

By signing up to use the Diocesan resource centres, you will be agreeing to abide by any current terms and conditions of use. Please read through the terms and conditions carefully before signing up.

Opening Times

- The resource centre at Diocesan House is open from 9am-5pm Monday-Friday all year round (except for Bank Holidays, other national holidays and over the Christmas period).
- You must call in at the reception desk on arrival to Diocesan House.
- If no one from the Children, Youth and Families Team is available to help you, the receptionist will sign out keys for you to access to the centre. Please lock up and return these when you are finished.
- The resource centre at St John's Church, Loddon is normally accessible from 10am-12 noon and 1pm-4pm Monday-Friday (10am-1pm only on Wednesday). The centre is manned by volunteers. Please make sure you contact the centre on 01508 521179 before travelling to ensure it is open.

Membership

- Our resources are for use by churches, schools and groups working with them to support RE and ministry to children, young people and families within the Diocese of Norwich.
- A standard annual membership fee of £25 is charged per organisation*. We reserve the right to waive this fee.
- All organisations must complete a registration form.
- Payment is requested by invoice from the registering organisation at the point of first loan and membership renewal is dated from 1st January each year.
- Parishes signing up to the Children, Youth and Families Charter will be given membership to the Resource Centre at no charge. (Please speak to a member of the Children, Youth and Families team for further information about the 'Children, Youth and Families Charter'.)
- All members must register under an organisation by completing an individual registration form before loaning, and agree to inform the Children, Youth and Families team of any change in contact details.
- The annual membership fee covers the cost of loans except the use of consumable items.
- Charges for consumable items are to be made at the time of loan and can be paid at the reception desk by cash or cheque, or online by card, and you will be issued with a receipt.

Borrowing

- All borrowed items are the sole responsibility of the borrower. In borrowing items, the borrower agrees to adhere to the terms and conditions of use including any charges that may be incurred.
- It is the responsibility of the borrower to ensure that there is suitable insurance in place by their organisation for use of the loaned items.
- It is the responsibility of the borrower to ensure that appropriate risk assessments are completed for the use of loaned items in their individual activities and situations.

**For the purpose of this document, 'Organisation' refers to a Diocese of Norwich Parish, Non CofE Church, School, Academy, Group or Charitable Organisation.*

- All items taken out of the resource centres must be recorded, either on the check-out sheet as requested or directly by a member of staff on the online catalogue.
- A maximum of 10 items can be taken out at any one time. At the discretion of staff more than 10 items may be borrowed if needed for a particular project.
- All items being returned should be placed in the 'Returns Box' in the resource centre.
- All items should be returned in the original storage / packaging they were loaned in.
- All items should be returned to the centre you have borrowed them from unless an arrangement has been made with CYF office to the contrary.
- Collection of items is after 1pm on the date of loan confirmed through the CYF office and all items should be returned by 12pm on the date that you have been instructed to return them by, unless otherwise agreed.
- The majority of our loans are issued for a maximum of 28 days but popular or seasonal items have a standard loan of 7 days and we reserve the right to negotiate loan length during busy periods. We reserve the right to charge for extended use. Please check loan length before you borrow if you are unsure.
- We reserve the right to recall items or negotiate return dates at short notice.
- If you wish to extend the loan of a borrowed item please contact Liz Dawes on 01603 882335 or liz.dawes@dioceseofnorwich.org to see if this is possible. This cannot be guaranteed.
- Resources can be reserved online or by contacting Liz on 01603 882335 or liz.dawes@dioceseofnorwich.org (Please note that there may be busy periods when you may not be able to have the items that you request for the dates needed. Please aim to give as much notice as possible when reserving items.)

Loss or damage

- On returning the resource(s), please ensure that you inform us of any faults or problems with the resource(s), so we can address this problem.
- When processing returned items, they will be checked that they have been returned in good condition and that all the components of the item or items have been returned. You will be contacted if there is a problem with the resource(s) and further information about this is required.
- If an item is unreturned by the agreed date, lost or damaged you will be invoiced the cost of repair or replacement of the item by the 'Norwich Diocesan Board of Finance Ltd'.
- Membership for borrowing may be suspended whilst there are outstanding items due for return or whilst monies remain unpaid.

Thank you for taking the time to read the terms and conditions. We very much hope that you find the resource centres valuable for the church or schools work that you are involved in!

If you ever have any suggestions or comments that you would like to make about the Diocesan resource centres, please do not hesitate to get in contact with Liz Dawes on 01603 882335 or liz.dawes@dioceseofnorwich.org.

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