

## The Wilson Takeaway Loans Service - Terms and Conditions for Subscribers 2019-20

### Payment Terms

The annual subscription fee is £60+VAT, for unlimited loans (max 6 at once). Invoices are sent out in August for the forthcoming academic year. Boxes can also be loaned without a subscription, charged at £10 per box on collection; taxidermy items are individually charged for depending on size.

- Subscribers are auto-enrolled for the next year. Subscribers who wish to opt out must do so by the end of December. Requests for credit notes cannot be accepted after March.
- Subscribers cannot request a subscription credit note if the service has been used in that academic year.
- Payment should be made within 14 days of the invoice date. Failure to pay this invoice will result in recovery action commencing against you. This may result in additional costs being added to your account and your credit rating being adversely affected.
- *In line with current GDPR regulations, by subscribing to this service you consent to our holding your customer details on file, for use only by ourselves in relation to the Takeaway.*

### Terms of Use

- Please use the checklist enclosed with your order to ensure contents are correct.
- To ensure a smooth running of the service, please help us by returning the boxes on time. If circumstances make this difficult, please email us to see if an extension can be organised.
- Repeated late returns or failure to collect boxes may incur an additional fine.
- Loan requests need to be made at least 2 weeks in advance of the required collection date.
- Collection times are only Tuesday - Thursday, 2pm-5pm. If necessary, returns can be made at any time during The Wilson opening hours.
- Reservations are best made by emailing [learning@cheltenhamtrust.org.uk](mailto:learning@cheltenhamtrust.org.uk)
- The standard duration of loans is 2 weeks, but extensions may be available under special circumstances.
- Taxidermy items can be borrowed for up to a term's duration.
- Box contents can be requested in advance via email.
- Breakages or lost items will be charged for on a case by case basis. Please inform us of breakages.
- There is no maximum number of boxes that organisations can borrow per year, but a maximum of 6 boxes can be borrowed at any one time.
- For taxidermy, there is a limit of 15 items at one time. There is no annual maximum.
- For the duration of the loan, the box and its contents should be covered under the borrower's insurance policy.
- When in transit, the boxes fall under the driver's car insurance policy.
- The Cheltenham Trust accepts no liability for any damage or injury that occurs while the objects are out on loan. This is from the moment the Takeaway box is handed over to the collector.
- Please do not expose items to strong sunlight, excessive heat, cold or damp. Items should be handled with great care and under supervision only.
- Please do not try on articles of costume, unless from an activity box.
- Cotton gloves will be included in some costume boxes and should be worn when handling delicate garments.
- Taxidermy items are generally encased in Perspex. Those that are not, must not be touched.
- Boxes should be stored and carried upright, using both handles. Please seek assistance moving and carrying heavy boxes and cases.
- Please re-pack boxes carefully using packing materials supplied.