Diocese of Norwich Resource Centres
Terms and Conditions for members.

THE CHURCH OF ENGLAND
Diocese of Norwich

(Diocesan House, Easton; St John's Church, Loddon; St Faith's Church, Gaywood)

By signing up to use the Diocese of Norwich 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.

We offer resources as an investment in ministry with children, young people and their families within the Diocese of Norwich and loan items in good faith. Missed collections, delayed returns, lost and damaged items often impact on dispatch of orders to other borrowers and cost us financially and in administrative time. We understand that unforeseen things happen, but kindly ask you to plan ahead to create orders in advance, adhere to your collection and return times, take care of the resources in your possession and cancel items you no longer require. Should your plans change at anytime, then please contact the Children, Youth & Families (CYF) office cyf@dioceseofnorwich.org 01603 882374. This will help us to be good stewards of our resources for all our borrowers. Thankyou.

Opening Times

- Due to staff flexible working, the resource centre at Diocesan House is open by prior appointment on **Thursdays** all year round (except for Bank Holidays, other national holidays and over the Christmas period).
- **Resource collections** are between **2pm-4.45pm** on your pre-booked collection date.
  Resource returns are between **9.30am-12noon** on your pre-booked return date. Any changes to this are by prior agreement only.
- On arrival, please ring the bell at the front door of Diocesan House and notify the doorperson you are collecting/returning resources.
- If no one from the Children, Youth and Families (CYF) 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 Matt Beckett on 01603 882372 for details before visiting.

Membership

- Our resources are for use by churches, schools and groups working with them to support religious education, and Christian mission and ministry within the geographical area of the Diocese of Norwich. Loaned items must not be taken beyond the bounds of the Diocese of Norwich without prior approval from the CYF team.
- Membership runs from 1st January – 31st December each year, irrespective of when an organisation* signs up.
- Annual membership fees are charged at £25 for a Church of England Parish/Benefice and £50 for a Non CofE Church/Organisation/Charity/School/Academy. We reserve the right to waive this fee.
- Organisations need to pay the £25/£50 registration fee via the Diocese of Norwich online shop and complete a Resource Centre Registration Form online. Up to 3 borrowers can be registered on the registration form; additional borrowers needing to register after the form has been completed should contact cyf@dioceseofnorwich.org.
- All organisations must complete a registration form before borrowing and agree to inform the CYF team of any change in contact details.
- The annual registration fee covers the cost of loans except the use of consumable items. Registration fees must be paid online (or via invoice by prior arrangement).

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

- Charges for consumables, lost or damaged items can be paid online (or via invoice by prior arrangement) and you will be sent a link.

Borrowing

- Registered borrowers will be added to Booqable - our online catalogue and resource booking system – and emailed a link to create an online log-in to enable them to search items and create orders. It is the responsibility of the borrower to make all bookings via the Booqable online system.
- Borrowers must ensure that all staff and volunteers have suitable, and up to date (within the last 3 years) DBS checks and safeguarding training.
- 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.
- All items taken out of the resource centres must be recorded by a member of staff.
- We ask members to only reserve and borrow what they need for the minimum duration. 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 checked in by a member of staff.
- All items should be returned clean and neatly packed 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 the CYF office to the contrary.
- Time and date of collection and return of items is as agreed through the online Booqable system and/or the CYF office.
- The majority of our loans are issued for a maximum of 14 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 please contact the CYF office to see if this is possible. This cannot be guaranteed.
- Resources should be reserved via the online Booqable system. Contact the CYF office should you experience any difficulties. To avoid disappointment please reserve items with as much notice as possible (a minimum of 2 days notice is required).

Loss or damage

- On returning resources, please ensure that you inform us of any faults or problems with the resources, 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 resources and further information about this is required.
- If an item is unreturned by the agreed date, lost or damaged you will be requested to pay 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.

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