

# AQUAPULSE & EAGLE STADIUM CRECHE PARENT INFORMATION

Our Crèches provides opportunity for those parents who wish to enjoy the facilities whilst having their children cared for by qualified child care professionals. Our Crèche services has been built with the highest quality facilities to ensure our customers' children receive the highest quality care in a safe and secure environment.

Session will run from 9.10am to 11.50am Monday to Friday. Crèche will be closed on all public holidays and for three weeks over the Christmas/New Year period.

**YOU ARE REQUIRED TO STAY ON THE PREMISES WHILE YOUR CHILD IS IN THE CRECHE.**

## Enrolments

An enrolment kit for each child must be completed 48 hours prior to leaving your child/ren in care. Forms are available from the Centre. **A copy of the birth certificate and immunisation My Gov statement are required at enrolment.**

## Bookings

Bookings are essential and available seven days in advance for members, and five days in advance for casual visitors. Contact Aqua Pulse on 87345678 and Eagle on 87345677 to make a booking.

## Fees

Fees are to be paid at Reception prior to arriving for the session. Crèche staff will request your Membership Card or receipt for their records.

Fees for each session are;

- \$10.60 per child for Non-Members
- \$ 6.60 per child for Members
- \$ 99 Multi Visit Options are also available for 15 visits and get your 16th visit for free

## Cancellations and No-Shows

Notice is required for cancellation. If your child is unable to attend please notify the Centre no later than 8.00am on the morning of the session. Failure to notify the Centre will result in payment for that session.

## Arrival and Departure

Under requirements set out by the *Children's Service Regulations 2009*, parents/guardians must sign their child in each day and out prior to departure and must include the name of the child, who will be collecting the child, signatures of parent/guardian and a contact phone number.

## Collection of Children

To ensure the safety of the child, only authorised people will be allowed to collect the child from the Centre. It is the parents/guardian responsibility to inform the Centre of any changes to the authorised people.

If you are unable to collect your child, Crèche staff must be informed in writing or via the telephone of the name of the person who will be collecting your child. The person collecting the child will need to provide identification (preferably photo identification) before the child will be released into their care.

## Illness/Injury

Children who are infectious or unwell should be kept at home. In the event of an illness or injury the parent/guardian will be contacted immediately.

## Medication

Due to the short nature of the sessions it is preferred that any medication is administered prior to arriving for the session. If your child requires medication during the session please speak to the Crèche staff on duty. Medication will only be administered by Crèche staff with written permission and an accurately completed medication form.

## Anaphylaxis/Asthma Action Plans

If your child has an allergy or asthma, you may be provided with an action plan from your doctor. This document must be signed by your doctor. We will need a copy of this plan prior to enrolment.

**Note:** The Crèche is nut-free.

## What to Bring

- Clearly labelled bag and change of clothes.
- Sufficient nappies.
- Plastic bag for soiled nappies or clothes.
- Clearly labelled drinks, including bottles.
- Hat and sunscreen in summer
- Hat and jacket in winter

## Food is permitted in the sessions

We are unable to store prams in Crèche or in the foyer due to Health and Safety requirements.

## Queries

Queries should be directed to Crèche staff on 87345678 AquaPulse and 87345677 Eagle Stadium.

## Complaints

Any queries or complaints that cannot be resolved by staff can be directed to the Health and Fitness Manager of Aqua Pulse on 87 345678 and Eagle Stadium on 87345677.

## Staff

All staff are employed in accordance with the Victorian childcare legislative requirements. Crèche staff will be available from 9.00am to 12.00pm Monday to Friday for any enquiries and for a tour.