TOY LIBRARY TERMS AND CONDITIONS

**Privacy policy**

West Footscray Toy 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 Toy 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 Toy 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 Toy 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 customers.

**What is a toy library?**

A toy library is a place where parents or carers can borrow high quality, educational and fun toys on a regular basis, just like books from a library. To find out more about toy libraries, visit the [Toy Libraries Australia website.](http://toylibraries.org.au/)

**How does the toy library work?**

Being a member of the West Footscray Toy Library gives you and your family access to more than 2000 high quality toys. Our toy library caters for children 3 months to 6 years old.

Members can borrow between 1 to 4 toys for up to two weeks

**What are the benefits of a toy library?**

Toy libraries aim to support families in the local community by providing access to a wide range of high-quality toys in a sustainable manner at an affordable price. Quality toys are expensive, and children can become uninterested with a toy as they progress through developmental milestones. By providing new play materials regularly, parents can save money, avoid clutter, reduce waste, and positively contribute towards the development and education of their children.

**Cancellation policy.**

If notified of your intent to cancel in writing within two weeks of your new membership, we will refund your membership deducting a $20 administration fee.

Refund is by bank transfer only and funds will be released upon return of all borrowed toys in good working order. Please allow 7 working days for this to be processed.

No other refunds on memberships are available, please address all concerns to the Committee of Management

All refund requests and concerns are to be in writing to: enquiries@wfnh.org.au.

Decisions made by the committee of management are final and binding.

Borrowing and overdue toys

Toys may be borrowed for two weeks, and toys can be renewed two times. Family day care members can borrow toys for four weeks. Speak to the Toy Library Coordinator for further details regarding borrowing limits and conditions.

A charge of $5 per fortnight applies for late toy returns, with a maximum charge of $10.

Missing pieces and damaged toys

As West Footscray Toy Library is 100% reliant on membership fees and grants, we are unable to replace items that are broken or missing pieces. Therefore, we ask families to contribute towards the cost of replacement.

* Any broken or items with missing pieces should be replaced at the borrower’s expense.
* A $10 fee will be charged for each toy.
* Borrowing privileges may be suspended until the item is replaced or fee paid.

**CLEANING TOYS**

As part of Toy Libraries Australia’s wellness plan, all members are required to thoroughly clean their toys prior to returning them to the toy library. If you do not clean your toys at home, you will be requested to clean them in the toy library. We thank you for keeping all our members safe.

**Membership Fees**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Annual Membership full fee  Annual concession | $90  $50 |  |  |  |
| 3-month full fee  3-month concession | $26.  $15 |  |  |  |

**WEST FOOTSCRAY NEIGHBOURHOOD HOUSE TOY LIBRARY**

**Type of membership**

Family ⬜

Concession (Health Care Card required) ⬜

3-month membership full ⬜

3-month membership concession ⬜

Member Details

|  |  |
| --- | --- |
| First name |  |
| Last name |  |
| Address |  |
| Suburb |  |
| Phone number |  |
| Email |  |

**Children**

|  |  |  |
| --- | --- | --- |
| **First name(s)** | **Surname** | **Date of birth** |
|  |  |  |
|  |  |  |
|  |  |  |

**How did you hear about us?**

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| --- |
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**Conditions of membership**

I agree to comply with the rules and requirements of the West Footscray Toy 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:

Membership Rules:

Membership expires after 1-year, renewable January of each year. If you wish to cancel your membership within that year, please email [enquiries@wfnh.org.au](mailto:enquiries@wfnh.org.au).

Membership information is kept in a secure location on West Footscray Neighbourhood House server. No financial details will be kept by West Footscray Neighbourhood House.