

TERMS AND CONDITIONS

LIBRARY AND CULTURAL CENTRE MEMBERSHIP

A. GENERAL POLICY

1. Fees are payable in advance. A refund may be requested within 14 days of purchase; the membership card and all items borrowed must be returned to us at the member's cost to obtain the refund.
2. A reduced rate membership is available for full-time school/university/college students and teachers of French at any 4-18 school or university. Proof of status such as a student ID or professional email address may be required.
3. A further reduced-rate membership is available to children below the age of 15; this membership gives access to all resources from the Bibliothèque jeunesse, DVDs which are classified as PG, U, G or TP only, and other resources suitable for children.
4. Once a name is assigned to a membership, the membership may not be transferred to another person.
5. Membership cards remain the property of AF Manchester and we reserve the right to revoke or cancel a membership.
6. Parents/guardians are asked to make membership applications for members under the age of 15 and to sign their email address as the main point of contact for the account. It is the policy of the Alliance Française to follow age guidance on DVDs and for films screened at our premises. DVD classifications are available on our online catalogue. Due to differences in classification systems, parents/guardians are asked to supervise their child/ren's use of the library.
7. The Alliance Française de Manchester is closed on Bank Holidays, 2 weeks around Christmas time and 1 week around Easter (see our website for the exact dates). Loan periods are automatically extended over these periods – although you may continue to receive automated notifications.

B. LOANS POLICY

8. The membership card entitles the holder to borrow the number of items as detailed on our web page.
9. **Reservations** can be made online, in person, by phone (0161 2367117) or by email (event@afmanchester.org). Reserved items will be held for a limited time.
10. Items can be **renewed** by sending an email to event@afmanchester.org or at the desk. An item that has been reserved by another user must be returned and cannot be renewed.
11. In the event of **damage, loss or destruction** of an item from the library, the member will pay for the replacement at current cost price.
12. In the case of repeated loss or damage to items, the Alliance Française de Manchester reserves the right to withdraw a member's borrowing rights, without refund of membership fees.

C. MEMBERSHIP BENEFITS POLICY

13. The membership card also gives access to **preferential rates** for cultural events organised or sponsored by the Alliance Française de Manchester as well as **concessionary prices** with our partners. Offers may be subject to change from time to time – see our website for the most up-to-date information on what is available.
14. The Alliance Française de Manchester can in no way be held responsible for any failure to provide services, or failure to provide discount, on behalf of our partner organisations.
15. As part of our service to help you enjoy the French language and French-language cultures, everyone learning French with us is entitled to free membership of the Alliance Française de Manchester library and cultural centre for one year.

D. PROCESSING OF INFORMATION

16. Membership account information, reservations, loans and the online catalogue are processed through our customer management database, in accordance with our Privacy Policy, which can be found on our website. By using the library and becoming a member, you consent to us processing your data in this way.