

# Stork and The Bees Borrowing Terms and Conditions

## 1. Definitions

In these Terms and Conditions, the following terms shall have the following meanings:

- a. Borrower: the person who borrows a sling or nappy, be it a paid loan or a free one in the case of library volunteers.
- b. Lender: Stork and The Bees.
- c. Sling: any baby carrier and accessories, including but not limited to: woven wrap, stretchy wrap, buckle carrier, Meh Dai, ring sling, hybrid carrier, pouch, skin to skin tops, babywearing clothing and accessories.
- d. Nappy: any baby cloth nappy and accessories, including but not limited to: all in ones, two parts, waterproof wraps, wet bags, liners, mesh bags, nappy buckets, boosters, reusable wipes.
- e. Month: the lapse of time between two library sessions in the same area. Due to the way that we operate, this can be 4 or 5 weeks.
- f. Lending System: [Lend Engine](#), a tool used to keep track of items, loans, and to take card payments.

## 2. Personal Details

- a. The Lender requires the full name, address and contact details of the Borrower before the first hire, and the Borrower must notify the Lender of any changes before any subsequent hires.
- b. These details will be collected within the Lending System, alongside loan charges, items hired, return dates etc.
- c. The personal details of the Borrower will be kept in accordance with GDPR, and will only be used to contact the Borrower in relation to the hire, and to send our monthly newsletter via MailChimp if they have agreed to receiving it.

## 3. Hire Conditions and Duration

- a. All slings and nappies are lent subject to availability, condition and suitability and at the Lender's discretion.
- b. Up to 2 carriers and/or 20 cloth nappies (a kit) may 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 may be borrowed.
- c. Borrowers can hire for a month to return at the same library venue.
- d. Under special circumstances a shorter hire could be possible. This will be agreed at the time of hire.
- e. Renewal of the hire for an extra month is possible as long as the items haven't been reserved by another Borrower. Extra hire fees will be charged at the same rate as the original hire.
- f. Some of our slings and nappy kits are available to hire for 3 months for a reduced fee.
- g. Hire fees are non-refundable.

#### 4. Hire and Deposit Cost

	Monthly cost	3 months cost	Deposit (where applicable)	Weekly hire (where applicable)	Two week hire (where applicable)
Sling	£15		£50	£5	£10
Newborn sling		£30	£50		
Nappy (including booster, liner etc)	£2		£15		
Nappy kit		£60	£100		
Wipes kit (add-on to nappy kit)		£4	-		

Out of hours pick up is available and will be charged at £5 on top of the standard fees. Please contact us for address details and to arrange.

#### 5. Payment Methods

- a. Card: card payments are securely taken using Stripe via our lending system.
- b. Bank Transfer: SC 089299 AN 65819304.
- c. PayPal: [hello@storkandthebees.com](mailto:hello@storkandthebees.com).
- d. Cash.

#### 6. Deposit

- a. A fully refundable deposit is required for each hire. The deposit will be returned in full following the timely return of the complete and undamaged items.
- b. The deposit may be used to cover late fees, administration fees and damages, and you may be charged extra to bring your deposit up to the full retail cost of the item (refer to 9. Extra Charges).
- c. Deposits will be returned using the original payment method.
- d. It is the responsibility of the Borrower to procure their bank details to the Lender when applicable. The Lender will contact the Borrower via email to remind them once only.
- e. No deposit is needed if paying by card. Stripe stores card details and any extra charges can be taken from within the Lending System.

## 7. Returns

- a. Items are to be returned to the Lender at the same venue they were hired from, unless otherwise agreed. Out of hours drop off may be possible. Please contact us for address details.
- b. Returns of slings are made within the first 30 minutes of a meet, so that the item can be hired out again.
- c. Returns of nappies can be made at any time during a meet.
- d. The Lending System is set up to send reminder emails the day before a return is due.
- e. If items are returned late, the Borrower will incur a late fee, which will need to be paid on return of the items or deducted from the deposit. This late fee is £5, plus £0.50 per day per sling or nappy, for every day past the agreed return date.
- f. If the Lender does not hear from the Borrower within 14 days of the return date of the hire, the Lender will consider the item lost, and file a claim for total costs of the item plus any outstanding late fees and any court fees.
- g. Under special circumstances, the Lender may reduce or waive late fees. Please contact us at the earliest opportunity to agree a resolution.
- h. If the Borrower is unable to return hired items by the agreed date due to the Lender's unavailability, the Lender will extend the hire period for free until a new date, agreed by both parties.

