

Mama Sling - Liverpool & Halton Sling Library: Terms & Conditions

1. **Loan Form**

- a. All carriers must be checked out on MyTurn before leaving the library: by completing a loan via MyTurn you are agreeing to these terms and conditions, a copy of which will be linked to the email you will receive at the time of hiring.
- b. Your personal details will be kept in accordance with the Data Protection Act 1998, and will only be used in relation to your library loan and to inform you of library offers and events. We will not pass your details on to other companies.

2. **Deposits**

- a. In order to borrow items from the library, a valid credit/debit card must be attached to your Myturn account in lieu of deposit.
- b. Card details are stored via Stripe and neither Myturn nor Mama Sling will have access to the stored card details, but we will request charges to recover the costs of unpaid late fees, or the replacement costs of lost or damaged carriers.
- c. Card details will be used to recover costs of late fees, lost or damaged carriers.

3. **Rental Payment & Duration**

- a. The rental charge for each single item is £8 for two weeks or £15 for four weeks. Longer hires are available by negotiation.
- b. Payment can be made by cash, credit/debit card or PayPal. A 50p charge is applied to all card/PayPal payments.
- c. If you wish to extend your hire beyond the original agreement, you will need to give 24hours' notice and pay the additional hire fee before your original hire period expires. Failure to do so may result in you being charged late fees.
- d. If you are unable to return your carrier by the agreed date due to cancellation of the drop-in session, your loan period will be automatically extended without charge and you will be informed of a new return date.
- e. Postal hire may be available in exceptional circumstances. The cost of secure postage will be added to your hire fee and you will be liable for the cost of return postage.

4. **Returns**

- a. Items should be returned within the first 30 minutes of drop-in sessions or by appointment outside of these times.
- b. Items should be returned to the library from which they were hired unless agreed otherwise in advance.
- c. Items may be returned by post at your own cost and risk. You must use Recorded or Special Delivery and ensure that your chosen method insures you for the replacement value of the items. You should retain proof of postage and ensure you allow sufficient time for the carrier to arrive by its due date. Please inform us in advance before returning items by post and send them to Mama Sling 46 Parklands, Widnes, WA8 4NQ. Carriers should be double bagged with the address written on both layers.

5. **Late/Failure to Return**

- a. Any items not returned by the agreed date will accrue late fees at a rate of £1 per day. Unpaid late fees will be recovered using the stored card details.
- b. Should an item not be returned within 8 weeks of due date and no contact made, it will be considered lost and the full cost of the carrier will be charged to the stored card.
- c. Any unpaid costs that are unable to be recovered via stored card details will be pursued through the small claims court.

6. **Condition of Carriers**

- a. All carriers are checked before hiring to ensure they are in good condition with no tears, marks or pulls and that all seams are intact.
- b. Please ensure you also check your carrier before hiring and see it is returned in good condition. Please inform us immediately if you notice any marks, pulls or tears in the fabric or padding, or any damage to straps or buckles, as these could affect the safety of you and your baby, and of future users.

7. **Safe Use of Carriers**

- a. Manufacturer instructions for safe use of all carriers can be provided electronically, most are attached to the item listing on MyTurn which is linked on your booking e-mail; if these are not supplied it is your responsibility to ask for a copy. Other formats are available on request.
- b. The borrower must adhere to safety, use and care instructions provided prior to using the carriers and only use the carrier in accordance to these instructions.
- c. All carriers are safe when used correctly and in accordance with the TICKS safety list; however, misuse can cause injury to yourself or your child. It is your responsibility to ensure you are using it correctly. Mama Sling cannot be held responsible for any accident that results in injury or death whilst the carrier is in your care.
- d. We recommend that you familiarise yourself with using the carrier and practice with demo dolls provided and at home with a doll/teddy until you feel confident before using the carrier with your child.
- e. You should not feel discomfort or pain whilst carrying your child: if this occurs then you should look at altering the carrying position or refrain from using it until you have sought further advice.
- f. You should contact us if you have any concerns about safe or comfortable use of your hired carrier.

8. Care of the Carrier

- a. Smoking whilst wearing or holding a carrier is not permitted. Please inform us if you are a smoker, or if there is a smoker in your home, as we will need to launder the carrier carefully on return.
- b. Please do not wash the carrier without seeking prior advice from the library, as incorrect washing can affect a carrier's safety.
- c. We do not guarantee that loaned carriers will be free from marks as over washing can damage the structural integrity and cause the carrier to become unsafe.
- d. We accept that in homes with pets some hair may transfer to the carrier, but out of consideration for future users please try to keep this to a minimum. Carriers should be kept well away from pets to avoid damage.
- e. Please keep the carrier away from anything that may stain – e.g. oil, pen, nail varnish, make up, etc. – or may cause damage – e.g. scissors, Velcro, keys, etc.
- f. You will be liable for the full replacement cost of any hired carrier which is damaged beyond normal wear and tear.

All slings, carriers and accessories remain the property of Mama Sling (Liverpool & Halton Sling Library) at all times and all loans are subject to availability and at the library's discretion. Carrier availability and reservations cannot be guaranteed.