



RULES

Borrowing toys on Monday, Wednesday & Saturday

The Speelothek is open 4 times a week. On Monday afternoon (15.30 - 16.30) and Wednesday morning (10-11) you can just visit and pick out the toys from our shelves. You can also check out our toys at home at the online catalog on www.speelothekhoograven.nl/catalogus. When you visit our volunteers will help you and always give you a receipt stating which toys you borrowed and when the toys should be returned.

Borrowing toys on Wednesday evening and on Saturday, is only possible by order. You can place this order on our website. Fill out the form at the bottom of our Catalog page. Then our volunteers will get the selection ready for you. Please enter the correct pick-up date on the form. After admitting the form you don't get a confirmation. You can simply pick up your order at the Speelothek on Wednesday evening between 20.30 - 21.30 or Saturday between 10-11 am.

Extending toys

The loan period can be extended once with four weeks. You can do this by sending an email to: verlengen@speelothekhoograven.nl. You will always receive a confirmation of an extension containing the new return date. Please don't forget to mention your name and personal member number.

Check & responsibility

Check the toys on the first day of borrowing. Check if they are complete and undamaged. That's your responsibility. You can check this using the table of contents that comes with the toys, which states what should be in the box and whether there are any defects known. Is something wrong or is something broken? Please send an email to info@speelothekhoograven.nl, at the first day we will make a note of it. This way you avoid fines afterwards. Without notice, we assume that the toys were delivered complete and you are responsible for defects, missing parts or damages.

Clean, check and bring it back on time

Checking and cleaning the toys and box is important and mandatory. Use dish soap and/or all-purpose cleaner if the toy is suitable for it. For toys and boxes that have not been cleaned we charge a fine of € 2.50! If the toy's are returned too late, there will be a fine of €0.50 per article per week. You can always return toys during opening hours of the Speelothek also on Wednesday evening and Saturday.

Lost, broken or damaged, what to do?

Have you lost a part or is something broken? Please report this by putting a note in the box that tells us what is missing or damaged. That will save us a lot of work. If you didn't put a note in we will charge €0.50 administration cost. On average you pay € 0.50 for every lost / broken part. This amount is higher if the toys are no longer playable or if the replacement costs of the parts are higher. There is a fine for Lego that has not been taken apart between €2.49-€3.49. Missing clips cost €0.50, a missing table of contents €0.50 and for damaged and/or broken containers and/or lids, we charge amounts of €0.99 - €6.99.

The board is authorized to expel members for frequently broken or incomplete return of toys. No appeal is possible against that decision.

Paying digital

All our payments are digital. Sometimes we send a payment request by e-mail or you can pay with a debit card (PIN) payment at the Speelothek. We do not accept cash. Fines for late returns, losing parts or damaging toys are sent afterwards and can be paid with debit card (PIN) at the Speelothek. Your member number is personal and non-transferable and in case of interim cancellation of subscriptions we do not refund.

Disclaimer

The Speelothek can not be held responsible for material or non-material damage, such as: physical and/or mental injury as a result of using the borrowed toy or as a result of entering the room in which the toy library is housed. Parent(s) are responsible, must supervise and follow the instructions for use.

More information and answers to frequently asked questions can be found on our website. Both on Facebook as on the website we will inform you about the latest developments. We hope you will enjoy our toys and possibilities!