



**STANWELL**  
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## Spelthorne Toy Library Policy and Guidelines

The Spelthorne Toy Library is operated by and out of Stanwell Family Centre.

The Toy Library is open Thursdays 10am-12.30pm during term time, **BY APPOINTMENT ONLY**. Please phone 01784 241407 or email [stanwellfamilycentre@surreycaretrust.org.uk](mailto:stanwellfamilycentre@surreycaretrust.org.uk) to make an appointment.

Occasional Centre closures may affect this. Where this occurs, we will do our utmost to notify members in advance by Social Media.

The Catalogue and key forms can be found in the Centre or on our website at

<https://www.stanwellfamilycentre.org.uk/spelthorne-toy-library>

### Membership

To borrow items from the Toy Library you must be a member.

To become a member complete a Toy Library Membership Form. This can be found on our website <https://www.stanwellfamilycentre.org.uk/spelthorne-toy-library> and return it by email to [stanwellfamilycentre@surreycaretrust.org.uk](mailto:stanwellfamilycentre@surreycaretrust.org.uk). Copies are also available at the Centre. You must pay the membership fee on your first visit to the Centre.

*Annual Membership: £5.00 Professional or Group Membership : £10.00*

If your membership expires, you will be contacted by phone, letter, email and/or in person. It can be renewed by paying the annual membership fee.

### Taking out Loans

Please look at our Toy Library catalogue on our website under the 'What's in the library?' section to choose the items you wish to borrow.

Complete a Spelthorne Toy Library Loan Request form and submit it preferably by email no later than 48 hours before the Toy Library's opening time.

You may take up to 6 items out of the Toy Library at a time.

Requests are subject to availability and are processed on a first come first serve basis.

Any uncollected items will be returned to the toy library and will need to be re requested.

Payment for the loan will be due on collection.

### Returning Loans

Loaned items may only be returned during Toy Library opening times.

Items are loaned for 2 weeks from the date checked out on our database.

Items may be returned after 1 week, if desired, as long as the Toy Library is open. The 2 week loan fee still applies.

Please use the photograph inside your loan items to check that all the parts are present and correct.

Upon receiving your loan item back we will



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- Check that all parts are present
- Check the condition of all parts and that they are working
- Clean the toy
- Check it back in to our database.
- Return it to the Toy Library shed

### **Overdue Items**

If your items are overdue, you will be contacted by phone, letter, email and/or in person. A late fee of 50p will be applied, plus the hire charge for the time overdue. This will be calculated as a renewal i.e. for 1 week over due the 2 week hire charge plus 50p will be applied.

### **Bouncy Castle**

Due to the popularity of the Bouncy Castle, this item is loaned for 1 week only. Please return it to us on the due date between 10am and 12.30pm.

You may also submit an advanced request booking for the bouncy castle. We will log these requests on a first come first serve basis. To do this complete and return a Bouncy Castle Advanced Loan Request Form. Please submit this form to the member of staff operating the Toy Library during Toy Library opening times. Ask at reception if you are unsure who this is. If you require assistance, please let us know.

We will notify you whether your requested date is available or not. If you do not collect the Bouncy Castle on the agreed date, we will return it to the Toy Library and may offer it to another Toy Library Member. Please notify us if you no longer wish to borrow the castle, so that we can offer it to others.

### **Lost or broken items**

We ask that you that you take care of the items you borrow and try to return them to us in the condition they were when you collected them. However, we understand that sometimes things break or get lost. If they do, please let us know.

We try to absorb losses like these within your membership fees, however, we may ask that you make a contribution towards the repair or replacement of an item, if we feel it is appropriate to do so.

If a lost item reappears, please return it to us at your earliest convenience.

We will replace batteries in items which require them. Please let us know if the batteries are running low.

### **Support and Feedback**

If you have any further questions or comments, or require any assistance please speak to a member of staff.

We like to hear your feedback, positive and negative. If you are unsatisfied with the Toy Library in any way please let us know, so that we can try to resolve this for you. If you wish wish to make a complaint, please follow the Surrey Care Trust Complaints procedure.



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## Policy Review

**This policy will be reviewed and updated in line with our ISO 2015 guidelines in order to reflect best practice in information management, security and control and to ensure compliance with most recent Data Protection legislation.**