

Lords Recreation Crèche

Terms and Conditions

1. Attendance

- Lords Crèche operates as a walk-in service for children aged 8 weeks to 9 years.
- Admission is subject to available capacity, staffing levels and required child-to-staff ratios.
- The maximum session length is 2 hours (120 minutes).
- Entry and continued attendance are at the discretion of Lords Recreation Centre.

2. Parent & Guardian Responsibilities

- Parents/guardians must accompany their child into the crèche, complete the sign-in process with staff and sign their child out before leaving.
- Parents/guardians must remain within Lords Recreation Centre and be contactable at all times during their child's attendance.
- A current Child Information Form must be completed before the first visit and updated whenever emergency contacts, medical conditions, allergies, medications, behavioural needs or other relevant information changes.
- Parents/guardians must provide all items required for their child's care (including nappies, wipes, bottles, spare clothing and comfort items), with all belongings clearly labelled.
- A 5-minute drop-off buffer is provided at the beginning of each session to allow parents/guardians time to settle their child and complete the sign-in process.
- A 5-minute pick-up buffer is provided at the end of each session to allow parents/guardians time to collect and sign their child out. These buffers support smooth transitions and do not extend the maximum two-hour session.
- Children must be collected promptly. Late collection fees may apply in accordance with the current Fees and Charges Schedule.
- Children will only be released to the parent/guardian who signed them in, or another authorised person approved by the parent/guardian. Staff may request photo identification where required.

3. Child Health & Wellbeing

- Children who are unwell or displaying symptoms of illness (including fever, vomiting, diarrhoea, conjunctivitis, unexplained rash or other contagious conditions) must not attend.
- If a child becomes unwell during their session, parents/guardians will be contacted and must return immediately.
- Parents/guardians must advise staff of any allergies, medical conditions, medications, dietary requirements or additional support needs before each visit.
- Medication will only be administered in a life-threatening emergency in accordance with Lords Recreation Centre procedures

4. Fees & Crèche Passes

- Fees are charged in accordance with the current Lords Recreation Centre Fees and Charges Schedule.
- Existing pre-purchased crèche passes will be honoured until their expiry date. Expired passes cannot be extended, refunded or replaced.

5. Behaviour

- Children are expected to participate in safe and respectful play, with staff using positive behaviour guidance appropriate to each child's age and development.
- If a child's behaviour places themselves, other children or staff at risk, parents/guardians may be contacted to collect their child. Ongoing unsafe behaviour may result in suspension from the service.
- Parents/guardians are expected to communicate respectfully with staff and other families. Aggressive, abusive or threatening behaviour will not be tolerated.

6. Emergencies & General Conditions

- During an emergency, children will remain under staff supervision until signed out by an authorised adult. Parents/guardians must follow all directions provided by Lords staff, Fire Wardens or Emergency Services.
- Lords Recreation Centre accepts no responsibility for lost, damaged or misplaced personal belongings.
- Lords Recreation Centre reserves the right to refuse or discontinue care where the service is at capacity, required child information has not been provided, a child appears unwell, behaviour presents an unacceptable safety risk, or these Terms and Conditions are not complied with.
- Lords Recreation Centre may amend these Terms and Conditions at any time. By signing the crèche attendance register, parents/guardians acknowledge they have read, understood and agree to these Terms and Conditions.