

CRÈCHE CONDITIONS OF ENTRY

All Access membership: Parents/guardians may only bring family related children into the creche under all access membership. Enrolment forms must be filled out for each child to attend the creche service. Any non-related children (playdates, babysitting) patrons must pay non-member fee for 90 mins.

Age limits: Aqualife and Leisurelife creche offer care for children from 8 weeks to 5 years. Once a child has turned 6 the child can no longer attend the creche service.

Vaccinations: All attendees to the Aqualife and Leisurelife creche services must be fully vaccinated or up to date with their Vaccination schedule to attend the creche facilities.

Aqualife creche Bookings: Bookings can be made up to one week in advance up to 8pm each night. Bookings can be done by phone, in person at the reception desk and online. Walk-ins will not be accepted.

Booking times: All bookings have a 90-minute time limit. Please be aware that leaving your child over the allocated time slot can affect our adult/child ratio. We do ask for cooperation to adhere to these limits. Customers who continually arrive after their 90min time limit may be blocked from using our crèche services.

Session times: Patrons may only arrive into the crèche five minutes before their allotted booking time. If patrons arrive earlier than this, they may be asked to wait outside the crèche for their correct session time. If patrons are running late for their booking, their booking time will not be changed or extended. Children must be collected as per the booked session end time regardless of arrival time.

cancellations: Cancellations must be done prior to 8am on the day of booking. Cancellations after 8am will be considered as a non-attendance, and the patron will be notified by email or text message that a crèche booking has been missed, and a late/cancellation fee per child will be added to member's account (regardless of membership). Consistent non-attendance will result in being excluded from the crèche service.

Signing in/collecting children: staff will sign children in/out of the creche service. Children may only be discharged to the person that has dropped the child off unless prior arrangement is made with crèche staff

Remaining on premises: Parent/caregiver must always remain on premises whilst their child/ children are attending crèche and are to observe the crèche time limits.

Recalling the parent/caregiver: Should your child become overly distressed (longer than 15 minutes) or is displaying unacceptable behaviour, crèche staff will recall the

parent/caregiver to the crèche. The parent/caregiver must return immediately to attend to their child/children.

Sickness: Children with any colds, rashes, viruses, fever or head lice will not be accepted under any circumstance. If your child is too sick for school or childcare, they are too sick for crèche.

Labelling: Patrons must label all children belongs and food containers. If food items are not labelled with the child's name, staff will be unable to hand out that food.

Nappy changes: Crèche staff will only change soiled nappies if time permits and if safe to do so. Nappies and wipes are to be provided by the parent. Sometimes the crèche can be extremely busy, and staff may miss a soiled nappy, or not have time to change them.

Allergies: Please inform staff of all allergies that your child/children may have and place the medication (if needed) in view of staff.

Food items: A strict 'no nuts' policy is applied to the crèche, under no circumstances are nuts or nut products are permitted in the crèche. Children are to be provided with finger food only (during our busy times spoon feeding can be difficult for staff). Bottles are given to babies when needed.

