

**Diocesan resource centres: Terms and Conditions for members
(Diocesan House, Easton and St John's Church, Loddon)**



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

- Due to staff flexible working, the resource centre at Diocesan House is open by prior appointment with collection and returns between 9am-5pm on Thursdays all year round (except for Bank Holidays, other national holidays and over the Christmas period).
- On arrival, please telephone the CYF office on 01603 882374 in the first instance. If there is nobody available, please ring the bell at the front door of Diocesan House.
- If no one from the Children, Youth and Families Team is available to help you, a member of staff will give you keys to access to the centre. Please lock up and return the keys when you are finished.
- The resource centre at St John's Church, Loddon is overseen by a volunteer. Please make sure you contact Barry Gibson on 01508 520045 in advance to arrange a time to visit.
- The resource centre at St Faith's Church, Gaywood is accessible by arrangement. Please contact the church office on 01553 774916 for details before visiting.

Membership

- Our resources are for use by churches, schools and groups working with them to support religious education, mission and ministry within the Diocese of Norwich.
- Membership runs from 1st January – 31st December each year, irrespective of when an organisation signs up.
- A standard annual membership fee of £25 is charged per parish/school/academy/group/organisation. We reserve the right to waive this fee.
- Organisations need to complete an R1 membership registration form (additional borrowers need to complete a B1 borrower form) and payment will be requested directly for the £25 membership fee.
- 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 organisations and borrowers must complete a registration form before borrowing 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. Membership fees will be paid online or by invoice.
- Charges for consumables, lost or damaged items can be paid by arrangement online by card or via invoice.

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.

**For the purpose of this document, 'Organisation' refers to a Diocese of Norwich Parish, church of other Christian denomination, School, Academy, Group or Charitable Organisation.*

- It is the responsibility of the borrower to ensure that there is suitable insurance in place by their church/group/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.
- 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. At exceptionally busy times we may limit the number of items further to ensure more users have access to resources.
- 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.
- Time and date of collection and return of items is as agreed through the CYF office.
- 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 resource(s) please contact the CYF Office to see if this is possible. This cannot be guaranteed.
- Resources can be reserved by contacting the CYF Office. (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!

To contact the CYF Office about any aspect of resources, or to share your suggestions or comments, please be in touch at: cyf@dioceseofnorwich.org 01603 882374.

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