

## **TERMS & CONDITIONS**

In order to maintain a high standard of care for your child whilst you enjoy the centre's facilities, we ask that users of the Crèche adhere to the following terms and conditions:

1. NO FOOD. Due to the increase of childhood allergies, our Crèche does not permit food or flavoured liquids. Water bottles are accepted (must be clearly labelled with child's name).
2. I understand that I am at all times responsible for my child whilst he/she attends the Crèche and I authorise the staff to seek necessary emergency medical treatment, or ambulance service in the event of illness or accident occurring to my child. I will pay any medical and transport costs arising from such an action.
3. Bookings MUST be made prior to entering the creche. Bookings can be made at the Crèche during operating hours, at the Gym reception desk or via your member portal online. Bookings can also be made via the phone.
4. Cancellation of a booking is required prior to your booking session start time. To cancel, please call 4325 9879 or via your member Portal online. This allows others an opportunity to attend. In the event of a no show, a refund will not be made.
5. The age limit for children accessing the Crèche is 6 weeks to 12 years old. The maximum time limit for all children accessing the Crèche is an hour and a half. We recommend a maximum of 1 hour timeframe for children aged 6 weeks - 12 weeks.
6. During a Crèche booking, parents/guardians MUST remain within Level 1 (Coast Fitness HQ, Clip N Climb or Altitude Fitness Area). Children must be picked up before your booking time ends.
7. If your child/ren are being picked up by somebody other than the parents/guardians provided on the enrolment form, staff must be informed and you will be required to complete an authorisation form to give permission to that person to pick up your child/ren.
8. Disruptive or antisocial behaviour will result in staff requesting you to collect your child. Your child may be refused entry if this repeatedly occurs. Refunds will not be given.
9. Please be aware that you may be required to return to Crèche if your child is unable to be settled by staff, if your child becomes unwell or needs a nappy change.
10. Please ensure your child's nappy needs are met before leaving them in Crèche. Our Crèche provides nappy/baby change facilities.
11. Each child must be booked and checked in.
12. On your first visit to Crèche, the parent/guardian must complete an enrolment form, for all children attending Crèche
13. Permanent bookings cannot be made. Bookings are taken on a weekly basis at reception, 2 weeks in advance via online.
14. Please do not bring sick children to the Crèche. If your child is too sick to go to childcare or school they are too sick to come to the Crèche. This is to avoid other children and staff members becoming sick.
15. All water bottles and dummies must be clearly named. If your child is under the age of 2 please leave your pram within creche. This will allow Crèche staff to use your pram if needed.