

Toowoomba Toy Library: Policies and procedures



Excited to join the Toowoomba Toy Library? We are so glad to have you here.

To keep everything running smoothly for all families, please read through the responsibilities below. These guidelines help us maintain a high-quality, enjoyable experience for everyone.

If you ever have questions, please feel free to [reach out](#). We're always happy to help.

Membership Benefits

Your membership may allow you to borrow up to 8 items and 1 curated play kit for up to 4 weeks at a time. One item may be a single toy, a toy set (e.g. train tracks, blocks), or a larger item (e.g. ride-ons, play kitchens).

Some smaller items may be grouped together and counted as one item. Some items have limits as to how many you may have at once (e.g. only one “large” item per borrowing period).

Safety & Batteries

All toy labels include relevant age and safety information. Please read these carefully before use and provide adult supervision where appropriate. If at any point a toy becomes unsafe due to damage or malfunction, please stop using it immediately and let us know as soon as possible.

Batteries are not stored in toys. We assume all battery-operated toys are in working order when fresh batteries are used, so please let us know if not.

Cleaning and Storage

We ask that you wipe down toys prior to return. We will do the main cleaning but please remove any dirt, crumbs, pet hair, food etc. so that they are ready for sanitation. A small brush such as a toothbrush can be used for hard-to-reach places like crevices.

Outdoor toys must be free of sand/dirt before returning. Keep in mind the next family may want to use the toy inside.

If your child has been unwell, please disinfect items before returning with antibacterial wipes or spray. We will then sanitize toys and ensure they are ready for the next family to enjoy.

If toys are returned with visible sand/dirt etc, a \$5 additional cleaning fee will be applied.

Please do not leave toys outdoors in rain or prolonged sun exposure.

Keep all items stored safely when not in use.

Missing Pieces

Each toy label includes a list of all included pieces. Please check all items are present when you receive them and if anything is missing, notify us as soon as possible

There is a \$5 per piece replacement fee for any missing pieces, unless otherwise stated on the toy. You may borrow the toy for an additional 4 week period to try and locate any missing pieces. If the toy becomes inoperable due to the missing piece/s, you will need to replace the toy with an identical item, or pay a negotiated replacement fee based on the age and condition of the toy.

Lost or Broken Items

We understand that normal wear and tear happens. There is no charge for damage due to reasonable use or existing conditions.

If an item is damaged due to misuse, neglect, or pets, or is lost, you will need to replace the toy with an identical item, or pay a negotiated replacement fee based on the age and condition of the toy.

Loan Periods & Returns

All items are borrowed for a 4-week period. Items must be returned on or before your scheduled return window. If items are returned late, a late fee of \$5 will be charged per week overdue.

If you're having trouble returning items, please reach out. We're always happy to work with you.

If your child is loving a toy, or you are unable to return on time, there is always the option to renew your loans for another 4 weeks.