

## **York Sling Library Terms and Conditions of Hire 2019**

York Sling Library (YSL) is run by Jill Weaver and several other volunteers (hereafter referred to as “we”). We do not take payment for our time and expertise; money from hire fees is invested in the running of YSL. Our aim is to promote safe babywearing and to enable families to carry their children ergonomically and comfortably by offering slings for short-term hire.

The terms “sling” and “carrier” are used interchangeably in the following document and refer to any baby wearing device (including wraps) hired out by YSL. The term “wrap” refers specifically to a rectangular piece of fabric, woven specifically for the carrying of children.

Any sling or accessory remains the property of YSL throughout any hire period.

Please take the time to read these terms and conditions. We assume that you agree to them if you decide to book a session or take out a carrier for hire.

### **1 Our sessions**

1.1 Sessions run twice a month, on a Monday morning from 9:30am to 11am at Knavesmire Children’s Centre, York, in the Tulip Room. Please check our Facebook group and/or page (both called York Sling Library) BEFORE travelling to confirm the session is running.

1.2 Sessions are organised on a pre-booked basis due to the size of the venue. Slots can be booked by emailing [hello@yorkslinglibrary.co.uk](mailto:hello@yorkslinglibrary.co.uk). If no booking is confirmed we cannot guarantee being able to see you within the session. We will endeavour to see anyone extra who arrives on a “first come, first served” basis if space and number of volunteers permits. We may offer consultations to small groups of customers (rather than one-to-ones) as appropriate.

1.3 Carriers CANNOT be reserved or pre-booked.

1.4 Children of any age are welcome at our sessions. Your children remain your responsibility throughout the session.

1.5 We are guests at Knavesmire Children’s Centre and share the Centre with other users. Please keep a close eye out for escaping toddlers when entering and leaving the Centre. Please respect their policies. These include: Please sign yourself in and out. Please use the external covered buggy park, this is used at your own risk so please ensure you bring any valuables inside with you. Please do not bring hot drinks into the Children’s Centre and respect the Centre’s no mobile phones policy as this is a school site.

### **2 Your Details**

2.1. Each time you book a session or decide to hire one of our slings, you will be asked to provide your full name, address, and contact details for our electronic spreadsheet. The name and library value of the sling you wish to hire as well as the return date will also be recorded on the spreadsheet. Our spreadsheets are stored online in a password-protected account and only accessible to York Sling Library volunteers for the precise purpose of running the library.

2.2. 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 sling library reservation or loan, or to confirm you

have used our library if you later request a discount code. Details will be kept for a maximum of 5 years after which time they will be erased.

### 3 Loan Cost and Duration

3.1. Only one carrier may be borrowed at any time. Once a carrier is returned, another loan may be made. In exceptional circumstances (for example families with twins/multiples) more than one sling may be hired by one family. We will use our judgment to decide this.

3.2. The standard loan period for newborn stretchy wraps is FOUR WEEKS, and costs £6. The standard loan period for all other stretchy wraps is TWO WEEKS, and costs £10.

3.3. If a two week hire period is not suitable for you, due to longer holidays and suchlike, please let us know before you hire the sling so that we may assess if a four week loan would be possible. This will depend on the sling you wish to hire and our stock levels. Under no circumstances will we offer a loan for longer than four weeks.

3.4. If you hire a sling consisting of more than one part, for example carriers with detachable hoods/accessory straps or stuff sacks, the hire fee covers all parts of the sling.

### 4 Charges if the sling comes to harm

4.1. At hire you agree to pay the library the "library value" of the sling should the sling be irreparably damaged, or lost whilst in your care.

4.2. The replacement of any lost carrier, accessory, or part of a sling (hoods, straps, stuff sacks etc.) will be charged in proportion to the cost of replacement - the maximum charge being the library value. Charges will not be made for damage judged to be normal wear and tear. This will be judged on a case-by-case basis.

### 5 Payment Methods

5.1. Loan costs are payable by cash or GOODS AND SERVICES PayPal payment to [paypal@yorkslinglibrary.co.uk](mailto:paypal@yorkslinglibrary.co.uk). If you wish to pay via PayPal, the hire fee is due within 24 hours of the start of the hire.

5.2. Any damages may be paid for in cash, by cheque made out to York Sling Library, or by GOODS AND SERVICES PayPal payment ([paypal@yorkslinglibrary.co.uk](mailto:paypal@yorkslinglibrary.co.uk)). If you wish to pay via PayPal, the fee is also due within 24 hours of the return session.

5.3. We do NOT accept cheques as a form of payment for hire fees, only in the exceptional circumstance of a sling being damaged.

5.4. We do NOT accept card payments.

### 6 Contacting us during your loan

6.1. YSL can be contacted via email ([hello@yorkslinglibrary.co.uk](mailto:hello@yorkslinglibrary.co.uk)), by posting on our Facebook page (York Sling Library), private messaging the York Sling Library facebook page, posting in our closed facebook group (York Sling Library), or through our website - [www.yorkslinglibrary.co.uk](http://www.yorkslinglibrary.co.uk).

6.2. Messaging YSL volunteers' personal facebook profiles is NOT acceptable (unless agreed otherwise) and messages may not be replied to.

