

## Rec Alley Oran Park Kids Club Enrolment Form

**IMPORTANT.** Before signing the enrolment, you should read and understand the terms and conditions of the Kids Club.

| Participant detail |  |                    |  |        |       |
|--------------------|--|--------------------|--|--------|-------|
| Child's Surname    |  | Child's First Name |  | D.O.B  | / /   |
| Address            |  |                    |  | Gender | M / F |

| Parent 1 / Guardian detail |  |               |              |  |
|----------------------------|--|---------------|--------------|--|
| Primary contact surname    |  | First name    |              |  |
| Address                    |  |               |              |  |
| Suburb                     |  | Post code     | Relationship |  |
| Home ph.                   |  | <b>Mobile</b> |              |  |
| Email                      |  |               |              |  |

| Parent 2 / Guardian detail |  |               |              |  |
|----------------------------|--|---------------|--------------|--|
| Primary contact surname    |  | First name    |              |  |
| Address                    |  |               |              |  |
| Suburb                     |  | Post code     | Relationship |  |
| Home ph.                   |  | <b>Mobile</b> |              |  |
| Email                      |  |               |              |  |

| Emergency Contact / authority to collect child (other than parents / guardians) |  |               |              |  |
|---|--|---------------|--------------|--|
| Contact surname   |  | First name    |              |  |
| Address   |  |               |              |  |
| Suburb  |  | Post code     | Relationship |  |
| Home ph.  |  | <b>Mobile</b> |              |  |
| Email   |  |               |              |  |

| Child's Health Information  |
|---|
| Does your child have any diagnosed medical conditions or allergies?   |
|   |
| Does your child have any Asthma, Epilepsy, or Anaphylaxis? If yes, please provide more detail including the management plan below |
|   |
| Does your child have specific toileting requirements? (Wears nappies, in toilet training, toilet trained, etc)                    |
|   |
| Please add more information to any other medical condition including management plans   |
|   |
|   |
|   |
|   |

| Child's Additional Needs   |
|--|
| Does your child have a diagnosed disability? If yes, please provide additional information |
|  |
|  |
|  |
|  |
|  |

| Parent / Guardian Signature   |
|---|
| I have read, understand, and acknowledge Rec Alley's Terms and Conditions within this form. I authorise Rec Alley staff to seek urgent medical treatment including an ambulance if required. I certify all information within the enrolment form is accurate and correct and will update this information if there are any changes. |
| Parent / Guardian name _____  |
| Parent /Guardian signature _____ Date     /     /   |
|   |
| Staff name _____ Date     /     /   |
| Staff signature _____   |

### Rec Alley Kids Club Terms and Conditions

#### Eligibility

Prior to your child/children's first visit, the enrolment form must be completed for each child attending. This can be completed in the facility on your first visit prior to leaving your child. Please be sure to note any allergy and/or medical information including the severity, symptoms, and treatment plan for each child. Details to book / sign into the Kids Club, or create an account can be found on the Rec Alley Website under the 'Member Portal' tab. If you already have an account and are signing in for the first time or have forgotten your password, If you do not know your password, please click forgot password and type in your email address. We will send you an email to reset your account password and permit access.

#### Age groups and supervision ratio guide

The Rec Alley Kids Club is suitable for six (6) weeks, to pre-school age. However, there may be instances throughout the year (only as advertised) which permits children up to 12 years of age.

For new children, we recommend that you consider shorter stays in Kids Club to begin, roughly 30 minutes, so as your child becomes accustomed to the new environment.

Although the Rec Alley Kids Club is not a licensed childcare facility, we will aim to meet the 'National Quality Framework' (ACECQA) educator to child ratio where possible, and if reasonable. Although this may not always be possible, we will consider this ratio best practice.

These ratios for NSW are:

|                              |      |
|------------------------------|------|
| 0 to 24 months -             | 1:4  |
| 24 to 36 months -            | 1:5  |
| 36 months to preschool age - | 1:10 |
| Over preschool age -         | 1:15 |

Rec Alley kids club session ratios will vary depending on rostered staff, the number and ages of the bookings, and venue space.

