

Story Explorers: Terms and Conditions

Background

Story Explorers is a reading programme designed and run by BookTrust. It is designed with and for foster, kinship, and adoption families to bring enjoyment and stability through shared reading.

Please read these terms and conditions carefully before placing your order with BookTrust. By placing your order, you are accepting these terms and condition in full, and you are committing to take part in Story Explorers.

Terms and Conditions: What we will do and what we need you to do.

1. BookTrust will:

- 1.1 Develop and produce high-quality Story Explorer materials for children aged 0-7. Please note in Phase 1 the books and resources are recommended for children aged 2-4. However, you accept full responsibility for checking the appropriateness of all programme contents. _
- 1.2 Offer families to choose their 'book buddy'.
- 1.3 Deliver (the agreed number of¹) Story Explorer kits direct to participants' agreed delivery address. Each kit will consist of one box, two books selected by an independent panel, at least two 'story props' with accompanying guidance. Note that the parcels cannot be purchased individually.
- 1.4 Provide access to ongoing guidance for delivering Story Explorers via a dedicated digital hub.
- 1.5 Offer ongoing email contact with the families.
- 1.6 Provide ongoing guidance materials and surveys for evaluation of Story Explorers, which are available upon request from evaluations@booktrust.org.uk

2. The Customer will:

- 2.1 Set up and maintain a database of participating children's names, ages, current shipping addresses and carer email addresses. Your organisation holds full responsibility for this activity and the database will be managed by you, using your organisation's safeguarding controls and will comply with Data Protection Legislation and General Data Protection Regulations (GDPR).
- 2.2 Provide the carer's name and delivery details (including carer email address) to BookTrust in the required format and data template. These details will be accurate to the best of your knowledge.
- 2.3 Not use any materials, resources or information provided by BookTrust under this agreement for anything other than delivery of Story Explorers. The copyright in all materials, resources and information provided by BookTrust remains the property of BookTrust and may only be adapted as is necessary solely for fulfilment of the programme, may not be shared with third parties.

¹ This will be a minimum of 6 in Phase 1

3. Delivery:

- 3.1 Delivery cost is included in the £24.99 per child per month price of the product.
- 3.2 All orders will be delivered on or near the 7th of the month.
- 3.3 If you sign up to Story Explorers after 20th of the month, your delivery will commence the month after next.
- 3.4 BookTrust will track the delivery of all orders. Once the order has been delivered, BookTrust will no longer assume responsibility for the order or accept responsibility for any subsequent or consequential loss or damage.
- 3.5 If you have received an incorrect delivery or damaged goods, your organisation must contact BookTrust within 14 days of receiving the order. BookTrust may ask for photographic evidence of damaged goods and will arrange for a replacement parcel to be sent out. Where BookTrust is unable to replace the items like for like, it reserves the right to make substitute titles/items available. BookTrust will deal with each case on an individual basis.
- 3.6 It is the responsibility of your organisation to contact BookTrust to confirm a new delivery address. BookTrust will not accept responsibility for late deliveries if the new address has not been confirmed.

4. External Evaluation:

- 4.1 BookTrust is committed to effective monitoring, evaluation, and learning (MEL). We are developing new tools and approaches to measure the impact of our different interventions and to inform the development of our work. We ask organisations who partner with us on Story Explorers and our other interventions to notify us if they are conducting any evaluation of Story Explorers and to share their findings from these with us at evaluations@booktrust.org.uk. Partner organisations must seek our consent (which will not be unreasonably withheld) before disclosing information on Story Explorers or Story Explorer materials with any external valuers.

5. Cancellations:

- 5.1 BookTrust reserves the right to refuse requests for cancellations. Please note that by registering and paying for the programme, you have committed to take part in the Story Explorers programme. If you wish to no longer participate in the programme BookTrust will not provide a refund.

6. General:

- 6.1 BookTrust carefully considers all items included in the Story Explorers kits in terms of the aims and outcomes for our programmes and BookTrust goals. All items in the kit have been created and produced with great thought and in relation to our vision of every child reading for pleasure and other BookTrust goals.
- 6.2 BookTrust safety tests the Story Explorer kits to ensure that they meet the relevant stringent health and safety requirements. BookTrust strongly recommends that additional items are not added to the BookTrust kits to ensure their integrity and safety. However, if items are added by

the Customer, it is essential that these items are safety tested to ensure that they meet the relevant health and safety standards. BookTrust will not be liable for any losses, costs or damages caused by any additional items included by the Customer or any third party in the packs.

6.3 BookTrust adheres to its safeguarding policy and set of procedures to protect all children and vulnerable people involved in BookTrust activities.

6.4 BookTrust is committed to being transparent about how it collects and uses its data and to meeting its data protection obligations under Data Protection Legislation and General Data Protection Regulations (GDPR). Personal data obtained through this agreement will be used by BookTrust in relation to the delivery and management of the agreement, and for communication of its services. Personal data will be kept in an appropriate and secure format, and the Partner has the right to review, amend or delete any personal data held via query@booktrust.org.uk.

Thank you for supporting Story Explorers.

For more information on Story Explorers, go to [Local authorities and organisations | BookTrust](#)

If you have any questions, or if you do not wish to receive further information about Story Explorers, please get in touch via storyexplorers@booktrust.org.uk or by calling 020 7801 8800.