

# Hire Agreement

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**By borrowing from the New Forest Nappy Library, you agree to abide by the following terms and conditions:**

## *Hire Fee*

1. The hire fee is £25, plus a £50 refundable deposit. The deposit is to cover the New Forest Nappy Library against any damage caused (which is not to the extent described at paragraphs 2-3 below) or loss of individual items within the kits, such as wipes, liners, booster or specific nappies.
2. In the event of theft, loss or catastrophic damage of an entire kit, you will be issued with an invoice for the full retail replacement value of the kit, up to a value of £400.
3. In the event that you fail to return the kit or to pay any invoice issues in respect of damage, the New Forest Nappy Library will not return the refundable deposit and may issue a claim against you in the Small Claims Court.

## *Hire Term*

4. Agreement to hire is confirmed once you have paid the hire fee and the refundable deposit via Paypal.
5. Once you have agreed to the hire and satisfied the condition at paragraph 4, you may arrange for the kit to be collected. Where possible, we will endeavour to arrange the collection from your closest collection point.
6. COVID-19 POLICY: Where required, we will adhere to government guidelines and it may be necessary to arrange for a contactless collection and drop-off.
7. The 'hire term' is 4 weeks for Birth-To-Potty kits and 6 weeks for New-born Kits. The 'hire term' commences on the date on which the nappies are received and expires 28 days later for BTP kits and 42 days later for New-born kits.
8. The hire term may be extended for up to one additional calendar month at an additional charge of £15, in the event that there is no subsequent client waiting to hire that kit. Any requests to extend the hire term must be received in writing at least 7 days before the end of the initial hire period. Requests are not guaranteed to be automatically granted.



### *Your Obligations for Hire*

9. Included with the nappy kits is the following documentation:
  - A list of items included within each kit.
  - Directions for use.
  - Laundry instructions.
10. By agreeing to hire a nappy kit from the New Forest Nappy Library, you undertake to read any documentation detailed at paragraph 9 which is included with your nappy kit, and to abide by the instructions for washing the enclosed items. You undertake to ensure that the full kit is returned at the end of the hire term.
11. You agree not to abuse any lines of communication with individual members or with the New Forest Nappy Library as a whole. The New Forest Nappy Library may take legal action if necessary to prevent abuse of any kind towards its volunteers.

### *New Forest Nappy Library's Obligations to you*

12. If you have any queries or concerns relating to your hire agreement or the contents of your nappy kit throughout the hire term, you will be able to contact a member of the New Forest Nappy Library team through email ([newforestnappylibrary@gmail.com](mailto:newforestnappylibrary@gmail.com)), via Facebook (<https://www.facebook.com/newforestnappylibrary>) or Instagram (@newforestnappylibrary).
13. Whilst individual members of the New Forest Nappy Library may offer out their telephone numbers or other personal contact details in order to assist you throughout the hire term, this is not a standard practice and should not be expected.

### *Condition of Hired Items*

14. As a condition of hire, you acknowledge that you are aware that the items hired to you in your kit are likely to have been previously used. Occasionally, there may be new items in kits, however this should not be expected.
15. A nominated Nappy Library Volunteer carefully inspects, and thoroughly cleans & sanitises each kit prior to the hire term. The number of items in the kit will be counted and checked and will accord with the list of items included in each kit.
16. In the event that you feel there is a problem with the hired nappies, or you believe that there is an item missing from the kit as indicated by the documentation, please notify us immediately at the start of the hire period. If you do not notify us immediately that there



is an item missing, which you can later not account for when returning the kit, you will be billed for the full retail replacement (RRP) value of that item.

### *Liability*

17. The New Forest Nappy Library endeavours to offer support and guidance on the correct and effective use of the reusable nappies. However, you agree that the Library cannot be held responsible for any loss, injury, or damage caused by any of the items we have loaned you, in the event that you do not follow our advice, or breach any other part of this hire agreement.
18. The New Forest Nappy Library does not assume liability for any issues arising from the misuse of any hired nappies, or if the hired nappies offered are not suitable for your baby. You also hereby agree that we are not responsible for any faulty product, due to the inclusion of used items in the kits.
19. The New Forest Nappy Library does not guarantee or make absolute claims of the efficacy, successfulness or otherwise of any particular brand or style of nappy or accessories, due to the extreme variability in shape and size of babies, as well as variability inherent in the process of using reusable nappies itself.
20. The New Forest Nappy Library has endeavoured to minimise all possible risk of COVID-19 transmission between volunteers and clients. You acknowledge and agree that you will take reasonable & proportionate precautions before collecting & returning kits, such as: observing social distancing (2m distance), thorough hand-washing or use of hand sanitiser, and wearing a face-covering to speak with the Library Volunteer wherever possible and in accordance with the law.

### *Use & Care of Hired Items*

21. You agree that you will only wash the nappies as per the written Laundry Guidelines. If you are unsure about how best to wash the nappies in your own machine, you will contact the Library Volunteer for further advice.
22. You will use fleece or disposable liners if you have applied petroleum-based nappy creams (for example, Metanium or Sudocrem), to avoid damage such as repelling (waterproofing of the fibres, which affects absorbency) or stains. Please avoid Vaseline.
23. Under no circumstances will you use bleach, Vanish (or other stain remover) or additional laundry boosters, vinegar, essential oils, Ecoeggs, home-made laundry detergent, or soap-based detergents, on Library nappies.



24. Mild staining to clean nappies will not affect the return of your deposit, as the nappies will be washed, treated for stains, and sanitised after return. Slight wear and tear as a condition of use is normal & to be expected.
25. Everything borrowed must be returned clean and checked for damage. Please report any damaged or lost items or excessive staining (e.g. from a non-colourfast clothing colour run) when you return the kit.
26. We recommend, though it is not essential, the use of a laundry mesh bag to wash wraps or small items such as wipes.

#### *Return of Hired Kits*

27. Nappy kits must be returned on time, unless by prior written agreement. It is your responsibility to return your kit to the library by arranging a collection or drop-off from the New Forest Nappy Library.
28. Written agreement from the Nappy Library Co-ordinator must be received before deciding not to return a kit punctually. If you have emailed, but have not received a reply, do not assume that the extension has been approved.
29. Due to the need for thorough cleaning & drying times in between hires, we may be simply unable to extend a loan if we have a waiting list.
30. A late fee of £1 per day will apply to unarranged late returns. This will be deducted from your security deposit.
31. Please take good care of the nappy kit, so that it can be used to help more parents in the future!

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NEW FOREST   
**Nappy Library**