#### Operating hours

Our Kids Club opening hours are:

|                               |                   |
|-------------------------------|-------------------|
| Monday to Friday -            | 8:30am to 2:30pm  |
| Monday and Thursday -         | 3:30pm to 6:30pm  |
| Saturday -                    | 9:00am to 12:00pm |
| Sundays and Public Holidays - | Closed            |

#### License and parent/guardian responsibilities

Rec Alley Kids Club is not a childcare or child education centre, and our service is considered temporary, casual, or ad hoc care. Given this, we are not required to be an approved or licensed childcare provider. Similarly, there is no requirement to provide vaccination certification on enrolment of each child with exception to the Public Health Act 2010.

To enable us to provide a high-quality service to families, and to meet unlicensed Kids Club requirements, parents/guardians must maintain responsibility for their child and are required to:

- **Remain in the centre at all times**, be available to answer your phone, and attend to the child's needs quickly if required
- Understand and support Rec Alley staff with nappy changing and administering medication. Rec Alley staff do not change nappies or administer medication and will call you if required. Please ensure your child is changed in a new nappy or pullup just prior to the Kids Club booking
- Feed your child prior to the Kids Club booking. There is a strict no food or drink policy with exception of a water bottle
- Complete the online enrolment form prior to attending the first Rec Alley Kids Club session
- Keep the child's general and medical information updated if there are any changes made
- Immediately return to the Kids Club if requested by Rec Alley staff
- Sign the child in and out of the Kids Club for every attended session. Please note children must be signed in and out by the same responsible adult
- Inform staff if their child has any allergies or medical conditions and add this on the child's profile via the members portal
- Stay at home if the child is unwell, including showing cold or flu symptoms such as a runny nose and a cough
- Inform staff if the child has or has had an illness
- Clearly mark all the child's belongings with their name (such as a water bottle)

## Bookings

Rec Alley Kids Club bookings are made through the Rec Alley App (iClass Pro) and can be booked up to seven (7) days prior. Sessions are 30-minute increments, with a maximum of 4 sessions per booking (two hours). The Kids Club fee is a flat fee per 30-minute session, irrespective of the drop off and collection time, including early collection of unsettled children or for those to be collected earlier than specified in the booking. Late collection (after five mins past the booking end time) will incur an additional 30-minute session fee.

Rec Alley Kids Club will endeavour to accommodate your needs, and accept walk-in bookings however, this is subject to availability. We recommend booking online prior to secure your position and avoid disappointment.

If you are late to your booked session, your session will end at the original booked time. If you are 20-minutes late with no update given to Rec Alley Kids Club, your booking will be cancelled, and the space will be opened for others.

## Fees and payments

All bookings must be made via the online portal with non-refundable payments to be made upfront to confirm your booking. Failure to do this will result in your booking being cancelled. Bookings are for zero (0) to two (2) hours at a time, in 30-minute booking increments. The fee is a consistent fee regardless of the amount of time spent in the Kids Club between zero and thirty minutes (up to two hours).

If you wish to book your child longer than the two-hour booking time slot, you MUST return to the Kids Club to do a 'check in' which may include changing nappies, providing food (out of the Kids Club area), and administering medication.

It is the customer, participant, or purchaser responsibility to ensure that funds are available in the nominated account. Should a payment be dishonoured, an administration fee will be charged to the outstanding direct debit amount on the next debit attempt (currently \$5.50 per failed transaction). In the event of payments being dishonoured on two consecutive occasions, Rec Alley reserves the right to terminate any membership or participating agreement.

See below bank charges with Payrix:

- Bank Account: \$0.88
- Visa/Master Card Fee: \$0.33 plus 1.85%
- Amex Card Fee: \$0.33 plus 3.30%. Additional fee of 1.10% will apply to international cards
- Failed Payment Fee: \$5.50 for Bank debits (added to next debit attempt)

By purchasing a product or service from Rec Alley, it is agreed that any credit or bank account information is true and complete. Charges incurred by credit card companies or other financial institutions will be the member, participant, or purchaser's responsibility. Charges posted by Rec Alley including taxes, fees or penalties may be incurred. Payment disputes with a financial institution may constitute a breach of contract possibly resulting in but not limited to penalties, additional fees, legal action and or termination of future services. By signing this agreement, authorisation is given to Rec Alley and or associated billing company to charge relevant fees through a bank or financial account provided.

