**WEST FOOTSCRAY SENSORY LIBRARY**

**TERMS AND CONDITIONS**

**What is West Footscray Sensory Library?**

West Footscray Sensory Library is a place where parents and carers can borrow sensory toys and equipment to stimulate and engage the senses. Sensory Library caters to children with sensory processing issues, autism, developmental delays, and other special needs. Sensory toys often include items that provide tactile, visual, auditory and proprioceptive feedback, such as fidget toys, weighted blankets, textured objects, light-up toys, and sound-producing items.

**How does West Footscray Sensory Library work?**

Being a member of West Footscray Sensory Library gives you and your family access to borrow high quality sensory toys. Sensory Library caters for children at a developmental age of 3 months to 6 years.

Members can borrow up to 4 toys for two weeks.

Higher-cost items are also available for hire on a fee-per-hire basis, allowing families to ‘try before you buy’.

**What are the benefits of West Footscray Sensory Library?**

**Accessibility**: Families and caregivers can access a variety of specialised sensory toys and resources without the need to purchase them, which can be cost-prohibitive.

**Variety:** Members can try out different toys to see which one best meets their needs before deciding to buy them.

**Educational:** Our qualified early childhood educators can provide guidance and support on how to use the toys effectively to support sensory development.

**Community:** West Footscray Sensory Library will create a community space where families and caregivers can share experiences and advice.

**Membership Fees**

**Membership types**

We offer two membership types. A 3-month full fee membership gives you the opportunity to trial Sensory Library, or you may prefer to sign up for a full year to secure a discounted rate.

Members have the added benefit of borrowing toys and hiring resources.

3-month full fee membership $50

Annual membership $180

**Bond (once off payment)** $150

The refundable bond is a once-off payment, payable at sign-up. This bond ensures we can replace toys that are damaged, not returned, or returned in unsuitable condition. Where a toy needs to be replaced, we will deduct the purchase value from your bond, which will then be topped up during membership renewal. Any remaining bond will be refunded upon written confirmation of non-renewal, ensuring fair usage and sustainability of our resources.

**Non-member pay only**  $5 per session

Non-members are welcome to come and enjoy playing with our toys at the West Footscray Sensory Library, with a nominal fee of $5 per session.

**Overdue Toys**

Toys may be borrowed for 14 days and can be renewed once. If you require additional time, please contact enquiries@wfnh.org.au.

When toys are not returned and you have not contacted us seeking an extension, we will make a reasonable effort to contact you before accessing your bond to replace the borrowed items. This may result in your borrowing privileges being suspended.

**Damaged Toys & Missing Pieces**

West Footscray Sensory Library is 100% reliant on membership fees and grants. Therefore, we are unable to replace items that are broken or missing pieces. Payment of your bond at sign-up serves as a contribution towards the cost of replacement.

Any broken items or items with missing pieces will be deducted from your bond, at the current replacement value provided by our supplier, Sensory Oasis.

**Toy Maintenance**

Members are responsible for ensuring that toys borrowed are returned in good condition, clean, and sanitised. This helps maintain the quality and hygiene of our resources for everyone’s enjoyment.

**Cancellation Policy**

Cancellation of membership must be made in writing to enquiries@wfnh.org.au, and should include bank details for your bond refund. Failure to renew membership without written notice may result in delays to your bond refund.

Where membership is due for renewal and no cancellation request has been made, we will assume that you intend on renewing at your next visit and the bond will be retained.

**Membership fees**

Membership fees are non-refundable.

**Bond refund**

Cancellations must be made in writing before the bond can be refunded. Funds will be released upon return of all borrowed toys in good working order, within 14 days.

Cancellations must be made in writing before the bond can be refunded.

**Resource Hire**

Items available for hire are available to both members and non-members of the West Footscray Sensory Library. Items for hire are available for a fee and may be hired for up to one week.

Membership to the Sensory Library provides access to hire resources without an administration fee.

Non-members will be charged a $20 non-refundable administration fee.

**Reclaim policy**

Where resources have been hired but not returned by the due date, we will make a reasonable attempt to contact you. A late return fee of $5 per day may be charged.

If we are unable to reach you and items are not returned within a reasonable timeframe, you will be liable for the cost of replacement.

**Privacy policy**

West Footscray Sensory Library collects and administers a range of personal information for the purposes of toy library membership, loans, and related activities. The organisation is committed to protecting the privacy of personal information it collects, holds, and administers.

West Footscray Sensory Library recognises the essential right of individuals to have their information administered in ways which they would reasonably expect, 'protected on one hand, and made accessible to them on the other'. These privacy values are reflected in and supported by our core values and philosophies and reflected in our Privacy Policy, which is compliant with the Privacy Act 1988 (Cth).

West Footscray Sensory Library is bound by laws which impose specific obligations when it comes to handling information. The organisation has adopted the following principles contained as minimum standards in relation to handling personal information.

West Footscray Sensory Library will:

Collect only information which the organisation requires for its primary function.

Ensure that stakeholders are informed as to why we collect the information and how we administer the information.

Use and disclose personal information only for our primary functions or a directly related purpose, or for another purpose with the person's consent.

Store personal information securely, protecting it from unauthorised access.

Provide stakeholders with access to their own information, and the right to seek its correction.

Not hold any credit card information for members.

**WEST FOOTSCRAY SENSORY LIBRARY**

**Membership Form**

**Membership Type**

3-month membership $50 ⬜

Annual membership $180 ⬜

Bond (once off payment) $150 ⬜

**Member Details:**

|  |  |
| --- | --- |
| **First Name** |  |
| **Last Name** |  |
| **Address** |  |
| **Suburb** |  |
| **Phone Number** |  |
| **Email address** |  |

**Children:**

|  |  |  |
| --- | --- | --- |
| **First name(s)** | **Surname** | **Date of birth** |
|  |  |  |
|  |  |  |
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**How did you hear about us?**

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**Conditions of membership**

I agree to comply with the rules and requirements of the West Footscray Sensory Library. I will be responsible for all toys borrowed in my name and will pay charges for damaged or lost toys or missing parts.

Signed: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_