



## HOUSE RULES

- Visitors offering broken household items for repair do so at their own risk. Repairs are not guaranteed.
- Fixers' role is to help visitors to learn the repair process. To the extent possible, fixers will help visitors do and/or learn the repair themselves.
- Work carried out in the Repair Café is performed free of charge by individuals doing so entirely on a voluntary basis. A voluntary donation by item owner to Repair Café Toronto is appreciated to help sustain the operation of Repair Café Toronto.
- In general, new replacement parts will not be provided by Repair Café Toronto.
- Fixers are entitled to refuse to repair items (e.g. dirty or hazardous, see below). Visitors are responsible for cleaning their items.
- The following Code of Conduct must be followed.

## CODE OF CONDUCT

Repair Café Toronto says: Be Kind. Everyone Deserves to be Treated with Respect.

We welcome all members of the community and ask that everyone participating with Repair Café Toronto knows and follows this Code of Conduct. Failure to do so may result in denial of repair service and dismissal from the event.

- Treat everyone with respect including volunteers, visitors, and venue staff.
- Harassment, bullying and discrimination of any kind is prohibited.

- Respect the host venue property and the property of volunteers.
- Cooperate with the registration process, waiting line and repair work.
- Be considerate of individuals' sensitivities. Some people are sensitive to loud sounds and strong scents.
- Respect people's privacy. If you take pictures or make recordings, you must inform a registration volunteer and ask anyone being photographed or recorded for their individual permission.
- Report any breaches in the Code of Conduct to the Repair Café registration volunteers.
- No retaliation. Repair Café Toronto prohibits retaliation against anyone who reports a potential breach of the Code of Conduct.

If you have questions, please ask.

## RIGHT-TO-REJECT

Repair Café Toronto reserves the right to reject any items in the following condition:

- Items containing asbestos insulation (those manufactured before 1994)
- Items containing lead
- Unclean items containing food residue
- Items containing insects of any kind (dead or alive)
- Dirty and unwashed clothing

For the safety and comfort of all, please ensure that any item you bring for repair is clean and free from the above conditions.

THANK YOU