

FREQUENTLY ASKED QUESTIONS

01

HOW MUCH DOES IT COST?

\$10.95 per week, one child can benefit from unlimited access (max 90 mins per day). If you have two or more children, the cost is \$15.95 per week.. Additionally, for a more casual approach, you can opt for a rate of \$2 per 30 minutes per child.

02

HOW DO I BOOK?

Bookings must be completed through the Powerplay app.

AppLe: <https://apps.apple.com/ph/app/powerplay-health-and-fitness/id6471762513>

Android: <https://play.google.com/store/apps/details?id=com.powerplayhf.myclub>

03

HOW LONG CAN I BOOK FOR?

Each child can be booked for up to a total of 90 mins per day.

04

CAN I CANCEL IF I CAN NO LONGER MAKE THE SESSION I BOOKED?

Cancelling your session/s at least 45 mins prior to the start of the session will avoid a no show fee for yourself and also allow others to book the space for their little ones.

05

IS THERE A WAITLIST?

There is no waitlist available. If members cannot make the session they are required to cancel at least 45 mins prior to the start time. So you may find spaces free up the day of your required booking time.

06

IS THERE A PENALTY FOR NOT SHOWING UP TO A BOOKED SESSION?

There is a \$2 penalty per child for every 30 Min session that you do not show up to or cancel out of.

07

HOW DO I BOOK A CASUAL SESSION?

Casual sessions can be booked through your profile on the Powerplay app. When you try to book a child into a specific session you will be prompted to pay for the session before the booking is finalised.

08

HOW FAR IN ADVANCE CAN BOOKINGS BE MADE?

Creche session bookings can be made up to 7 days in advance.

09

IF MY CHILDS AGE GROUP IS BOOKED OUT CAN I BOOK THEM INTO A DIFFERENT AGE GROUP?

No, the different age groups and restriction on numbers has been carefully considered to ensure the safety of all children within our care.

PLEASE BE AWARE THAT NEGLECTING TO ADHERE TO THE RULES OF THE CRECHE FACILITY MAY RESULT IN THE CANCELLATION OF YOUR ACCESS TO THE SERVICE.

IF YOU HAVE ANY FURTHER QUESTION PLEASE DO NOT HESITATE TO ASK OUR FRIENDLY STAFF OR EMAIL YOUR QUESTIONS TO INFO@POWERPLAYHF.COM.AU