sure what you're doing or are at all concerned, please ask us.
- h. For the duration of the hire period, we request that you only use the carrier with your own child and do not lend it to a third party. If you received fitting advice from the library regarding the carrier's suitability for your child, that advice is not applicable to any other child, including siblings.

#### 13. Care of Carriers

- a. **Under no circumstances is it permitted to smoke whilst wearing or holding the carrier.** Please inform us if you are a smoker, or if there is a smoker in your home, as we will need to carefully launder the carrier after it is returned. Proximity to cigarette smoke is known to have significant health risks for babies and children and these risks have also been linked to babies being in close contact with clothing or objects contaminated with smoke particles. If significant or specialised cleaning is necessary, a charge will be deducted from your deposit.
- b. We cannot guarantee that there are no marks or hairs on the carriers we lend. Carriers are spot-cleaned and only laundered if necessary: some manufacturer's instructions advise against machine washing and other freshly washed carriers will not be as soft or flexible as those that are not. If you would prefer to use a freshly cleaned carrier please enquire about this before you borrow.
- c. Please **avoid washing the carrier while you have it on loan**, though do spot clean any marks when they occur using plain water. If you feel it is necessary that the carrier is cleaned while on loan to you, please contact us first for advice. We clean carriers in a specific way to minimise allergy risks to borrowers and their families, and reduce risk of damage to the carriers.
- d. If your child has, or develops, a contagious illness during the course of your hire, please let us know. We appreciate that these things happen and if we're fully informed, we can take the appropriate steps to fully clean (and quarantine if necessary) any carrier that might be a contamination risk for a future user. This would not affect the full return of your deposit, subject to the standard terms on reasonable care and use.
- e. We cannot guarantee that there are no animal hairs on our carriers, but we ask that all carriers are kept away from pets to minimise this possibility. If you are very allergic to animal hairs, please ask for advice before borrowing.
- f. Food and posset marks are expected when carrying children, but please keep the sling away from anything that may stain more permanently (oil, paint, pens, etc.), or anything that might damage it (scissors, velcro, keys in your bag, fire, etc.). The cost of damage beyond normal wear and tear may be removed from your deposit.

- g. Any damage, however slight, to a safety label renders the carrier unhireable and full reimbursement will be due from the borrower.
  - h. Many sunscreens will permanently stain fabric due to the chemicals they contain (even transparent ones). If you are using the hired carrier and will be applying sunscreen to yourself or your child, please make sure the sunscreen has thoroughly dried before using the carrier, taking the same care whenever you reapply the sunscreen during the day. Spray-on sunscreens can spatter the carrier so please use the same care when using this type. If the hired carrier is returned with stains that will not come out it may need to be replaced (see section 3 on deposits).
14. **All slings, carriers, instructions and accessories remain the property of Fife Sling Library and SlingSure** at all times, and all loans are subject to availability and our discretion.

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