

Addison-Penzak Jewish Community Center Play Care Policies and Procedures



The policies and procedures are designed to ensure safety and the well-being of each child. These policies and procedures are subject to change without notice. We hope your experience is enjoyable and we look forward to spending time with your children.

Reservations & Other Guidelines:

Play Care is for children 6 weeks - 8 years of age. Play Care is available only to Members and Guests who are using the Fitness Center.

- Play Care is reservation based. Drop-ins are welcome based upon space availability.
- Center Members have PRIORITY USE. PRIORITY USE allows reservations 48 hours in advance.
- Guests, Community and Club Members may use Play Care on a space available drop-in basis only.
- Please be prepared to provide the following information when you call for a reservation: date, time, child's age, length of stay (hour, hour and a half, or two hours), child's name, parent's membership number, and home phone number.
- Reservations are only confirmed when you have spoken to a staff member. A voicemail message with your requested time and date does not make a reservation.
- There is a two hour maximum stay per visit.
- Members must pay for the amount of time reserved regardless of the actual time used.
- Prior to arriving at Play Care please go to the Reception Desk to pay for your time reserved. Your receipt is required as conformation of payment when you enter Play Care.
- Sign-in is required upon entry to the Play Care. No child will be released to anyone other than the person who signed the child in, unless an authorization form is filled out. In that case, photo identification is required at the time of pick up.
- We strongly encourage those who are taking a Group Exercise class to book an hour and half reservation to give you time before and after class to get to Play Care and avoid any LATE FEES and/or EARLY DROP OFF FEES.
- Members who are consistently late for pick-up may be denied usage of Play Care.
- If you need to reschedule or cancel your reservation you must give 2 hours notice. Failure to give 2 hour notice will result in a CANCELLATION FEE of \$6.00. If the child has not arrived within the first 15 minutes of the scheduled reservation and no notification has been received, the space will be given to the first person on the wait list and your reservation will be canceled. There will be a CANCELLATION FEE of \$6.00.
- We are prepared to work with you to transition your child when separation is an issue. Staff will locate the member, if your child is having difficulties adjusting within the first 10 minutes of the reservation time. We will not bill you for the reservation time made and we encourage you to keep trying.

Health & Well-Being:

- Children with signs of illness such as flu, cold, rashes, etc. will not be admitted to Play Care (children must be fever free 24 hours prior to admittance). If symptoms occur during a child's stay, the parent will be located and asked to pick up the child immediately. If the child is denied entry due to suspected illness, he or she cannot return to Play Care until 2 days later unless accompanied by a doctor's note.
- Any allergies or medical conditions must be recorded on the Play Care. However, we are unable to store or administer medication.
- If a member's child's diaper needs to be changed while in Play Care, all supplies (wipes and diapers, no ointments or creams will be administered) HAVE to be provided.
- No cloth diapers allowed.

- Outside food is not permitted or provided.
- All drinks must be in spill proof containers and labeled with the child's name.
- No personal toys are allowed.
- Personal items left in Play Care are not the responsibility of the Addison-Penzak Jewish Community Center.

Safety:

- Parents must stay within the JCC campus site at all times while their children are in Play Care.
- We reserve the right to suspend services to any child who displays aggressive or disruptive behavior. It is our goal to provide a clean, safe, calm and comfortable environment for all children.
- During emergency evacuations all children will be taken to a designated area. For everyone's safety, children will not be released until they have reached a designated safe area where they can be signed out by their parent or guardian.

Fees:

- *Center Members and Community Members:*
Infants (6 weeks – 16 months) - \$7.50 per hour.
Children (17 months- 12 years old) - \$5.00 per hour.
Minimum one hour charge. Maximum of two hours per visit.
- *Guests*
Infants (6 weeks – 16 months) - \$8.50 per hour.
Children (17 months- 12 years old) - \$6.00 per hour.
Minimum one hour charge. Maximum of two hours per visit.
- Center and Community Members only may purchase a pre-paid punch card at the Reception Desk for added convenience. There are four options to choose from; Play Care Infant Punch Cards for \$30.00 and \$60.00 amounts, Play Care Children Punch Cards for \$30.00 and \$60.00 amounts.
- An EARLY DROP OFF FEE of \$6.00 will be charged if the child is dropped off before the scheduled reservation time.
- A LATE FEE of \$6.00 will be charged for every 15 minutes beyond the scheduled reservation time.
- Failure to give two hour cancellation notice will result in a CANCELLATION FEE of \$6.00.

Fall 2007 Play Care Hours

Monday – Thursday	8:30 a.m. – 1:30 p.m. 4:00 p.m. – 8:00 p.m.
Friday	8:30 a.m. – 1:30 p.m.
Saturday	8:30 a.m. – 2:00 p.m.
Sunday	8:30 a.m. – 2:00 p.m.

Reservations @ 408.357.7429

NOTE: Completed and signed Play Care agreement and acknowledgment form must be on file before children can be admitted to Play Care.