I/We authorise and request Payrix Australia Pty Ltd ABN 63 135 196 397 ("Payrix") to debit payments from my/our account as specified, at intervals and amounts as directed by Rec Alley ("The Business") as per the Terms and Conditions of my booking, agreement with The Business and or in accordance with this Direct Debit Request and the Payrix DDR Service Agreement.

## Sign in and sign out procedures

You must sign your child in and out on the attendance sheet (via the app) which can be found at the front of the Kids Club service area. The responsible adult or guardian signing in and out must be over the age of 18 years and be an approved/noted person on the child's iClass profile / enrolment form.

**Please see the brief procedure below:**

1. When you arrive for your booking, you must sign in each child on the Rec Alley attendance sheet noting your details, and where you will be in the centre. Rec Alley staff will also cross check your booking and sign you in using the iClass app.
2. Write a name tag for each child using the resources available, and ensure all personal items are labelled with your child's name.
3. Complete parent notes as required (mostly for children aged 2 years and under) informing staff of anything necessary
4. Ensure the child has a clean nappy or pull up upon drop-off, or has used the toilet located just out the front of the Kids Club
5. If the child is in their pram (required for all children under 12 months, or for those not yet walking), ensure they're strapped in
6. Pick up the child on time either before, or at the end of your booking
7. Sign out each child on the attendance sheet. Rec Alley staff will also sign you out using the iClass app

**Please note: We're a kiss and go Kids Club and don't allow parents/guardians beyond the gate due to health and safety reasons.**

Children must be signed in and signed out by the same responsible adult. Please notify staff in writing if you approve of another adult to sign your child out. You'll also need to note the new sign out arrangement on the attendance sheet and may be required to update their enrolment form.

In the case of Rec Alley staff attempting to contact the parent/guardian, or in an emergency where the parent/guardian cannot be contacted, the emergency contacts provided on the enrolment form will be contacted.

Parents/guardians who pick up their child late after their allocated two-hour time slot, or after the Kids Club operational closing hour, will be charged an additional flat fee payment. Payment of this late fee must be made before the child can attend the Kids Club another time.

If there is an order by a court, magistrate, or an officer of the Police Force that exempts a particular individual from having access and/or communication with the child, a copy of the order must be provided to the Kids Club staff.

### **Settling children in**

Settling your child into a new environment can at times be a challenging experience. Every effort will be made by our team to assist with a positive transition. We recommend introducing your child to the Kids Club gradually by using short visits before leaving them for the entire booking. This will help them gain confidence and become familiar with the environment and staff.

We encourage you to speak to us about your child's routines, such as sleep patterns and toilet training, along with any strategies you may use to settle your child/baby. This is also to be noted on the parent notes upon signing in.

Parents/guardians can support a positive transition by:

- calmly saying goodbye to their child
- telling their child where they're going
- letting their child know when they will return

If a child does not settle within a reasonable timeframe, or if staff have any concerns for your child and/or others the responsible adult will be contacted and asked to pick up the child.

Please note: if a child shows signs of distress (i.e., vomiting, hyperventilating, continuous crying) parents/guardians will be contacted straight away to attend to the child.

### **Sleeping**

Babies or toddlers who require a nap will be settled to sleep in their own pram. Once asleep, staff will move them into the pram parking or sleep space area where they're visible to staff. Staff also conduct sleep checks every 15 minutes and record sleeping times to inform parents/guardians upon pick up.

### **Use of toilet for children toilet trained**

Please bring any necessary toilet provisions (nappies, pull-ups, wipes, change of clothing for emergencies) even if your child is toilet trained. If your child is toilet training and not yet confidently using the toilet, we ask that they wear pull up. For those that are toilet trained, they will be escorted to the toilet just outside of the Kids Club and a parent will be called in instances of any accidents.

