

Treehouse Policies

Revised 12/01/10

MISSION STATEMENT – *Our goal is to create a safe, happy and clean environment for your child while you enhance your life through physical activity. The Treehouse staff loves children and we have done our best to hire the best possible people to watch over the most precious possession you have – your child. We are desirous to create a **WIN / WIN** situation. If you have concerns or ideas, feel free to contact us.*

HOURS

Monday–Thursday: 8:00am–8:45pm / Friday: 8:00am–6:00pm / Saturday: 8:00am–11:00am

GENERAL

- Before your child may enter the **Nursery** through the gate, a **shift leader** must **check** them in properly with you. **Our staff** will then open the door to let them in & **we** will be the ones to open the door to let them out. They will also need to sign them out upon completion of the visit. Your account will be brought up to date & then you will be asked to acknowledge such with your initials.
- A **shift leader** will be primarily stationed behind the desk so as to **greet** and **check** children in & out. If you have concerns or special needs, please communicate such to them.
- Due to our **check-in policies**, be prepared to come at least **5–10 minutes before class** as it takes a few minutes to get everyone in. Also, an extra 5 minutes may be needed when **checking out**.
- As the parent or guardian of said child in our care, you must be on an APPLE ATHLETIC CLUB facility at **ALL** times. If you are not, such will be grounds for temporary Treehouse suspension. When playing tennis, please leave a cell number wherein you may be reached.
- Please list any pertinent information that would help our staff take care of your child such as any conditions, allergies, use of pacifier, etc. We also need to know their date of birth!
- If bringing a child other than your own to the Nursery, a Par Q or a Liability Release Form must be filled out on that child before they are allowed to remain. You will be responsible for their payment.
- We reserve the right to refuse any child based either on a **full nursery; previous behavior** with another child already in attendance, or **any other reason** that would compromise the safety of any child.
- Since we currently have an “**open**” drop off policy and do not take reservations, it is difficult to gage **all situations**. Thus it is incumbent upon you, the parent, to help make judgment calls as to whether or not there are too many children in the Treehouse for your comfortability. Please note: We will adhere to our room limit of 38 people, which includes adults.
- Before dropping your child off, make certain that they have been **FED** and changed. We are not adequately staffed to hold and feed **all** babies for the 75 minutes you work out.
- If your child needs help when using the restroom facilities (*such as wiping*), please let us know.
- We are not responsible for “**potty training**.” We will help, but **DRESS** them appropriately.
- On certain occasions, someone other than the person who dropped the child off may need to pick them up. Should this happen, both the specific name of the individual to pick them up and then their identification will be required. (The shift leader should write the name in the line underneath on the punch card.)
- Apple Athletic Club will **NOT** print a year’s report on punch card purchases for tax purposes. We do not have a tax ID number for this, thus this is **NOT** permissible. **NO EXCEPTIONS!!!**

DO NOT BRING

- Toys from home or anything that would be detrimental to anyone at the Treehouse.
- **Sippy cups**; food, snacks, gum or candy
- **We cannot be responsible for lost, stolen or broken items!!!**

DIAPER BAGS – must include or may be turned away:

- Enough diapers and wipes for duration of stay
- Pre-made, labeled bottles
- Binkies, which must be attached to child with a binky clip
- Training pants / extra clothes
- **If we must use one of our diapers or wipes on your child, you will be charged \$1.50 per diaper and .25 per wipe. This will be deducted from your punch card.**

SICKNESS

- Children who are sick will be turned away. Please **DO NOT bring sick children** to our Treehouse. Not only does your sick child unnecessarily expose other child to their symptoms, but it also exposes the children of our nursery workers to this as well. Remember, when the nursery worker's children are sick, they can't work in the nursery, thus there will be no one to watch your kids while you work out. **This includes LICE! DO NOT bring them if they have lice.**
- Also, if your child was too sick to go to school, they are too sick to bring to the nursery.

SPECIAL NEEDS / UNCONTROLLABLE / CRYING KIDS

- If your child is a special needs child, they will be admitted based on the availability of nursery workers able to watch **ALL** children present. Remember, we are not equipped to work one on one.
- If your child **bites, hits**, or through aggressive behavior **causes injury** to another child, they will need to **leave the nursery immediately**. If they do it a second time, they will be suspended from the nursery for a week. If such action should occur again, it will be up to the Nursery Manager to meet with the parent and reinstate nursery privileges for that child. **We consider this behavior to be very serious and want to insure the safety of all.**
- If your child **cries more than 10 minutes** or if they appear to be ill, they will be returned to you. Please do not bring your child if he/she has a visible rash or anything questionable.
- Any child that misbehaves beyond control will also be returned to their parents if putting them in "time-out" is not successful.

PUNCH CARDS

- Punch cards are **non refundable / non transferable** & are only good for **1 year** from last date used.
- If money is owed on the punch card, your child **WILL NOT** be accepted until a new punch card is purchased. **NO EXCEPTIONS!**

AGE & TIME LIMITS

- The Treehouse will accept children eight weeks through seven years old. Eight year olds may be accepted on an availability basis but they will be charged the same rates.
- Your child's stay is limited to 3 hours a day. If, however, this time is too long for your child on a given day, you will be asked to retrieve them.

LATE FEES & PRICES / PACKAGES

- If children are not picked up at closing time, a \$1 late fee will be assessed for every 1 minute past closing, i.e. if 4 minutes late, a \$4 fee will be charged. Maximum of \$25.00.

75 minutes	1st Child	2nd Child	3rd Child
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Pay as You Go	\$2.25	\$1.00	\$1.00
Punch Card	\$1.75	.75	.75

Executive Gold & Silver *(if they have chosen child care)* get up to 2 hours of daycare free. This time must be used concurrently & cannot be broken up. If you will have only one child with you for your first hour & three more kids for your second hour, it is suggested that you pay for your first hour so you may have your next hour with more kids for free.