

## CRÈCHE CONDITIONS OF ENTRY

Creche facilities is for patrons that are activity participating in an activity in the centre (gym, group fitness, swimming, swimming lessons)

**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.

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

**Immunisations:** All attendees to the Aqualife creche services must be up to date with their Immunisation schedule to attend the creche facilities. Medicare immunisation history statement must be attached to your child's enrolment form (purple book immunisation form is not sufficient).

**Creche bookings:** Once creche enrolment form has been completed and processed Bookings can be made up to one week in advance until 5 mins before booking sessions begin. Bookings can be done online; walk-ins will not be accepted.

**Booking times:** Children under the age of one are limited to a maximum of one hour. Children aged one to five years have a maximum time limit of 90 minutes. Late arrivals will not be allowed to extend their booked time.

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.

**Session times**: Patrons may only arrive at 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.

Patrons can only have 1 session time a day. If multiple sessions are booked, creche bookings may be cancelled.

If patrons are late to their booked time, patrons cannot extend their time they must collect their child at the elected finish time.

**Cancellations:** Cancellations must be done prior to the booked session time on the day of booking. Cancellations can be done in their online portal (please see booking handbook) or creche cancellation form, by phone or by email (<a href="mailto:creche@vicpark.wa.gov.au">creche@vicpark.wa.gov.au</a>), if patrons do not cancel their booking it will be classed as a no show.

**No Show:** If patrons fail to cancel their booking before the session time, they will receive an email notification regarding the missed crèche booking. Repeated no-shows without cancellation may result in exclusion from the crèche service booking system for one week. Additionally, a non-member fee may be charged to the account, regardless of membership status.



**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. If patrons are found leaving the centre while their children are attending, patrons will no longer be able to use the creche facility.

**Recalling the parent/caregiver:** Should your child become overly distressed (at staff discretion) 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, excessive runny nose, persistent cough, 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. If your child/ren become unwell while attending the creche, creche staff will recall you to collect your child.

Children that are upset due to "teething" and are displaying any of the above symptoms are asked to stay home until they are feeling better.

**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/toileting needs:** Children are to arrive at creche with clean, dry nappies. 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.

Patrons are asked to take their child to the toilet before their creche session and inform staff if their child is toilet training, children need to be able to communicate clearly that they need to go to the toilet if this is not occurring staff will ask for a pull up to be worn while attending creche.

**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 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.