### **Photography**

Photos and filming of classes is not permitted in Rec Alley without approval. While in a Rec Alley venue, or participating in associated Rec Alley activity, you consent to images and video being taken for security or promotional purposes of yourself, your children or of children for whom you are responsible. If you do not wish for any photography to be taken of your child/ren, please action then photo waiver accordingly upon activating the child's (can be located in the menu bar for amendment or review) iClass profile inform Rec Alley staff who will make a note on your iClass file.

### **Cancellation and late collection**

Rec Alley Kids club has a strict no refund policy on any bookings or payments made. If you cannot make your booking we would appreciate if you could let us know immediately by contacting our team on our number 0459 282 565 or, [kidsclub@recalley.com.au](mailto:kidsclub@recalley.com.au)

In the case of late collection, the parent/guardian will be contact via the phone number/s provided or, in the instance where the primary contact is not responding, contact the emergency contact. If after 30 minutes of attempting to contact the parent/guardian, the police will be notified and Rec Alley's 'child protection and reportable conduct' response plan will be engaged.

### **What to bring**

Please make sure your children attend the Kids Club in appropriate, comfortable clothing and footwear.

Please pack the following in a bag clearly labelled with the child's name:

- Drink bottle, water only
- Dummy, if required
- Pram, if your child requires a sleep or is under 12 months, or not yet mobile
- Medication if required. Please refer to the 'allergies, medication, and illness' section in relation to limitations on administering medication
- Spare clothing and underwear
- Disposable nappies, or pullups, and wet wipes

Please don't pack:

- Personal toys or electronic devices - we are unable to take responsibility for lost items.
- Food
- Soft drinks or juice
- Glass containers or bottles

## **Correct Apparel**

Participants are to wear suitable sports clothes or permitted uniform to Rec Alley activity. Long hair should be tied back and jewellery should be removed. For participant safety, clothing with denim, buttons, or zips should not be worn. Rec Alley takes no responsibility for lost property. Visitors are advised not to bring any valuables to the Rec Alley facility. Lost property items will be placed in Rec Alley lost property area, and disposed every two (2) weeks.

## **Allergies, medication, and illness**

Please inform us if your child has any allergies including the severity, symptoms, and the treatment plan to be followed by adding the condition on your child's profile via our online portal. You can also note this on the sign in form notes.

EpiPens and asthma puffers/spacers are the only medication that will be administered by staff. Please give staff your child's EpiPen or puffer each time you visit the Kids Club, along with their treatment plan.

You should understand Rec Alley's Kids Club has a 'no food' policy. Children should be fed prior to attending the Kids Club to avoid parents being contacted if children are hungry.

Please don't bring your child to the Kids Club if they're unwell or have signs of an infectious illness. If your child displays cold and flu symptoms such as a cough or runny nose or has presented with any gastroenteritis symptoms upon sign in, you'll be asked to cancel your booking and return when they're symptom-free. Should your child fall ill while in the Kids Club, you'll be contacted immediately.

Some of the medical conditions requiring exclusion from the Kids Club include:

- COVID – 19
- Cold or flu
- measles
- mumps
- chicken pox
- vomiting
- head lice
- conjunctivitis
- ring worm/tinea
- gastroenteritis
- hand, foot, and mouth

A medical certificate may be required before a child can return to the Kids Club after an infectious illness. The decision to exclude or re-admit a child who has been ill will be the responsibility of staff.

We recommend immunising your child against preventable diseases to minimise the risk of contracting an infection. Parents are advised that non immunised children should be excluded from care in the event of an infection outbreak. If there has been confirmed multiple cases of such disease, notification will be clearly displayed on the front entry.

## **Accidents and guiding behaviours**

In the event of any accident or illness where Rec Alley organise ambulance transport, or if medical or hospital treatment is required, the parent/guardian will be required to pay any associated expenses.

Rec Alley Kids Club provides a secure and loving environment that encourages children towards positive social interaction. Guiding difficult behaviour is done by positively reinforcing desirable behaviour and redirecting inappropriate actions. All staff will model desirable behaviour and praise children who are exhibiting good behaviour.

