

# Community Connections Sling Library

## Terms and Conditions:

We want all parents and caregivers to have the chance to use and enjoy our carriers safely, so for all loans, consultations and events we ask that you read and agree to our Terms and Conditions.

You will have access to these Terms and Conditions online at all times. PDF or printed versions are available by request. We update our Terms and Conditions periodically, and so printed or PDF versions may not match those below. This website contains the most current and complete version of our Terms and Conditions.

If you need any further explanation or help, please email [idp@community-connections.ca](mailto:idp@community-connections.ca)

## CCRS Infant and Child Sling Library Terms and Conditions

For the avoidance of doubt, the words “sling” and “carrier” may be used interchangeably. “CCRS Infant and Child Sling Library” may also be referred to as “CCRS Sling library”.

### 1 – Online Registration for Loans

**1.1** – To hire an item you will be required to register for an account on our hire system: activity messenger. This account will require up-to-date and accurate contact details and details of a credit/debit card (see 3.1).

**1.2** – Your personal details will be kept in accordance with the Freedom of Information and Protection of Privacy Act (1996) and will only be used to contact you in relation to your loan.

### 2 – Loan Cost and Duration

**2.1** – All items are lent subject to availability, condition and suitability. Subject to availability up to **three** items may be borrowed at one time. This may be limited to no more than one of each item type depending on demand and availability. Once an item is returned, another loan may be made.

**2.2** – The standard loan period is one calendar month. Each item loan fee is as listed in our Inventory and the price listed is for the standard month loan period.

**2.3** – At our discretion, you may arrange to borrow an item for a longer period. To

extend the loan you must contact [ldp@community-connection.ca](mailto:ldp@community-connection.ca) to agree this depending on availability. We will request you renew the loan via our hire system.

**2.4** – Items can be hired for a maximum of three months, subject to demand and at our discretion.

**2.5** – Loan costs are payable by debit/credit card only, by registering your card details to your account with us on our hire system. We are unable to take cash payments for hires at any time.

### **3 – Hire Deposit**

**3.1** – Your debit/credit card details are held via our payment gateway (Stripe), in lieu of a deposit, whilst you have an item on hire. Your card details are not passed directly to us at any time and we do not have access to them. When you have returned your hired items, you are able to remove your debit/credit card details from the online system, if you wish to do so. Alternatively, we can remove them on request.

**3.2** – The replacement of any lost items or accessories will be charged to the debit/credit card attached to your account unless other arrangements are agreed upon. Charges for lost components will be equal to replacement costs (including any postage, import, or other related costs). Charges for items damaged beyond normal wear and tear will be judged on a case-by-case basis.

### **4 – Reservations**

**4.1** – It may be possible to reserve an item you wish to hire, up to one week in advance. You will need to register your payment card details with our hire system before requesting a reservation.

**4.2** – You will be asked to pay the hire fee in advance of collection. The item(s) will only be reserved if this payment has been received and acknowledged by us.

**4.3** – You will be able to collect the item(s) subject to when they are next available and as agreed in advance. We cannot give guarantees for when carriers will become available, but will do the utmost to provide you with the best availability information available.

**4.4** – If you cancel a hire reservation less than 48 hours before the agreed scheduled collection, or fail to collect an item you have reserved, your monthly membership fee will be retained to cover administrative costs and possible loss of revenue incurred by holding the item for you.

**4.5** – Reservation services are made available entirely at our discretion and these facilities may be withdrawn or unavailable at any time without notice.

### **5 – Returning Hired Items**

**5.1** – Returns can be made by prior arrangement at a mutually convenient time. Hired items must arrive back at CCRS sling library **on or before their due date** unless an extension is agreed in advance.

## **6 – Late Returns and Loan Extensions**

**6.1** – It is often possible to extend or renew your loan (unless the item is in high demand), with payment taken via our hire system. Please email [mdp@community-connections.ca](mailto:mdp@community-connections.ca) to arrange this. Extension fees are as per Section 2 above.

**7.2** – If you return your item after the agreed date, without arranging an extension, we will charge the next month fee, until the date that you contact us and agree a resolution. These fees will be deducted from your credit / debit card.

**7.3** – If for any reason, we are unable to deduct these fees via your credit/debit card, we will send you an invoice for the outstanding amount. This is payable on receipt and if it remains unpaid after 14 days, we reserve the right to report the item to the police as stolen, and/or proceed to small claims court to recover the unpaid amount and associated costs.

**7.4** – Under adverse or unforeseen circumstances we may reduce or waive fines for late returns, at our discretion, as long as the late period is less than seven days and has been agreed by us before the end of the loan period (this allows for things like extenuating circumstances).

**7.5** – If we do not hear from you within 30 days from the end of your original loan period, we will consider the item(s) lost and charge your card for the full retail price of the item(s), or the cost to us to replace the item, including any shipping, import or other additional costs.

