



Loan Regulations

General

At the Speel-O-Theek, all parents and guardians, as well as organizations such as daycares, schools, and speech therapists, can borrow toys. The membership fee is €32,50 for 12 months. In order to register, a valid identification document is required. In case of moving, please have your address changed at your earliest convenience.

The termination of your membership needs to be submitted by email to administratie@speelothiekhilversum.nl or in writing.

When terminating your membership early, no reimbursement will be made.

Loan

Members may borrow a maximum of four toys at the same time, with a maximum duration of four weeks. There may be exemptions when the duration can be extended, such as due to sickness. This needs to be done during opening hours or by email.

Rules

In order to have the Speel-O-Theek function in an optimal state, we have the following rules.

- Before you loan the toys, make sure they are complete and undamaged. Also, check the packaging. If this is the case, please inform the staff in person, or notify us by email within two days.
- Before returning the toys, please inspect all toys at home.
- Return all toys clean and in good condition.
- Do not repair toys yourself. Return broken toys to the Speel-O-Theek.
- Inform us of what is broken and return it to us.
- In case of lost toys or parts, we will extend the loan period once, so you can find them.
- At the Speel-O-Theek all members are responsible for their own children.
- Please remember your membership number and mention it when borrowing toys.

Fines When Returned Late

When toys are returned late, a fee of € 0,10 per toy per day will be charged. This will become effective on the first day after the loan period has expired.

Fines For Loss or Damages

In case of a missing piece from a toy, €1,50 will be charged. If the missing piece is returned, we will reimburse the fine. The loan period will only be extended once to look for missing parts. If the cost of replacing the missing piece or repairing the toy and or packaging is more than €1,50, additional charges may follow.

The Speel-O-Theek holds the right to make a home visit to collect toys from members when toys are not returned after their loan period has greatly expired.

Birthday Toys

When borrowing toys for birthdays, the same rules apply, with a few exceptions.

- Birthday toys can be reserved.
- Birthday toys have a maximum two-week term.
- Borrowing “Theme Chests” costs €10,00.
- The maximum number of birthday toys is four (this is in addition to the maximum four “normal” toys).

General Data Protection Regulation (GDPR)

We are required to adhere to GDPR rules and, therefore, handle your personal data with care.

Because of this, we have adopted the following rule:

If a few months have passed, and members have not borrowed any toys and fallen behind on payments, a message will be sent by post or email with the request to terminate membership or resolve the late payments. In accordance with GDPR guidelines and our privacy policy, members are removed from our membership database if their membership is not renewed.

To Conclude

For other legal persons/entities, there will be no exceptions.

During business hours, all directions of the staff need to be followed.

The Speel-O-Theek cannot be held responsible for any bodily injury or damage to people or goods in any form whatsoever due to the usage of the materials.

By registering through our website, you agree with above mentioned rules.

If there are cases in which these rules do not apply, the board will decide accordingly.

Speel-O-Theek Opening Hours

Monday	09.30-11.00
Wednesday	15.00-16.30
Saturday	10.00-11.30