

Liability

The Toy Library is not liable for any accidents or damage that may occur in conjunction with borrowed toys/games.

In the rooms of the Toy Library, the responsibility for children lies with their parents or accompanying persons.

Data protection

Personal data (name, address, telephone, email) of our customers is saved on our computer and is only used to communicate with them (e.g. note for the return of toys, reminder, occasional information mails on events). The data will not be passed on to third parties and will be deleted no later than 5 years after the last lending.

Ludothek Oberwil

Bahnhofstrasse 6

4104 Oberwil

Tel. 061 403 02 30

(answering machine outside opening hours)

ludothek-oberwil@intergga.ch

www.ludothek-oberwil.ch

Opening hours:

Mondays 14.30 - 16.30

Thursdays 14.30 - 16.30

Saturdays 10.00 - 12.00

Closed during school holidays and public holidays, except during summer holidays when we are open only on Mondays from 17.00—18.30.

Closed on the Saturday after Ascension Day as well as on the Saturday before Whitsun/Pentecost.



Mitglied Verband der Schweizer Ludotheken

Borrower Regulations

September 2023

Lending fees

We offer the following membership options for customers who plan on using us regularly:

- **All inclusive 2: Fr. 50.- / year:** this option covers the use of all of our toys and games (except for the specialty play boxes, cup box and wheel of fortune). A **maximum of 2 games/toys per time** is permitted.
- **All inclusive 4: Fr. 80.- / year:** this option covers the use of all of our toys and games (except for the specialty play boxes, cup box and wheel of fortune). A **maximum of 4 games/toys per time** is permitted.

If you have a valid Familypass card, you will receive an additional month (13 instead of 12 months) on your Toy Library membership. The Familypass card must be presented when signing up for the membership.

It is also possible to use the Toy Library sporadically as a guest without a membership.

- **Guest:** You simply pay the price of the game each time you borrow it (prices range from Fr. 3.- to 18.-). A **maximum of 4 games/toys per time** is permitted.

There is a **one-time Fr. 5.- administrative fee for new customers**.

Gift certificates are also available.

Lending length

Each game may be borrowed for 4 weeks (except for the specialty play boxes, cup box and wheel of fortune, which are limited to one week).

It is possible to borrow games for an additional 4 weeks, with the exception of new games, seasonal toys, vehicles and Tiptoi.

Reservations

A game which is currently borrowed can be reserved for a fee of Fr. 2.-. As soon as the game is available, a notification will be sent by email. The reserved game can be picked up at the Toy Library within 1 week.

The specialty play boxes, cup box and wheel of fortune can be reserved free of charge for a specific date.

Late Fees

If a toy/game is not returned on time, a reminder is sent out.

The late fee is Fr. 5.- for the 1st and 2nd reminder and Fr. 15.- for the 3rd reminder

In addition, Fr. 1.- per borrowed toy will be charged.

Play boxes / cup box / wheel of fortune: in case of late return Fr. 5.- will be charged per opening day.

Checking

Please check the game against the contents list before using it for the first time to ensure that all pieces are intact and that nothing is missing. If something is broken or missing, the Toy Library must be notified by email or by telephone within 24 hours of borrowing. (Later complaints can no longer be considered.)

Return policy

We ask that you please return the toys on time, and that the pieces are clean and in order. The cost of cleaning heavily soiled games/toys or vehicles will be charged to the customer.

Damage and Loss

Games that are incomplete when returned have to be borrowed again so that the missing parts can be searched for.

The replacement of lost or defective parts (except normal wear and tear) will be charged to the customer (min. Fr. 5.- per part, depending on replacement costs and effort). In the case of defective boxes, the customer must also pay the replacement costs.

For lost games or games that have become unplayable, the borrower will be charged a fee based on the current age and condition of the game.

Tiptoi: Before borrowing, a member of our staff will check the Tiptoi games together with the customer to ensure that they are complete. If a Tiptoi game is returned with missing or defective parts, the customer must pay for the whole game, as no individual parts can be reordered.

Vehicles: Before borrowing, vehicles will be checked by a member of our staff together with the customer according to a checklist. If damage caused by careless use of the equipment is found when it is returned, the customer will be charged in full for its repair.