

## Carrie's Toy Library

# Membership Terms & Conditions

*Making playtime brighter for every family!*

Welcome to **Carrie's Toy Library**! We're so excited to have you join our community. To keep things running smoothly (and fun!), here's everything you need to know about how our toy library works.

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### Who Can Join?

- Membership is open to families supported by **Ealing Anchor Foundation**.
  - Parents and carers will need to register with us and complete a membership form before borrowing toys.
  - If any of your contact details change, just let us know; we're happy to update them for you!
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### Proof of ID & Address

- Before joining, we simply need proof of address (e.g., a driving licence or a recent utility bill).
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### Membership Details

- Membership lasts for **one full year** from the day you register.
  - The annual membership fee is **£10 per family**.
  - You can renew each year to keep borrowing toys for **free** all year round!
  - Payments can be made easily by **card via SumUp** or a **PayPal invoice**.
  - Membership also gives you access to our **online toy catalogue** and your very own login so you can browse and reserve toys whenever you like!
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## Borrowing Toys

- You can borrow **up to TWO toys** at a time.
- The standard loan period is **14 days**.
- Need more time? No problem, you can extend your loan at no extra cost as long as the toy isn't reserved by someone else.
- To keep things fair, toys can be re-reserved for up to **three consecutive loan periods (max 6 weeks)**.
- Some higher-value toys may require a refundable deposit.
- If you're unable to return a toy on time, please email us at [toylibrary@ealinganchor.org.uk](mailto:toylibrary@ealinganchor.org.uk) so we can arrange another return date.
- We check all toys before they go out to make sure they're safe and complete. While they're with you, please ensure they're used safely. If anything breaks or doesn't seem right, just let us know straight away.
- Once a toy leaves the library, it's your responsibility. Please check all parts are included before you take it home, and return toys **clean, complete, and in good condition** so the next family can enjoy them too.



## Overdue Items

- Late returns may incur a small fee of **50p per day**, unless you've already made alternative arrangements with us.
- Membership may be paused or cancelled if toys are repeatedly returned late, damaged, or incomplete.
- Please supervise children during your visit and while using borrowed toys to ensure everyone stays safe.



## Lost or Damaged Toys

- Found a missing piece at home? Yay! Please pop it back to us anytime — we're always grateful.
- If a toy breaks, please still return it. We completely understand that accidents happen!
- While we provide safe and well-maintained toys, Carrie's Toy Library can't take responsibility for any loss, injury, or damage caused by the use or misuse of toys.



## Batteries

- If a toy includes batteries, we'll make sure they're working when you borrow it—but we can't guarantee they'll last the full 14-day loan period.
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## Cleaning & Hygiene

- We clean all toys thoroughly using safe cleaning materials.
  - Please help us keep toys in lovely condition by returning them clean and ready for the next family to enjoy!
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## Data Protection

- Your personal information is kept safe and secure in line with Data Protection laws.
  - By joining Carrie's Toy Library, you agree to follow these Terms & Conditions. We'll happily remind you of anything if needed!
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## Health & Safety

- Please supervise your children while choosing and using toys.
  - Any toys with small parts or water-based play must always be used with adult supervision.
  - We regularly check toys for wear and tear and remove anything that's not safe.
  - Before giving a toy to your child, please remove any packaging that could be unsafe.
  - Please store toys safely at home—small parts out of reach of little ones, and heavy toys kept securely.
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## Equal Opportunities

We welcome all families and ensure fair, equal access to our toys and resources. We're committed to meeting the diverse needs of our community and continually updating our resources to reflect this.

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By completing your membership, you're agreeing to these Terms & Conditions and becoming part of our wonderful, playful community!

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**Carrie's Toy Library Team**

*Ealing Anchor Foundation*

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