

Crèche Terms and Conditions of Use

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 agree and adhere to the following terms and conditions:

1. General

- a) Concord Oval Recreation Centre (CORG) creates a culture, adopts strategies and takes action to promote child wellbeing and prevent harm to children and young people. We put the best interests of children and young people first by creating a safe environment, by recognising and advocating for the rights of children and young people. All parents/guardian(s) must adhere to CORC policies and procedures in place.
- b) Failure to agree and sign the outlined terms and conditions will result in cancellation of all bookings and denied entry into the crèche by the crèche team leader.
- c) Crèche opening hours are 9am to 11.30am, Monday to Friday. Closed on weekends.
- d) The maximum time a child can be booked into the crèche is 90 minutes per day. One session per morning.
- e) Session times are 9am to 10:30am and 10am to 11.30am.
- f) Each session is based on physical space and staff ratios, as this ensures ratio compliance is met.
- g) Disrespectful behaviour towards staff will not be tolerated. We reserve the right to refuse/cancel bookings in the crèche at our discretion.

2. Eligibility

- a) CORC crèche priority use is for current members only. All other users (e.g. casual) are subject to availability.
- b) Crèche placements are limited per session to follow Child Safe Standards.
- c) Crèche accepts children between the ages of 6 weeks up to and including 5 years, not yet commenced schooling.
- d) During school holidays crèche accepts children between the ages of 6 weeks up to and including 10 years.
- e) Any child showing signs of illness will not be accepted into the crèche. We ask parents/guardian(s) not to bring them in.

3. Conditions of Use

- a) Parents/guardian(s) may bring children into the crèche for one session per day with a maximum time of 90 minutes. Session times are 9am to 10.30am or 10am to 11.30am.
- b) Any medical conditions, requirements, allergies, or special needs must be clearly reported on the crèche enrolment form and to crèche staff. All medical documentation must be provided.

- c) Crèche is **nut and egg free**. Any products containing these will be kept in the crèche kitchen away from children. The item/s will be returned to parents/guardian(s) on their return to crèche to take home.
- d) Crèche staff will not give children any medication under any circumstances.
- e) Parents/guardian(s) authorise crèche staff to seek necessary emergency medical treatment, or ambulance service in the event of illness or accident occurring to my child. Parents/guardian(s) are responsible for any medical and transport costs from such an action.
- f) Parents/guardian(s) will provide suitable food and drinks for children attending. All food items must be labelled with child's name.
- g) Toys from home are not to be brought into the crèche. If they do however, parents/guardian(s) are responsible for any loss or damage.
- h) Crèche staff can/will contact parents/guardian(s) at any time during the booking and request that children be collected from the crèche if a child is behaving in a way that puts other children at risk or if a child is showing signs of illness.
- i) Parents/guardian(s) **must** always remain at CORC for the duration of the chosen crèche session. Leaving CORC during this time may result in the termination of crèche usage.
- j) All children must be signed in by the parent/guardian bringing the child in. Children must be signed out by the parent/guardian who signed them into crèche. In the event of another person collecting the child, the parent/guardian who originally signed in must complete a Pickup Authorisation form and inform crèche staff. Photo ID will need to be sighted by crèche staff to confirm identity.
- k) Children who are not toilet trained are to be brought in wearing a clean nappy. Children who are toilet training need to be taken to the toilet before being left in the crèche.
- l) Due to the limited number of positions available, children must be dropped off and collected on time. First session starts at 9am and children must be collected by 10.30am. Second session starts at 10am and children must be collected by no later than 11.30am. Failure to return at the end of the selected session will result in a late fee equivalent to the normal crèche rate. This will be added to the child's account. Future bookings will not be able to be made until the account is paid and up to date.
- m) MyZone subscription members are eligible for one free session (90 minutes) per day. This covers one child only; additional children will be charged normal crèche rate.
- n) Crèche staff will not be available before 9am, parents/guardians will not bring children into the crèche before the opening time of 9am.
- o) If a circumstance occurs when the staff need to evacuate the facility, children will be evacuated by crèche staff to a prearranged/authorised evacuation area. Parents/guardians will be reunited with them at the authorised/prearranged evacuation area. Parents/guardians will not remove any child from the crèche area.

4. Booking Process

- a) All crèche bookings must be made online.
- b) Bookings can be made under the child's profile.
- c) As part of the booking process, parents /guardian(s) will be required to provide contact information for a suitable family member/guardian to contact in the event of an emergency. This contact must be someone other than the parent/guardian who is the main contact.
- d) Parents/guardian(s) will not bring children into the crèche without having made a prior booking. Children will not be accepted into the crèche without a booking.

5. Booking Cancellations and Transfers

- a) A cancellation email must be sent to recchildrensprogram@canadabay.nsw.gov.au
- b) A minimum of 24 hours' notice is required for any cancellation. Refunds will not be issued for bookings cancelled within 24 hours' of creche session unless a medical certificate from a medical practitioner is supplied.
- c) Failure to cancel a booking will result in a no-show fee equivalent to the normal crèche rate being added to the account.
- d) Repeated failure to cancel crèche bookings will result in crèche usage being terminated.
- e) Crèche bookings are non-transferrable. Only the child identified on the booking form will be accepted.
- f) A new booking is required after cancellation of an existing booking. Once a booking has been cancelled, a new booking will need to be made. In the case of multiple bookings, all bookings will need to be cancelled and remade.