If a child does not respond to a redirection of behaviour, staff will gently take the child to a quiet place to settle them in an age-appropriate manner. Parents/guardians will be notified of the inappropriate behaviour and the action taken. Parents/guardians will be contacted to collect their child should the behaviour be deemed a risk of harming the child, other attendees, or staff.

Inappropriate behaviour examples include:

- Repeated physical violence, such as hitting, biting, kicking, and throwing toys at others.
- Repeated verbal abuse such as name calling, swearing and foul language.
- Any behaviour that puts a child or others at risk.

## **Lost property**

Items that are left at the Kids Club will be kept in a lost property box at reception for you to retrieve the next time you visit. Please note that items cannot be kept longer than two weeks.

## **Information privacy**

Rec Alley is committed to protecting the privacy of personal information that is supplied to the centre while carrying out its stated functions. The information collected by Rec Alley is kept in accordance with the Information Privacy Act 2000 and the Health Records Act 2001. All the information collected is stored securely, remains confidential, and is only accessed by the appropriate staff members.

I acknowledge the information provided herein by me is to be used by Rec Alley for the sole purpose of providing the Kids Club for my children and the information will only be released when legally required to do so. I understand that full disclosure of any additional needs for my children is mandatory.

## **Feedback**

Parents are encouraged to discuss any areas of concern with our friendly, approachable staff, or the Site Supervisor. Similarly, please let us know of any good news stories or positive feedback and we can share this with the appropriate individuals. Please also come to us with any questions you may have, we are always happy to help where we can!

Above all, enjoy the stores and facilities at Oran Park Podium while your child has fun with us in the Rec Alley Kids Club!

## General Liability and participation

Enrolment terms and conditions assist in ensuring the safety, consistent value, and Rec Alley mission can be achieved. On acceptance of this agreement, the purchaser will accept Rec Alley terms and conditions for products or services which will change from time to time. If you purchase services or the use of facilities at Rec Alley on behalf of another person, you, and that other person both agree that you make that purchase as the authorised agent of that other person so that he/she will be bound by these conditions. Participants, purchasers and or responsible person's rights and obligations can be found detailed below:

- 1.1 By purchasing or participating in services or the use of facilities at Rec Alley, the customer agrees to be bound by these terms and conditions.
- 1.2 Rec Alley Kids Club also has activities related to gymnastics in addition to temporary care. Customers acknowledge there may be dangers associated with recreational activity and active care. Personal injury and or death can occur as a result of activity. The customer assumes and accepts the risks associated with recreational activity and hereby waives the right to sue Rec Alley for any personal injury or death in any way whatsoever caused by or related to the customers participation in activity.
- 1.3 Although unlikely, due to the dangers involved in recreational activity, using activity equipment or physical activity in general, there is risk for participants to suffer personal injury, permanent disability, or death. All participants who engage in Rec Alley activities do so at their own risk.
- 1.4 Any Rec Alley employee, volunteer, director, or associated agent are not liable to any customer, dependant or legal representative for injury or death suffered because of recreational activities. This includes care or skill not fit for purpose due to negligence, or statutory duty to the extent provided for by law (Australian consumer law and fair trading act 2012).
- 1.5 Customers and or visitors to Rec Alley agree to pay the cost of, and authorises Rec Alley to take all steps considered necessary to protect the welfare of the individual in the event of personal injury. This includes the administration of any medical treatment and emergency services transportation.
- 1.6 Participants must be in good health to participate in activity. Any customer not in good health, has pre-existing health conditions, or may be pregnant participate at their own risk and may not be permitted to participate in activity at the discretion of Rec Alley staff. Medical clearance and advice to participate in any activity is strongly recommended, and those that do not seek medical advice and participate in activity do so at their own risk. This includes parents or caregivers supporting a child during activity
- 1.7 The customer including all participants or visitors must comply with all policies, conditions, signs, or other directions of Rec Alley. Suspension or cancellation of the customer's and a participant's access to recreational services is at the discretion of Rec Alley for non-compliance with these conditions, including reckless or careless conduct.