

Free Customer Guidelines

Customers, who have an obvious or proven reading disability and therefore do not use books as their main source of recreation or information, are entitled to a special dispensation on fees for media rental items*. This is done by registering them in the FRE customer group, and is at the discretion of the Team Leader or Manager of Customer Experience.

This is a privilege extended to the card holder only and may require a letter from an educational or medical authority.

Please note: Free borrowing will not be extended to behavioural disorders such as ADHD. Please also note that DVD's from our Hot Picks Collection must be paid for and are not included as free items.

Free customers are entitled to:

- 2 free items from each rental collection on issue at any one time, i.e. 2 DVDs and 2 Electronic games).
- Take as many rental items out as they please, but only the first two in each collection are issued without charge.
- Renew items that have no holds, but renewal charges will apply (i.e. no free renewals).

All other charges apply, such as hold fees, overdues, lost, or damaged charges. If any items are renewed, charges will also apply.

*media rental items = DVDs and Electronic games

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