

BORROWING TERMS AND CONDITIONS – A COPY OF THIS WILL BE EMAILED TO YOU FOR YOUR RECORDS

1. Loan Form

- a. A loan form must be completed for each carrier or set of cloth nappies you borrow with your full name, address and contact details, loan charges, deposits values, return method and due date. This will be done digitally and a copy will be emailed to you.
- b. Your personal details will be kept in accordance with the Data Protection Act 1998, and will only be used to contact you in relation to your loan and occasional Library events or promotions.

2. Loan Cost and Duration

- a. All carriers and cloth nappies are lent subject to availability, condition and suitability.
- b. Subject to availability up to 2 carriers and/or 15 cloth nappies maybe be borrowed at one time. This may be limited to no more than 1 of each carrier type. Once a carrier or cloth nappy is returned, another loan may be made.
- c. The standard loan period is 1 month. Each carrier loan costs £15 for up to 1 month. Each cloth nappy loan costs £2 for up to 1 month. Loan fees are non-refundable.
- d. At our discretion you may arrange to borrow a carrier or cloth nappies for an extra month (same fees as above apply).

3. Deposit

- a. A fully refundable deposit is required for each loan. The deposit amount is £50 per sling and £15 per nappy. It will be returned in full following the timely return of the item undamaged with any additional accessories.
- b. The replacement of any lost or damaged items will be paid for out of your deposit and you will be charged to bring your deposit up to the full value of the item. Charges for missing 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.
- c. At our discretion, deposits may be reduced or waived for those with special or exceptional circumstances.

4. Payment Methods

- a. Loan costs are payable by cash or PayPal payment.
- b. Deposits may be given as cash or separate PayPal payment, and are refunded by the method given.

5. Reservations

- a. It may be possible to reserve an item. 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 item subject to when it is next available and as agreed in advance. We cannot offer guarantees for when items 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 loan. The deposit will be required to be paid when you collect the item.
- b. Reservation services are made available entirely at the Library's discretion and these facilities may be withdrawn at any time without notice.

6. Late Returns and Renewals

- a. If you are not able to make it to the library to return an item on the date agree, we may be able to arrange for you to return it to one of us on another day (this is not guaranteed and entirely depends on our availability). We will charge a percentage of the monthly hire charge depending on how many days over you have gone (if you have a full month extra you will be charged the full month). These fees will be deducted from your deposit.
- b. It is often possible to renew your loan for an additional month (unless the item has been reserved), with payment made by PayPal.
- c. Under adverse or unforeseen circumstances we may reduce or waive fines for late returns as long as this has been fully agreed by us before the end of the loan period.
- d. If we do not hear from you within 60 days from the start of your loan, we will consider the carrier lost, keep your full deposit and charge you extra to make the deposit up to the full value of the sling.

- e. 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 free of charge and agree a new returns due date with you.

7. Returning Items

- a. Returns can be made during Library open hours or at other times following a prior arrangement to meet at a mutually convenient location.

8. Condition of Items

- 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 item prior to the start of the loan and must confirm on the loan form that it is in working order.
- b. It is the borrower's responsibility to check over the item before every use. Check all the buckles, hems and seams ensuring that there are no tears, breaks, cracks or holes. If any damage is discovered please stop using the item immediately and contact us.

9. 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. *Stork and The Bees* 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 will be e-mailed to you). If for any reason they are not supplied, it is the borrower's responsibility to ask for a copy of the instructions. For convenience, links to web page or pdf copies of instructions for all of our carriers may be found on the sling info page on our website (www.storkandthebees.com).
- c. The borrower must read all the safety, use and care instructions provided before use. Carriers must only be used in accordance with the manufacturer's instructions, though where there is a choice we may recommend particular carrying methods and positions.
- d. We suggest that after familiarising yourself with the instructions given you then practice using the carrier with a doll/teddy or cushion/pillow so that you get used to the tying/fastening/adjusting methods.
- e. Always ensure that you seat your child correctly in the carrier and check any knots regularly as children do not stay still and straps and wrap passes can move or become loosened.
- f. If you feel any pain while carrying your child, change the carrying position or remove the carrier.
- 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. We can point you in the direction of lots of helpful sites to give you tips to make sure you're getting the best out of the carrier and using it safely.

10. Care of Carriers

- a. Under no circumstances is it permitted to smoke while 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. Smoking is known to increase the risk of cot death for babies and these risks have also been linked to babies being in close contact with clothing or objects contaminated with smoke particles.
- 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 as freshly washed carriers will not be as soft or flexible as those that are not. If you would prefer to use a freshly laundered carrier please request this before you borrow.
- c. Please therefore avoid washing the carrier, though do spot clean any marks when they occur using washing up liquid and water. If you feel it is necessary that the carrier is cleaned while on loan to you, please contact us first for advice.
- d. 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 request that the carrier be laundered before you borrow it to help reduce any potential reaction.
- e. 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 will be

removed from your deposit and you may be charged extra to make your deposit up to the value of the carrier.

11. Care of Cloth Nappies

- a. For your peace of mind, you can be assured that all library nappies are washed at 60 degrees and disinfected between loans but you may want to wash them yourself before use and please always return them clean. Please always follow the instructions given (they will be emailed to you) when washing and using the nappies.

12. All slings, carriers, cloth nappies and accessories remain the property of *Stork and The Bees* at all times, and all loans are subject to availability and our discretion.

The **T.I.C.K.S.** Rule for Safe Babywearing

Keep your baby close and keep your baby safe.

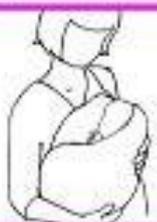
When you're wearing a sling or carrier, don't forget the **T.I.C.K.S.**



- ✓ **TIGHT**
- ✓ **IN VIEW AT ALL TIMES**
- ✓ **CLOSE ENOUGH TO KISS**
- ✓ **KEEP CHIN OFF THE CHEST**
- ✓ **SUPPORTED BACK**



TIGHT – slings and carriers should be tight enough to hug your baby close to you as this will be most comfortable for you both. Any slack/loose fabric will allow your baby to slump down in the carrier which can hinder their breathing and pull on your back.



IN VIEW AT ALL TIMES – you should always be able to see your baby's face by simply glancing down. The fabric of a sling or carrier should not close around them so you have to open it to check on them. In a cradle position your baby should face upwards not be turned in towards your body.



CLOSE ENOUGH TO KISS – your baby's head should be as close to your chin as is comfortable. By tipping your head forward you should be able to kiss your baby on the head or forehead.



KEEP CHIN OFF THE CHEST – a baby should never be curled so their chin is forced onto their chest as this can restrict their breathing. Ensure there is always a space of at least a finger width under your baby's chin.



SUPPORTED BACK – in an upright carry a baby should be held comfortably close to the wearer so their back is supported in its natural position and their tummy and chest are against you. If a sling is too loose they can slump which can partially close their airway. (This can be tested by placing a hand on your baby's back and pressing gently - they should not uncurl or move closer to you.) A baby in a cradle carry in a pouch or ring sling should be positioned carefully with their bottom in the deepest part so the sling does not fold them in half pressing their chin to their chest.