

ENTRETENIMIENTO

KIDS CLUB



Record N°:

Actividades	Autor:	QA
Operaciones	Fecha:	01/01/2024
	Revisión:	Gte.
ENTRETENIMIENTO	Versión:	Entretenimiento 001

KIDS CLUB REGULATIONS

PURPOSE:

To offer a quality service focused on the safety of all the minors signed up in the Kids Club activities, ensuring the peace of mind of parents or tutors.

ESENCIALES:

- ✓ To have the Rules and Custody format when entering the Kids Club (Spanish and English)
- ✓ To read the Rules (English and Spanish).

STANDARDS:

1. The age allowed for access and stay in all activities within the Kids Club area is from **4 years old until 12 years old.** (**Non-negotiable rule**).
 - a. Children under 4 years of age must pay for babysitting services for safety reasons, special care and must be arranged with Kids Club & Butlers department 24 hours in advance (**Non-Negotiable Rule**).
 - b. Parents or guardians must be easily located and traceable. They must also provide the following information:
 - i. Telephone Number
 - ii. Specific Location
 - iii. Concierge Name
2. The opening hours of the Kids Club are Monday to Sunday from **10:00 to 14:00 & 15:00 to 17:00 hrs.**
3. Registration of minors will be from **9:45 to 10:00 hrs.**
4. The maximum capacity of the Kids Club is 20 children.
5. Only minors staying at the hotel will be allowed access to the Kids Club and its activities.

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6. For reasons of hygiene and cleanliness of the Kids Club no food may be brought in. If the child wishes to consume any food (meal or snack), the parent or guardian must bring it with them.
7. Lunch time will be from 14:00 to 15:00 hrs. for children to be taken by parents or guardians to take their food (lunch), therefore Kids Club will close for cleaning & sanitizing of the area.
8. Only parents or guardians may register and pick up their children at the Kids Club as long as they are staying at the hotel.
9. Parents or legal guardians are not allowed to leave the hotel while the child(ren) are in the Kids Club and are required to maintain constant contact with their child(ren).
10. Minors are NOT allowed in the Kids Club if their parents are on tours outside the hotel for safety reasons.
11. For parents who have presentations in the sales room, ***if and when they are hosted in the hotel***, they must register minors at the time stipulated in paragraph 3 (***9:45 to 10:00 hrs.***) and the rule in paragraph 1. This excludes people who are external to property (***NON-NEGOTIABLE RULE***).
 - a. Children under 4 years of age must pay for babysitting services for safety reasons, special care and must be arranged with Kids Club & Butlers department 24 hours in advance (***NON-NEGOTIABLE RULE***).
 - b. Parents or guardians must be easily located and traceable. They must also provide the following information:
 - i. ***Telephone Number***
 - ii. ***Specific Location***
 - iii. ***Concierge Name***

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12. Children may be withdrawn from activities inside or outside the Kids Club only by parents, guardians or people previously authorized by them upon presentation of official identification.
13. For the safety and comfort of the children, only authorized personnel may remain inside Kids Club. Adults, parents and older siblings are not allowed inside Kids Club.
14. Special care and/or attention, such as medication, is the responsibility of the parents or guardians. For safety reasons, Kids Club staff are not authorized to carry out this task.
15. An authorization is required for children to do activities outside the Kids Club, in case parents do not agree they need to take their child(ren) while the activities are taking place outside.
16. In case of entering within hours for scheduled activities such as hiking, sports on tennis or beach courts, pool activities, yoga or TierraLuna Gardens activities, minors must present appropriate clothing for the same (bathing suit, sportswear, sunscreen, insect repellent, life jacket, tennis shoes or boots, sandals, t-shirt and/or cap).
17. Any damage caused to property and repair of the same will be the direct responsibility of the parent or guardian.
18. If minors behave inappropriately or put their health or someone else's health at risk, they have the right and obligation to take them to their parents and tell them what has happened in order to avoid future incidents.
19. It is the responsibility of parents or guardians to pick up their children no later than 17:00 hrs. As long as they are not staying at the extended hours of the Kids Club - Tafi Night.
20. For the participation of children in **Tafi Night**, reservations must be made in advance only at *Kids Club* until 15:00 hrs (to check availability).
21. The age allowed for access and stay in all activities within the Tafi Night is from **4 years old until 12 years old**. (**Non-negotiable rule**).

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22. ***Tafi Night*** opening hours will be from 17:00 to 22:00 hrs. only (Service subject to season).
 - a. Children under 4 years of age must pay for babysitting services for safety reasons, special care and must be arranged with Kids Club & Butlers department 24 hours in advance (***Non-Negotiable Rule***).
 - b. Parents or guardians must be easily located and traceable. They must also provide the following information:
 - i. *Telephone Number*
 - ii. *Specific Location*
23. Kids Club will not be responsible for lost objects; therefore, we suggest and request parents to take with them any valuables that children may lose.