

POLICIES & PROCEDURES

Staffing

During supervised hours, all kids' spaces within Tradies Venues will be supervised by suitably trained and qualified personnel. The maximum ratio of children to carers to ensure the safety of all children is –

- Tradies Caringbah Play Space – 1 carer per 20 children
- Tradies Gymea Kids Club – 1 carer per 15 children

Ages

Children must be aged between 3 years and 12 years. Should the Duty Manager or another member of Tradies Staff deem that the child is below 3 or older than 12, they may be refused entry to the play area.

Fees

- | | |
|---------------------------|----------------------|
| Tradies Caringbah: | Tradies Gymea: |
| • Play Space Combo - \$15 | • Session Only - \$5 |
| • Session Only - \$5 | • 2nd Session - \$3 |
| • 2nd Session - \$3 | |

Bookings

Bookings are highly recommended as spaces do book out in advance. Bookings are available through Reception –

- Tradies Gymea – 02 9540 1933
- Tradies Caringbah – 02 9524 9135

At the time of booking, only 1 session time can be reserved. If there is space in a subsequent session, your child can be booked into this session upon arrival. This is to ensure there is fair and equal opportunity for all children and grandchildren of members to access the service.

No Shows & Cancellations

Cancellations can be made by calling Reception or by following the prompts on your confirmation email or SMS. If you do not turn up for your allocated session, your space will be held for 15 minutes past the booking time with the session time remaining the same duration. 'No shows' will be recorded and monitored and continual no shows may result in a suspension from utilising the service for a period of time.

What To Bring / What Not To Bring

The spaces are designed so that all children have ample activities to entertain them for the duration of their stay. As a result, we ask that they do not bring personal belongings with them into the Play Space or Kids Club such as iPads, toys or other items. Tradies takes no responsibility for items that are brought into The Play Space or Kids Club at the parent or guardians' discretion.

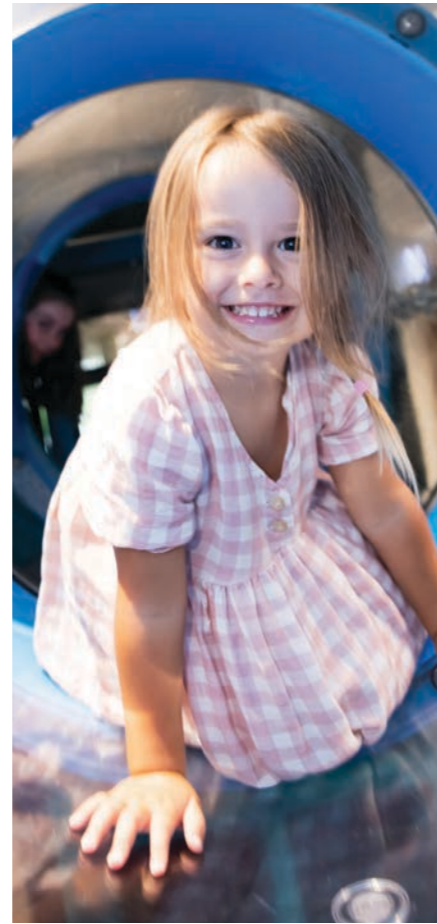
Sick / Medical / Injury Policy

Children cannot enter the play area if they have any of the following:

- A temperature of over 37.5c in the past 24 hours
- Have or have had episodes of vomiting/diarrhea in the past 24 hours
- Have a contagious rash
- Have conjunctivitis
- Have cold sores
- Have a runny nose
- Generally look or sound unwell

If your child has a pre-existing medical condition, injury or disability, this is required to be disclosed to the carer prior to entry. It is at the discretion of the Duty Manager if they deem a child to be 'sick' and whether they are admitted into the play area.

While we do our best to facilitate a safe and secure environment, Tradies takes no responsibility for any injuries or incidents that take place in our venues. In the unfortunate case of an injury or misadventure, details must be provided to Tradies at the time of the incident and will be recorded within our electronic Injury Register.



User Conditions

For the health, safety and security of guests in our venues, the following conditions apply:

- Only children or grandchildren of Tradies Members can be signed in – this is a members only service.
- Parents and Guardians must remain on Levels 1, 2 or 3 of Tradies Caringbah while their child is in The Play Space or within the Willow Restaurant at Tradies Gymea.
- Parents / Guardians must not enter the gaming room while utilizing The Play Space or Kids Club.
- Children must be signed in by their parent or guardian.
- Only the person who signed the child in, can sign them out.
- Children utilising the play areas must be toilet trained.

Tradies cannot accept the responsibility of a sick or injured child. If the carer or Tradies staff member suspects that the child is unwell, they can request the child is removed and taken home.

Tradies takes no responsibility for any injuries or misadventures that occur while in any Tradies venue.

Parents / guardians are not permitted to enter the kid's area to accompany a child. Only Tradies staff are permitted to enter. If a child cannot be left under the supervision of the Tradies staff member without a member present, they are not able to be signed in.

Should a child have an accident or incident, the parent or guardian who signed them in will be required to clean any subsequent mess.

Should the Duty Manager or any other Tradies Staff Member deem a child's behaviour, language or demeanor to be inappropriate, offensive or a risk to the safety and welfare of other children, Tradies reserves the right to have the child removed by their parent or guardian.

Food & Drink Policy

Food and drink is not permitted. If the child requires either of these, the Parent / Guardian will be called. If your child has a medical condition which requires them to carry these items, please speak with Tradies staff.

