

Terms and conditions of hire

Safety

- All slings in our library are extremely safe when used correctly, however misuse can cause injury to the wearer and child. **It is your responsibility to ensure that you are using the sling correctly and that your baby or child is safe at all times when using the sling. Take care to comply with the safety advice accompanying this sheet.**
- Always follow instructions carefully and check for signs of wear and tear so as not to put your child at risk. Agreeing to these terms means you have checked and confirmed that the sling is in working order. If any damage is discovered, stop using the sling immediately and contact us.
- We suggest that, after familiarising yourself with the instructions, you may feel more comfortable practising using the sling with a soft toy or cushion or having another adult present while you get used to the method of use. If you have any questions or concerns please do get in touch with us so that we can help.

Returns and extensions

- Slings and accessories must be returned on time. Loans can be extended by prior arrangement, for up to a further 4 weeks, at £5 per week (slings) or £3 per week (accessories). Overdue items incur a fee of £1 per day.
- Please return items at the **beginning** of a library session. If you are unable to do this, please contact us on info@eastssurreyslugs.co.uk a few days before your return date to arrange return. Please note that it is your responsibility to return the items to us; we will not be able to collect.
- Should the sling or accessory be lost, damaged beyond normal wear and tear or fail to be returned within the time specified, you will be billed for the full RRP of the item plus any outstanding hire fees. In these circumstances, hire fees and any associated administration costs will continue to accrue until payment is settled. Outstanding charges may be pursued through the Small Claims Court if payment is not made within a reasonable time.

Sling care

- Please take good care of the sling, accessory, tote bag and any accompanying instruction materials. Keep the sling away from anything which could permanently stain or damage it (e.g. velcro, bleach or sterilizing fluid, car doors, jewellery, broken nails, keys in your bag etc). Please also keep it away from pets, smoke and strong smells e.g. mothballs.
- Please return the sling in a clean, usable condition but **do not launder or tumble dry** the sling as it can damage it. Light soiling can be carefully spot cleaned using just water and a soft cloth. If you are worried about soiling on a sling please contact us for advice. We wash the slings regularly but would appreciate early warning if a sling is soiled.

Data protection

- The data we gather from you will be the minimum necessary to conduct our business relationship with you. We will store and dispose of data in accordance with data protection legislation and will never sell your data on. For more details, see our privacy policy.