

## **Carlisle Sling Library – Loan terms and conditions**

### **Essential loan terms**

1. All loans are subject to availability, suitability and condition.
2. You are responsible for the safekeeping of the carrier during your hire period. You will be charged for damage beyond normal wear and tear, and this will be judged on a case by case basis. The Decision of the CSL is final.
3. All slings, carriers and accessories remain the property of Carlisle Sling Library at all times.
4. Agreed extensions to your initial hire period are subject to the same terms and conditions. Carriers can be hired for a maximum of 3 months singly or consecutively.
5. All slings must be returned following a maximum of 3 months hire due to consumer credit regulations and to be checked for wear and tear and any safety issues.
6. Your personal details are kept in accordance with the GDPR and will only be used to contact you regarding your loan, or sling library events/promotions.
7. Standard hire fees from 17.03.18 are £8 for 2 weeks, £12 for 4 weeks.

### **Returns/extensions**

1. Should be made at normal sling meets on or before return dates.
2. Your carrier will be checked and you will be issued with a receipt.
3. If you are unable to return the carrier at a meet, please contact us to discuss alternative arrangements at our discretion.
4. Any agreed extensions will be for a full 2 week hire period as a minimum.
5. Any unauthorised late returns are charged at £1.50 per day until you contact us to extend your hire and clear your account.
6. If you have not returned your sling on the due date, you must contact us within 7 days to renew your hire or arrange return.
7. If you have not contacted us within 28 days of your carrier being overdue you will be invoiced for the full replacement value of the carrier.
8. Legal action will be taken to recover any outstanding balances and you will be liable for costs incurred.

### **Safe use of your hired carrier**

1. It is your responsibility to use your carrier safely and appropriately. We will help you to do this:-
  - a. We will demonstrate the carrier for you and give you the chance to try it first.
  - b. We will show you how to check your carrier for safety and check it with you before you hire it.
  - c. We will provide manufacturers instructions and/or a video tutorial showing safe use.
2. Carlisle Sling Library CIC cannot be held liable for any injury whilst using the carrier if safety guidelines have not been followed.

### **Additional safety instructions**

1. If you notice any damage during your hire, please stop using the carrier and contact us immediately.
2. You must only use the carrier in accordance with the manufacturer's instructions.
3. No smoking whilst using the carrier.

#### **Condition and care of carrier**

1. There may be marks/hairs on loaned carriers. We spot clean between loans, and launder if necessary (freshly washed carriers are not as soft and flexible).
2. Food and posset marks are expected, but please keep the carrier away from anything that may stain/damage it (eg scissors, Velcro, keys, paint, pens etc)
3. If you/your child have any allergies, please contact us to arrange for the carrier to be laundered to minimise the possibility of a reaction.
4. Please do not wash your hired carrier. If it is unavoidable you must contact us for instructions first.

#### **COVID-19**

The safety of all of our customers and volunteers and their families is very important to us. In line with current UK Government guidelines, you agree to do the following

1. When returning the sling, please
  - a. Wash your hands.
  - b. Do up any buckles on the sling.
  - c. Place the sling in a carrier bag and close.
  - d. Return to volunteer as arranged, ensuring that you maintain social distance of 2m.
2. If you become unwell with COVID-19 symptoms or have a positive test for COVID-19, please stop using the sling, place it in a bag and close it. Please contact us to make arrangements for the safe return of the sling once you are able to (please ensure you contact us before your hire period has ended).
3. If you are unable to return your sling by the end of your hire period due to COVID-19 related circumstances (eg a lockdown) please contact us to make appropriate arrangements.

All slings will be washed when returned from hire. All our volunteers will wash their hands and only touch a sling as necessary.

#### **3 month stretchy hire**

1. For babies age up to and including 4 months of age, subject to flexibility for premature babies and other extenuating circumstances - subject to CSL.
2. £20 for 3 months hire of stretchy or caboo.

#### **Free stretchy scheme**

1. For babies up to 6 weeks of age.
2. £20 refundable cash deposit required.
3. 4 weeks free hire.

#### **Membership scheme**

1. £20 for 1 year.
2. First 2 week hire is free.
3. 25% off hires during annual membership period.
4. 1 free 1 hour Workshop per year
5. Please note that membership is not membership of the Company
6. Information is gathered for your membership.

For the duration of your loan, if you have any questions you can contact us via email or facebook, we will aim to respond within 24 hours.

Email: [carliseslinglibrary@gmail.com](mailto:carliseslinglibrary@gmail.com)

Facebook: please send a message via the Carlisle Sling Library page

Thank you for hiring from Carlisle Sling Library. We hope you enjoy your hired sling, we love to hear how you are getting on, you are welcome to send photos to the sling library page or post in our 'Carlisle Sling Library Chat' group.