6.3. Please bear in mind that we are parents and partners first, and sling library volunteers second. We do not get paid for the time we invest in YSL and while we love what we do, we will not always be able to respond to messages and queries as quickly as you would like us to.

## 7 Returning Carriers

7.1. As standard, returns are to be made at the library session on the date agreed with you when you hired. Please aim to return the carrier within the first hour of the session, i.e., by 10:30am.

7.2. In exceptional circumstances, returns can be arranged outside of library sessions. Generally, you would be expected to deliver the hired carrier to one of our volunteers at a mutually suitable time.

7.3. Returns by post are only acceptable as a last resort and will be arranged on a case-by-case basis.

7.4. If you wish to hire another carrier immediately after returning one, please book a slot for attending this library session if you require a demonstration. Immediate hires cannot be taken out if a carrier has been returned outside of a library session.

## 8 Extension of Hires/Late Returns

8.1. If – for whatever reason – you find yourself unable to return the sling at your agreed returns session, please ensure you contact us (via [hello@yorkslinglibrary.co.uk](mailto:hello@yorkslinglibrary.co.uk) or private message to the sling library facebook page) ideally AT LEAST 48 hours before your agreed returns session (i.e. by lunchtime on the Saturday before a session). Failing to contact us in good time will incur a £5 late fee (see section 8.2. below). The following options will be available to you:

- Early return to a YSL volunteer – this option is offered entirely at our discretion and the onus is on you to return the sling to one of our volunteers at a mutually convenient time. We cannot guarantee that this option will be available in every case.
- In some circumstances, it will be possible to extend your hire period. Whether or not we can agree to an extension will depend on the sling you have hired, our stock levels, and the total duration of your loan.

8.2. If an extension is agreed, another hire fee will be payable.

8.3. If you fail to contact us with at least 48 hours' notice before your agreed returns session, you will be charged a £5 late fee. This late fee will be added to a two-week hire fee of £10 (i.e., a total of £15 will be payable). We will assume that you will return the sling at the next YSL session after your initially agreed returns session. If you cannot attend this session and choose to return the sling to a volunteer before the session, the late fee and additional hire fee will NOT be refunded.

8.3. Late fees may be waived in exceptional circumstances. We will use our judgement to decide this.

8.4. If we do not hear from you within 50 days from the start of your loan, we will consider the carrier lost and request payment of the full library value.

8.5. If you are unable to return your carrier by the agreed date due to YSL volunteers' illness or holidays, we will extend your loan period for free and agree a new return date with you.

## 9 Condition of the Carrier

9.1. All carriers are checked before lending to ensure that they are in good condition and working order. You may check the condition of the carrier prior to the start of the loan.

9.2. We will also check the carrier when you return it to ensure it is safe to go out on hire again.

9.3. It is your responsibility to check over the carrier before every use. Check all buckles, hems, and seams ensuring that there are no tears, breaks, cracks, or holes. If any damage is discovered, please stop using the carrier immediately and contact us (see section 6 above).

## 10 Safe Use of Carriers

10.1. Each carrier is supplied with personal instructions from a sling library volunteer unless you decline a demonstration/consultation. All YSL volunteers are experienced sling users ("babywearers") and have, in most cases, carried their own child(ren) for several years.

10.2. When used correctly, all carriers provided by YSL offer a safe and comfortable way to carry your child. During our sessions we do our best to enable you to use any carrier confidently and correctly. However, as time is limited during sessions, we highly recommend searching for the manufacturer's instructions online if you are at all unsure how to use the carrier. You will receive an email from YSL with links to further information about the sling you have hired. You may also contact us on Facebook or use the York Sling Library facebook group for advice. YSL CANNOT take responsibility for any accident or injury that might occur to you, your child, or a third party whilst using the carrier.

10.3. We encourage safe babywearing for everyone and are happy for you to share the hired carrier with your partner or anyone else within your household. However, you may not pass the carrier on to a third party or anyone outside your household or immediate family.

10.4. Please familiarise yourself with the TICKS guidelines for safe babywearing (only applicable to front carries).

## 11 Care of Carriers

11.1. Please treat the carrier like your own while you have it on hire. We want you to enjoy using it and we know that it is nearly impossible to keep slings spotless while in use. Please look after the carrier and spot-clean any marks (mud, dirt, food stains, baby sick etc.). In the interest of the next person to hire the carrier, please keep it away from pets and other animals. 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, protruding jewellery such as engagement rings, keys, fire, etc.). The cost to make good damage beyond normal wear and tear will be chargeable.

11.2. Under no circumstances is it permitted to smoke whilst wearing or holding the carrier. Please do not wear the carrier whilst in contact with smokers. 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.

11.3. PLEASE do not wash the carrier. We will clean all carriers regularly and know how to deal with the usual marks. If you feel it is necessary that the carrier is cleaned while on loan to you, please contact us first for advice.

11.4. 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. Further, frequent washing will shorten the life of our carriers. If severe animal allergies are a concern in your family, please contact us before attending a session to discuss your options.

By submitting your personal details for our spreadsheet you agree to these terms and conditions.