**7.6** – If we are unable to charge your card, we will send you an invoice for the cost of the item(s).

**7.7** – If the item(s) are still not returned and invoice remains unpaid, we will proceed to reclaiming the cost of the item(s), and any associated administration fees, via small claims court.

**7.8** – If you are unable to return your item by the agreed date due to CCRS Sling library staff illness, absence or holidays, we will extend your loan period for free and agree a new return due date with you.

**7.9** – If you do not respond to our efforts to contact you regarding your late / overdue item, we reserve the right to report the item to the police as stolen, and proceed to reclaiming the cost of the item, and any associated administration fees, via small claims court.

## **8 – Condition of the Item(s)**

**8.1** – All items 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 decline to hire the item before leaving the premises, if unhappy with its condition.

**8.2** – It is the borrower's responsibility to check over the item 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 item immediately and contact us.

## **9 – Safe Use of Carriers**

**9.1** – All our carriers are 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.** CCRS Sling library cannot be held responsible for any accident that results in injury or death whilst the carrier or other hired item is in your care.

**9.2** – All carriers and other hire items are provided with manufacturer instructions for use. These can be found under the individual item listing in our hire system: [Community Connections \(Revelstoke\) Society | Baby and Toddler Sling Lending Library | Activity Messenger](#) If, for any reason, they are not provided, it is the borrower's responsibility to request a copy of the instructions by emailing [IDP@community-connections.ca](mailto:IDP@community-connections.ca).

**9.3** – The borrower must read all safety, use and care instructions provided prior to using the carrier or other hired item. Items must only be used in accordance with the manufacturer's instructions, though where there is a choice we may recommend particular carrying methods or positions.

**9.4** – We suggest that after familiarising yourself with the instructions given, you then practice using the carrier with an item such as a doll / teddy / cushion / pillow instead of your child, so that you get used to the tying / fastening / adjusting methods.

**9.5** – Always ensure that you seat your child correctly in the carrier and check any knots and buckles regularly, as children do not stay still and straps and wrap passes can move or become loosened. Always monitor your child in the carrier, and ensure they maintain a safe and supported position, and that their airways remain clear and free from obstruction.

**9.6** – If you feel any pain while using the carrier, change the carrying position or remove the carrier and contact us for advice before continuing use.

**9.7** – If you are unsure about anything you read in the instructions, are not sure what you're doing or are at all concerned, please contact us. We can point you in the direction of lots of helpful resources and give you tips to make sure you're getting the best out of the carrier and using it safely.

**9.8** – No information provided by CCRS Sling Library, whether in person or online, constitutes medical advice. If you have health concerns about yourself or your child, please consult your Family Doctor, midwife, public health nurse, or other relevant and appropriately qualified professional.

## **10 – Care of Hired Items**

**10.1** – Under no circumstances is smoking permitted whilst wearing or holding the item(s). Please avoid the item being around those who are smoking. Please inform us if you are a smoker, if there is a smoker in your home, or if the item has otherwise been exposed to smoke, as we will need to carefully launder the item after it is returned. Smoking is known to increase the risk of Sudden Infant Death Syndrome (SIDS) for babies, and these risks have been linked to babies being in close contact with clothing or objects contaminated with smoke particles (thirdhand smoke exposure).

**10.2** – We cannot guarantee that there are no marks or hairs on the items we lend. Items are spot-cleaned and only laundered as necessary and appropriate, as freshly

washed carriers are less soft or flexible so often harder to use, and frequent machine washing can shorten the lifespan of the item or may be unsuitable for certain fabrics. If you would prefer to use a freshly laundered carrier, please request this before you borrow. If you or your child have allergies that will require extra care (e.g. dried indoors not outdoors to reduce hayfever risk) it is your responsibility to let us know in advance so that we can agree the best process to minimise risk.

**10.3** - Please do spot clean any marks when they occur, using washing up liquid and water and a damp cloth or baby wipe. If you should need to clean the item while on loan to you, you must contact us first for advice.

**10.4** - We ask that all items are kept away from pets to minimise the possibility of them coming into contact with animal hairs. If you are allergic to animal hairs, please make us aware and request that the item be laundered before you borrow it to help reduce any potential reaction.

**10.5** - Keep the item away from anything that may stain (sunblock, oil, paint, pens, etc.), or anything that might damage it (sharp jewellery, scissors, Velcro, keys in your bag, fire, etc). Please do not offer your child food or drink other than milk or water while in the carrier. The cost of damage or cleaning beyond normal wear and tear may be charged to the debit/credit card you have saved on our system.

**10.6** - **If you or your child are unwell, or you are affected by any of the following** whilst you have one of our items on hire, please let us know **BEFORE** returning, so that we can appropriately treat or quarantine the item: *COVID-19; cold / flu; chickenpox; measles; hand, foot and mouth; norovirus; rotavirus; slapped cheek syndrome; roseola; staph infection; MRSA; whooping cough; ipetigo; conjunctivitis; head / body lice; bed bugs; any other condition of concern.*