Carterton Community Toy Library Membership Terms & Conditions

Purpose 1
Context 1
Terms & Conditions for Members 2
1. Your membership 2
2. Borrowing toys 2
3. Looking after the toys 2
4. Lost or damaged toys 2
5. Overdue Toys 2
6. Children and safety 3
7. Payments 3
8. Being part of our community 3
9. Your information 3
10. Ending your membership 3

Changes to these Terms & Conditions 3
Attachments 4
Related Documents 4
References 4
Version Control 4
Attachment 1: Current Membership Fees and Entitlements (2026) 5

Purpose

The purpose of the Carterton Community Toy Library Membership Terms & Conditions is to provide clear and fair rules for membership, borrowing, returning toys, and the responsibilities of members of the Carterton Community Toy Library (the Toy Library).

Context

These conditions should be read alongside the Toy Library Constitution. Where there is any inconsistency, the Constitution takes precedence.

The Committee may exercise discretion in exceptional circumstances where applying these terms strictly would be unreasonable or inconsistent with the charitable purposes of the Toy Library.

Terms & Conditions for Members

We want the Toy Library to be easy, welcoming and enjoyable for everyone. These simple terms explain how membership and borrowing work.

1. Your membership

- Your membership is for you and your household. Memberships are not to be shared across households.
- Please keep your contact details up to date and let us know if anything changes.
- Your membership needs to be paid before you can borrow toys.
- Membership fees are non-refundable once your membership has started, unless we agree otherwise.
- Membership term is 12 months from the payment of the fee unless otherwise stated (for example Quarterly Membership).

2. Borrowing toys

- You can borrow the number of toys included with your membership.
- Please return toys by the due date.
- If you need more time, just get in touch with us.
- Please check toys when you borrow them and let us know if anything is already missing or damaged.
- Please don't lend Toy Library toys to other people or households.

3. Looking after the toys

Our toys are shared by lots of local families, so please treat them with care. We ask you to:

- keep toys clean and dry;
- keep all the pieces together;
- use toys for their intended purpose;
- follow any age or safety recommendations;
- keep toys away from pets where appropriate; and
- return all pieces, accessories and storage containers.
- We understand that toys get played with and that accidents happen.
- Normal wear and tear is expected.

4. Lost or damaged toys

- If something is lost, broken or damaged, please let us know. Don't worry — we're not expecting toys to come back looking brand new!
- If a toy or an important part of a toy is lost or damaged beyond normal wear and tear, we may ask you to contribute towards repairing or replacing it.
- We'll look at each situation individually and talk to you about it first.
- Please don't try to repair or modify a toy yourself without checking with us first

5. Overdue Toys

- If you can't return a toy on time, please let us know.
- If toys are regularly overdue, we may temporarily pause your borrowing until the toys have been returned.

6. Children and safety

- Parents and caregivers are responsible for supervising children when they are using Toy Library toys.
- Please make sure toys are suitable for your child's age and abilities and follow any safety instructions provided.
- If you notice a toy that is broken or unsafe, please tell us straight away so we can check it.

7. Payments

- If you have chosen a payment plan, please make the agreed payments on time.
- If you're having trouble making a payment, please get in touch with us. We'd much rather talk about it than have you worry about it.
- If payments aren't kept up, we may need to pause borrowing until your account is up to date.

8. Being part of our community

- We want the Toy Library to be a friendly and welcoming place for everyone.
- We ask members to treat our volunteers, staff, other members and visitors with kindness and respect.
- Abusive, threatening or discriminatory behaviour isn't okay and may result in membership being suspended or ended.

9. Your information

- We collect the information you give us so we can run the Toy Library, manage your membership, keep track of borrowed toys and contact you when needed.
- We will look after your information in line with the Privacy Act 2020 and our Privacy Policy.
- As part of your membership we may contact you from time to time. In most cases this will be regarding your fee payment, monthly general updates such as new toys in the collection, notification of General Meetings or membership renewal.

10. Ending your membership

- You can end your membership at any time by letting us know.
- If your membership ends, any Toy Library toys you have borrowed still need to be returned and any agreed outstanding payments need to be sorted.
- We may suspend or end a membership if there are serious or ongoing issues with things such as unpaid fees, unreturned toys or inappropriate behaviour.
- We'll talk with you about the issue first wherever possible.

Changes to these Terms & Conditions

We may update these terms from time to time as the Toy Library grows and the way we operate changes. We'll let members know about any important changes.

Attachments

Attached to these conditions are the current membership options and fees. Membership fees are reviewed on an annual basis by the Committee and endorsed at the Annual General Meeting.

Related Documents

- Carterton Community Toy Library Constitution March 2026
- Privacy Policy

References

- Charities Act 2005
- Privacy Act 2020

Version Control

Version	Key changes	Approved	Approved By
1	New Terms & Conditions	October 2026	Committee

Attachment 1: Current Membership Fees and Entitlements (2026)

Membership Type	Annual Fee	Entitlement
Standard Household (Annual)	**$85**	Borrow up to five toys at any one time.
Grandparents / Kaumātua (Annual)	**$60**	Borrow up to three toys at any one time.
Quarterly Membership (3 Months)	**$30**	Three toys at any one time. A flexible option for families wanting a lower upfront cost or to trial the service before committing to an annual membership or families visiting over the summer holidays.
Payment Plan (Standard Household or Grandparents/ Kaumātua)	**$85/60 paid in installments with $30 upfront**	Members may commence borrowing immediately upon payment of the initial $30. The remaining balance must be paid within six weeks to convert the membership to an annual membership. Annual membership benefits commence only once the remaining balance has been paid. If the balance is not paid within six weeks, the membership will automatically become a Quarterly Membership and the member will need to rejoin or renew their membership and pay a new fee if they wish to continue.
Discounted rate for 2025 Members (Standard Household)	**$72.25** **Valid for 2026 only.**	To recognise the impact of the unplanned closure of the Toy Library in October 2025, returning members from 2025 will receive a 15% discount. Members must rejoin by 1 February 2027 to take advantage of the discount. Discounts are only available on the Standard Household Membership.

The Committee may approve discounts to fees on a case by case basis. Discounts recognise the significant contribution of existing members to the Toy Library (volunteer hours), or significant hardship.

Membership Fees were approved at the Annual General Meeting 31 October 2026.