Website Terms of Use

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Related documents	W02 Online Sales and Services Terms; Privacy Notice; Cookie Policy; Accessibility Statement; Q01; Q02

1. About BLoT and these terms

Bugle Library of Things CIC (BLoT) is a community interest company registered in England and Wales, company number 12846276, with registered office at 48a Fore Street, Bugle, St Austell, Cornwall, PL26 8PE. Contact hello@blotcic.org or Freephone 0800 009 6409.

These terms cover general use of our website, including information, our support directory, forms, and voluntary donations. Purchases of goods, tickets and paid services are governed additionally by W02 Online Sales and Services Terms and Conditions and any clearly identified product-specific terms. If provisions conflict on a paid purchase, the relevant purchase terms govern, without removing statutory rights.

By accessing our website, you agree to use it in accordance with these terms. No website term removes legal rights or access to appropriate support.

2. Responsible use and website access

You may access and share our public website lawfully for personal, educational, community and other non-commercial purposes. You must not interfere with website security or performance; introduce harmful code; obtain unauthorised access; misrepresent another person; submit unlawful or abusive content; or harvest personal data for spam or unlawful marketing.

We may reasonably prevent misuse, restrict access or remove unlawful content where necessary and lawful. All checkout purchases currently use guest checkout; a user account is not required at launch.

3. Website information, directory and emergencies

We make reasonable efforts to keep information and our signposting directory useful, but other organisations may change their criteria, services and availability. Confirm important details directly with the provider. Links and directory listings do not by themselves constitute endorsement.

This website and its forms are not an emergency service and are not monitored continuously. Call 999 in an emergency. NHS 111 may be appropriate for urgent non-life-threatening medical advice. Website information is general and is not individual clinical, legal or regulated financial advice.

4. External links, embedded content and accessibility

External services control their own content, privacy and terms. Embedded content and any associated cookies or processing are explained, where relevant, in our Cookie Policy and Privacy Notice.

We aim to make this site accessible and will publish an Accessibility Statement. Contact us for reasonable assistance or an alternative format.

5. Donations, including recurring donations

Voluntary donations are distinct from purchases: giving does not confer a product, entitlement to services or influence over decisions. BLoT is a Community Interest Company rather than a registered charity, and donations to BLoT do not qualify for Gift Aid.

Donations are processed through Stripe. We offer one-off and recurring donations where shown in the donation form. Before confirming a recurring donation, the amount, payment interval and cancellation instructions must be shown. Donors may request cancellation at any time using the instructions presented during giving or by contacting hello@blotcic.org; we will action cancellation promptly, subject to payments already initiated and applicable law. We will confirm the outcome. Do not send complete card details by email.

Mistaken, duplicate and potentially unauthorised donation transactions are assessed individually. Contact us with date, amount and a payment reference (not full card data). We will consider refund requests fairly, investigate with Stripe where necessary and respect mandatory legal and payment-scheme rights. This is not a blanket promise to refund every voluntary donation.

6. Website forms and contacting us

Visitors may use online forms to ask for support, make enquiries, lodge complaints or submit feedback. Providing information does not guarantee an appointment, allocation of resources or a particular response time. Requests are considered under BLoT operational procedures, subject to eligibility, capacity and safeguarding requirements.

Personal information is handled as explained in our Privacy Notice. Formal complaints follow Q01 Complaints Policy; suggestions and compliments follow Q02 Feedback and Service Improvement Policy. Safeguarding concerns are escalated without waiting for ordinary response targets.

7. Copyright, branding and community sharing

BLoT or its licensors hold rights in site copy, design, images and branding unless stated otherwise. You may share public information for non-commercial community purposes with appropriate attribution, link to pages, and reproduce reasonable extracts without materially changing their meaning.

This permission does not include third-party photographs, artwork or logos where permission is not ours to grant, or use of BLoT branding suggesting endorsement or partnership without permission.

8. Availability, liability and statutory protections

We seek to provide an accurate and secure site, but it may be interrupted for maintenance and content may change. Nothing excludes or restricts liability for fraud, fraudulent misrepresentation, death or personal injury

arising from negligence, or any other liability that cannot lawfully be restricted. Statutory consumer rights, including those arising on purchases under W02, are not affected.

To the extent legally permitted, BLoT is not liable for losses caused exclusively by reliance on third-party directory information or events beyond our reasonable control.

9. Privacy, governance and changes

Read our Privacy Notice and Cookie Policy for information on personal data and tracking. We publish the current terms and their effective date on our website. The Board undertakes one scheduled formal review annually; necessary changes may be approved sooner under our governance arrangements. Material changes to paid purchases do not retrospectively override terms applicable when a contract was agreed.

These terms are governed by the law of England and Wales subject to mandatory protections that apply to visitors and consumers. Questions: hello@blotcic.org; 0800 009 6409.