



Creche Terms & Conditions

Our mission is to provide a safe and stimulating environment for your child/ren. For the safety of all children please read the Terms & Conditions set out below. While using the Powerplay Health & Fitness Creche you are agreeing to the following.

Welcome to Powerplay's Crèche

The Powerplay Crèche is offered to assist in making your workout productive and convenient as possible for both you and your children. The Powerplay Crèche offers a variety of fun activities for all children from 8 weeks up to 12 years of age under the supervision of Powerplay Crèche Staff. Our professional staff are more than happy to assist with any queries and suggestions you may have. However, there are certain guidelines that should be brought to your attention. We request that you take the time to read these and follow them to ensure we are able to provide you and your children with the best service possible. If you have any further queries or suggestions, please do not hesitate to contact any Powerplay staff.

Delivery and collection of children

Parents/Guardians must register each child individually each time they use the service. On arrival you must check in with reception staff to pay your daily fee (unless you have a creche membership for your child) and sign your child in inside the creche. Every parent must remain on the premises and be contactable at all time. Please remember parents/guardians are responsible for the care of the child, as such, if called to the Powerplay Crèche you must return immediately (failure to do so may result in suspension of service.)

Age Groups

The Powerplay Crèche will accommodate children aged 8 weeks -12 years.

Bookings

Bookings are essential and can be made up to 72 hours in advance through the booking system found at <https://powerplayhf.yepbooking.com.au/>

- In all fairness to our fellow members, if you make a booking and then you are unable to attend, it is essential that you cancel your booking through the booking system before the booked session begins. Failure to do so may result in a \$100 fine.
- This booking system and relevant staffing ratios is in place to ensure that we do not jeopardise your children's safety.

- We endeavour to cater for all our members however there is no guarantee that your preferred time and day will be available.
- The maximum time that your children may be left in our care is 90 minutes.
- When booking please ensure you notify us of anything we need to be aware of or any special conditions your child may have.
- If your child is visiting the Powerplay Crèche for the first time a registration form must be complete.

Staff and Qualifications

The Powerplay Crèche is staffed in accordance with the set staffing ratio. The Powerplay Crèche Team are either qualified and /or experience in child care

Behaviour Management/Positive Guidance

Our staff are not the child's parents so we will not overstep the line by being too strict. Our aim with discipline is to maintain control of the group. Our staff will ensure that they convey the limits of the Powerplay Crèche to your children in a positive manner. We will always try and diffuse a situation. It cannot be our responsibility to try to change the behaviour of children in the long run.

When guiding children's behaviour we refrain from using negative labelling, as this may damage self-esteem. All staff speak in a respectful positive manner to the children. We encourage children through positive role modelling and clear guidelines should a child need behavioural management. Please note: If a child becomes disruptive and difficult, the parent/guardian will be notified.

Medication

No medication will be administered at Powerplay Crèche. If your child requires medication for an ongoing condition i.e. asthma, please ensure that you manage this personally.

Food and Drinks

Please ensure your child does not bring any food or drink other than water or formula into the creche.

Personal Belongings

Please keep toys at home, comfort toys are welcome. Powerplay is not responsible for any lost, stolen or damaged items.

Sick Children

To prevent the spread of germs and illness to our staff and other children, Powerplay does not accept sick or unwell children into the creche. If our staff feel your child is too unwell to be in the creche you will be notified and you must collect your child from the creche immediately. Please do not be offended by this, as it is for the health of all children who attend our creche.

Thank you
Powerplay Team