

Carrie's Toy Library Membership

The Toy Library is open every Friday afternoon during term-time from 1pm-2:15pm.

MEMBERSHIP TERMS & CONDITIONS

Who can join

- Membership is open to all families who are registered with Ealing Anchor Foundation.
- Two forms of identification, including one with a current address (e.g. bank statement from within the last 3 months, Driver's Licence, Utility Bill etc.), are required to join the Toy library.
- Parents/carers should inform Carrie's Toy Library of any changes to their contact details.
- Members are responsible for the children in their care at all times while visiting the Friday afternoon toy library sessions.

Toys Out on Loan

- All toys, puzzles and borrowed items must be thoroughly cleaned before they are returned
- Families can loan up to TWO (2) toys at £1 each for two weeks at a time.
- Before toys are available for loan, we check that they are safe to play with.
- Whilst you are loaning them you must ensure they are safe to be used. Any possible danger must be reported to the library.
- Once a toy has been booked out and collected it is the responsibility of the member borrowing the toy.
- Toy Library does not accept liability for any loss, injury or damage caused by or arising from any use or misuse of any toys or equipment loaned from the Toy Library.
- All toys must be checked that they are complete with all pieces together and in bags in a clean and undamaged condition before returning.

Overdue Items

- Toys which are returned late may incur a late return fee of £0.50 per day.
- We reserve the right to cancel membership to anyone who consistently returns toys late, damaged or incomplete.
- Members are responsible for the suitability of toys loaned to the developmental stage of the children who will use them. Children playing with toys should be appropriately supervised.
- If toys cannot be returned within two weeks, parent/carer must inform Carrie's Toy Library as soon as possible by emailing toylibrary@ealinganchor.org.uk and arranging when the toy(s) can be returned by booking a date for drop off [HERE](#)

Loss or Damage

- If pieces are missing, there will be a charge of £1.
- When pieces are returned, the money will be refunded.
- If pieces are not returned, that toy cannot be used again and will render toys damaged.
- Where toys are returned broken or damaged, a donation will be requested to help pay for the cost of repairs or replacements.
- All toys must be returned, even if broken.

Batteries

- Where included, the library will use a battery energy level checker to ensure toys are working but cannot guarantee they will last the 2-week loan period.
- Please keep all batteries out of reach of children. Batteries should be tightly secured with screws. If a toy is missing the battery case or any screws this needs to be reported immediately.

Data Protection

All information held by the toy library is protected under the Data Protection Act. Members of the library will be expected to abide by the Terms and Conditions and will be reminded of these as necessary. Please read our [Privacy Policy](#)

Health & Safety

- Please ensure that you supervise your children while attending the Friday afternoon toy library.
- Toys that have small parts or are for water use need to be used under adult supervision at all times.
- Toy Library staff will check toys for broken parts and remove those not fit for purpose.
- Parents/carers must remove any unsafe packaging before allowing their child to use a toy.
- Toys will be cleaned regularly with suitable cleaning materials.
- Toys must be stored safely at home eg. toys with small parts kept out of reach of very young children, heavy toys stored safely.

Equal Opportunities

- We will strive to respond to the individual ethnicity, gender, disability and religious needs of our Members.
- Members will receive equal access to all equipment available regardless of ethnicity, gender, disability or ability. All Members will receive the same time for choosing toys and appropriate advice on which toy to borrow.
- Staff will endeavour to ensure that resources reflect changing needs.

Member Care Policy

Our Member Care Policy sets out the standard of service members can expect to receive from **Carrie's Toy Library**.

As part of our commitment under this policy we will:

- a. Respond to emails, SMS and telephone messages within 48 hours;
- b. Give our name when answering the telephone;
- c. Respect each person by being polite, courteous and helpful
- d. Ensure our team of staff and volunteers are friendly and competent in all aspects of their work:
 - a. That they all have a DBS
 - b. Receive appropriate training
 - c. Recognise, accept and value diversity
- e. Ensure information is accurate and up to date

To achieve these standards, we will:

- monitor our performance and provide additional support and guidance to staff as appropriate.
- provide a complaints procedure so users can highlight to us ways in which to improve our services. A copy of our Complaints Procedure is available upon request;
- regularly review our policies and procedures, to help ensure everyone receives a good service;
- use feedback to help monitor performance
- adapt the service in response to feedback by service users.

Conditions of Membership

You agree to borrow items from the Toy Library under the following terms and conditions as outlined in the Toy library Terms & Conditions:

1. I agree to return all items within the prescribed borrowing period.
2. I agree to return all items in a clean and hygienic condition.
3. I agree to pay all charges for late returns of items.
4. I agree to pay for all damage or loss that occurs to any item while in my possession and the loss or damage may result in charges to replace the item.
5. I understand that the ability to borrow items may be revoked temporarily, or forfeited completely for the following reasons:
 - Failure to return items
 - Failure to pay fees for overdue, lost or damaged items
 - Consistently returning items in an unhygienic or dirty condition
6. I agree to use to use borrowed items in the intended manner and to use them safely.
7. I understand that I am required to renew my membership each year. A reminder with details will be emailed when renewal is due.

I acknowledge that it is a condition of borrowing that I will not hold Carrie's Toy Library at Ealing Anchor Foundation responsible for any accidents, harm and/or loss suffered by any person which may result of having borrowed any item from the library, whether or not that damage is caused by any fault or negligence on the part of Carrie's Toy Library at Ealing Anchor Foundation.