## 8. Reservations

- a. It may be possible to reserve an item. 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.
- b. Reservation services are made available entirely at the Library's discretion and these facilities may be withdrawn at any time without notice.
- c. If you do not collect your reserved item at the agreed upon time and location, your reservation will be cancelled unless otherwise discussed with us.

## 9. Extra Charges

- a. A £15 administration charge will be added automatically if a sling is returned unsuitable for immediate re-hire. This includes (but not limited to) strongly smelling of smoke, animals or scented washing products.
- b. Damaged slings or nappies or missing components will be assessed and charged on a case by case basis.

## 10. Safe Use of Slings

- a. All slings are extremely safe when used properly, however misuse can cause injury to yourself or your child. It is the responsibility of the

Borrower to ensure that the sling is used correctly and that the baby or child is safe at all times when using the sling.

- b. The Lender cannot be held responsible for any accident that results in injury or death whilst the sling is in the Borrower's possession.
- c. The Lender recommends the Borrower follows the TICKS guidance for safe babywearing. A copy is available on our website and on the back of our flyers (handed out at each library session).
- d. For convenience, links to web page or pdf copies of instructions for safe use for all of our carriers may be found on the sling info section of our website ([www.storkandthebees.com](http://www.storkandthebees.com)).
- e. The borrower must read/watch 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.
- f. 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.
- g. Always ensure that you seat your child correctly in the carrier and check any knots/fastenings regularly as children do not stay still and straps and wrap passes can move or become loosened.
- h. If you feel any pain while carrying your child, change the carrying position or remove the carrier.
- i. h. 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.

## 11. Condition of the Items

- a. All items are checked before lending to ensure they are in good condition and working order. The Borrower may check the condition of the items prior to the start of the hire.
- b. It is the Borrower's responsibility to check over any slings 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 do not use the sling and contact the Lender immediately.
- c. The Borrower will be liable to cover any costs incurred if the item is lost or damaged beyond normal wear and tear. Charges for lost/missing components will be equal to retail price of the item or missing component (including any postage costs). Charges for items damaged beyond normal wear and tear will be judged on a case by case basis.

## 12. Care of slings

- a. Under no circumstances is smoking permitted whilst wearing or holding the sling. Please inform the Lender if you (the Borrower) are a smoker or if there is a smoker in your home as we will need to carefully launder the sling after it is returned. Smoking is known to increase the risk of SIDS,

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 slings we lend. The Lender will do their best to ensure that the slings are as clean as possible before hire. Slings are spot-cleaned often, and laundered only if necessary.
- c. Please avoid washing the sling, though do spot clean any marks when they occur using washing up liquid and water. If you feel it is necessary that the sling is cleaned while hired to you please contact the Lender first for advice.
- d. The Lender cannot guarantee that there are no animal hairs on the slings. We do ask that all slings are kept away from pets to minimise this possibility. If you or your baby are allergic to animal hairs, please request that the sling 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 it more permanently (including but not limited to pens, paint, oil, suncream etc.), or anything that may damage it (including but not limited to scissors, velcro, keys, fire, jewellery, etc.). Otherwise you will be charged the cost of damage beyond normal wear and tear.

### 13. Care of Cloth Nappies

- a. All nappies should be returned washed and dry.
- b. All nappies are washed at 60 degrees and disinfected between loans.
- c. Please always follow the instructions given in the [UK Nappy Network Washing Guide](#) when washing and using the nappies. Please do not use stain removers.
- d. To extend the life of the nappies and reduce staining, the Borrower is required to use a liner (fleece or paper) each time a nappy is used, and place it next to baby's skin. All nappies are loaned with a fleece liner.

### 14. Miscellaneous

- a. All items remain the property of the Lender at all times.
- b. These terms and conditions apply to each and every hire.
- c. The Lender reserves the right to amend these terms and conditions without notice to the Borrower. Any such amendments shall be effective once the revised terms and conditions have been published to <http://storkandthebees.com>, and it shall be the Borrower's responsibility to check for any such amendments.

### 15. Lender contact details

For the duration of your hire, if you have any questions you can contact the Lender in the following ways:

- a. Email: [hello@storkandthebees.com](mailto:hello@storkandthebees.com)
- b. Facebook page: <https://www.facebook.com/storkandthebees/>