



East Kent Slings CIC Hire Terms and Conditions

1. Definitions

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

- a. Borrower - The person who pays to hire a sling
- b. Lender - East Kent Slings CIC
- c. Sling - any baby carrier and accessory: including but not limited to woven wrap, buckle carrier, Bei Dai, ring sling, hybrid carrier, pouch, babywearing clothing and accessories.

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. The personal details of the Borrower will be kept in accordance with the GDPR, and will only be used to contact the Borrower in relation to the hire and occasional events or promotions if they have agreed to receive the newsletter.
- c. Members are required to show ID and proof of address before membership can begin.

3. Hire Cost and Duration

- a. All slings are lent subject to availability, condition and suitability.
- b. Borrowers can hire for 4 weeks to return at the same library event or another only by prior arrangement. See East Kent Slings CIC website for current fees.
- c. Hire fees are non-refundable.

4. Membership

- a. Paid Membership to the Lender is £10 for a year or £15 for lifetime membership. This allows the Borrower to hire a sling for a reduced fee per month without a deposit (see East Kent Slings CIC website for current fees). Membership fees are non-refundable.
- b. The Lender requires a form of identification from the Borrower, which has to show name and the current address of the Borrower before membership begins. The Borrower must inform the Lender of any change of address prior to a new hire and bring proof of this in order for the Lender's records to be kept up to date.
- c. The membership is for the personal use of the Borrower and their partner. It is non-transferable.
- d. Additional benefits of being a member can be found on our website.

5. Deposit

- a. A fully refundable deposit is required for each hire for a Borrower with no membership. The deposit amount is £50 for all slings and 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.

6. Payment Methods

- a. Hire costs are payable by cash, Stripe via LendEngine and Invoice for Wave payment to info@eastkentslings.co.uk
- b. Deposits are payable by cash or cheque.
- c. Deposits are refunded by the method given, unless otherwise agreed.

7. Returns

- a. Returns are made within the first 30 minutes at the meet hired from, so that it can be hired out by another member or in case it is reserved. Returns to another East Kent Slings CIC sling meet session can be made by prior arrangement only.
- b. Out of hours drop off/pick up will be charged at £2 or £5 if the Borrower needs a fitting instruction of up to 15 minutes.
- c. Items may also be returned, only by prior agreement, by post to Soshanna Hayhoe, Station House, Selling, ME13 9PW. This is at the Borrower's own risk and cost (tracked and signed for). Please ensure to allow sufficient time for the items to arrive by their return date and that they are packaged sufficiently. We suggest to double-bag and write the address on both layers so that should a layer tear in transit, the items are still protected. Make sure to keep proof of postage until the Lender has confirmed receipt.
- d. If items are returned late, the Borrower will incur a late fee. This is £1 per day per sling for every day past the agreed return date. This will need to be paid on the return of the hire. We will charge a £5 administration fee on top of late fees to cover costs. Slings are considered late after the first half hour of the meet they are due back and fees may be charged accordingly.

- e. 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, file a claim for total costs of the item plus any outstanding late fees, administration fees and any court fees.
- f. It is possible to extend the hire up to a maximum of 12 weeks (to remain compliant with the Consumer Credit Act). After 12 weeks the carrier must be returned but another exactly the same or similar carrier may be hired. The Borrower must contact the Lender before the hire runs out to arrange this. Any fees to extend the hire need to be paid within 3 days of agreeing the extension or late fees and admin fee may be applied.
- g. Under special circumstances, the Lender may, entirely at our discretion, reduce or waive late fees. Please contact us at the earliest opportunity to agree a resolution. The Borrower can email eastkentslings@gmail.com, or contact the Lender via the East Kent Slings CIC Facebook page or by phone to Soshanna: 07905563473
- 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 an agreed date by both parties.

8. 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 reserves the right to refuse the hire of a sling if they think that the sling is not suitable.

9. 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 sling prior to the start of the hire.
- b. It is the Borrower's responsibility to check over the sling before every use. 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 items will be equal to replacement cost of the item (including any postage costs). Charges for items damaged beyond normal wear and tear will be judged on a case by case basis.

10. Care of items

- 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 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 slings we lend. The Lender will do our best to ensure that the slings are as clean as possible before hire. Slings are spot-cleaned and laundered only if necessary. If you would prefer to use a freshly laundered sling, please request this before you borrow.
- c. Please avoid washing the sling, though do spot clean any marks where they occur. 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 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 such as felt tips, paint, cooking oil, suncream etc.), or anything that may damage it (including but not limited to scissors, velcro, keys, fire, etc.). You will be charged the cost of damage beyond normal wear and tear.
- f. During any pandemic/epidemic period of any known infectious disease and/or viruses, conditions of hire and return may change in light of appropriate medical qualified advice.

All slings will be isolated on return for at least [7 days]. Followed by a wash using the highest temperature for washing shown on the manufacturer's advice with appropriate detergents. The sling will then be air dried in sunlight, where possible.

Therefore in such rare occasions any Borrower who wants to hire a sling that has just been returned, may have to wait longer than usual, if the Lender has not got any other options available.

It is therefore highly important that any Borrower who has had symptoms or been at high risk of catching, that they share such information with the Lender so that appropriate decisions can be made.

Information such as symptoms known, positive test for condition, item not used etc, so that appropriate risk management for the safety of all can be followed.

The Borrower should get in touch as soon as they meet criteria for isolation so that a return can be arranged for the end of the contagious period.

If at any time the Lender displays symptoms of the infectious disease, no slings will be able to be hired out until after the quarantine period and appropriate measures to avoid transmission have been taken. The Lender can refer to other services to help out those in need.

All have a personal responsibility to reduce the risk for transmission of infectious diseases and failure to do so could cause damage and harm to the most vulnerable.

11. Miscellaneous

- a. All items (slings and accessories) remain the property of the Lender at all times.
- b. These terms and conditions apply to each and every hire.
- c. We reserve the right to amend these terms and conditions without notice to the Borrower. Any such amendment shall be effective once the revised terms and conditions have been published to www.eastkentslings.co.uk, and it shall be the Borrower's responsibility to check these terms and conditions for any such amendments.

12. Lender contact details

For the duration of your membership or hire if you have any questions you can contact us in the following ways:

- a. Email: info@eastkentslings.co.uk
- b. East Kent Slings CIC Facebook page <http://www.facebook.com/EastKentSlings/>
- c. Phone
Soshanna Hayhoe, Director (07905563473)
Hannah Morris, Director (07542436522)
- d. Website: www.eastkentslings.co.uk