

## Crèche Policies & Procedures

### Bookings:

- Are essential and can only be made by the parent or guardian. You are able to book one week in advance. As a member of Ripples, you will not be charged for your own children. Please be aware that your membership does not cover anyone else's children (e.g. grandchildren, cousins, next door neighbours children, friends or other children you may be looking after).
- Positions are for a maximum of 3hrs. 2hrs in school holidays and 1hr for first timers. For 1st timers please consult with the crèche staff for further bookings.
- Please note, no bookings will be accepted via answering machine, you must speak to a crèche staff member for bookings.

### Crèche Ticket:

- Please ensure that you pick up a crèche ticket from reception or kiosk before entering the crèche.

### Weekday Mornings:

- Ripples crèche caters for children aged 6 weeks to 5 years who are not attending primary school.

### Weekday Afternoons & Saturday mornings:

- Ripples crèche caters for children aged 6 weeks to 11 years.

### School Holidays:

- Ripples crèche caters for children aged 6 weeks to 11 years. (2 hour limit)

### Pupil Free Days:

- Children will be permitted aged 5 years to 11 years with documented proof from the school.

### On your first visit:

- You will need to fill out an Enrolment Form for your child so that we know as much as we can about your child. It is also important to let us know of any changes to the enrolment form as soon as possible, especially in relation to medical conditions.

### Cancellations:

- Please call Ripples on (02) 9833 3000 ext 207 if you are **cancelling a booking**. It is important that you let us know if you will be unable to use your booked position.
- Please note, only cancellations can be left on the crèche answering machine. No bookings will be accepted via answering machine, you must speak to a crèche staff member for bookings.

### Running Late:

- If you are running more than 10 minutes late your booking will be cancelled, to prevent this happening please call to confirm attendance.

**Essentials:**

- As a parent you are responsible for supplying all items your child requires during their time at Crèche: **nappies, wipes, disposable nappy bags** and a change of clothing (regardless of how long you will be staying for). Underwear and spare clothing should also be packed for any children that are toilet training or still young enough to have an accident. Children who are toilet training must wear a “Pull Up” **until they are able to use the toilet unassisted**. If you wish for your child to be changed then all of the above must be provided.

**Lunchtime:**

- Commences at 11am and **dinnertime** commences 5pm. Dinnertime is a little more relaxed to allow for afternoon tea/dinner. We encourage parents to include food for their child if they will be spending time in Crèche during our eating periods.
- Children must have food that they can **eat unassisted**. If children are having dinner during the evening session please provide your own plates, bowls, cutlery and drink bottle.

**The following foods are not permitted in the crèche:**

- Lollies, popcorn, nuts, peanut butter, dried fruit, nutella, items containing nut products and anything else that is small enough that a child could choke on.

**Drinks:**

- Children may have a drink at any time, however no soft drink allowed.

**Labelling your child's belongings is recommended:**

- Please place your child's name on their lunchbox, drink bottle, bag, bottles, dummy, clothes, wipes and anything else you bring into the Crèche.

**Collection time must be adhered to:**

- Please be aware of Crèche closing times and the time you have indicated you would pick up your child. Please ensure that you allow enough time with your booking to ensure you can safely complete the class or session you may be attending.

**Essential:**

- Children between the ages of 6 weeks to 3 years must have a pram. This helps with comfort, eating and sleep time.

**Do not leave:**

- Medications including Panadol, loose change, pins and other small objects in your bags.

**We do not accept responsibility:**

- For loss of any personal items such as phones, wallets and keys. There are lockers located around the Centre for your security and convenience.

**Parents:**

- Must stay on the premises at all times whilst their children are in the crèche.

**Crèche staff:**

- Will come and get parent/guardian if child does not settle or becomes unwell.

**Please note:**

- Whilst staff are happy to provide care for your children please remember we are a Crèche and not a Child Care facility.

**More Information:**

- If you require further information please contact Ripples Leisure Centre on (02) 9833 3000 or visit us at Charles Hackett Drive, St Marys or email [ripples@ripplesnsw.com.au](mailto:ripples@ripplesnsw.com.au)

