

Terms and Conditions

By signing your child in via the sign in register, you confirm that you have read and understood the CSi Club Southport Kids Room Terms and Conditions. You agree to comply with all supervision, health, safety, and behavior requirements outlined therein. A full list of the Club's procedures, including emergency protocols and operational guidelines, is available in the Adjunct Plan, which can be provided upon request.

1. Entry & Eligibility

- Entry is via the Ice Cream Truck entrance, near the Bistro dining area.
- Parents/guardians must:
 - Show or swipe their membership card
 - Pay the entry fee (per child, per visit)
 - Confirm understanding of emergency protocols and the 1-hour check-in requirement
 - Confirm their child is well and disclose any medical conditions
 - Sign the authority/waiver form, including consent for employee(s) and/or emergency services to arrange or administer emergency medical treatment for their child if they cannot be contacted, and confirm their current address and contact details
 - Children must be aged 3–12 years and fully toilet trained. Entry may be refused if age or toileting status is unclear.

2. Supervision & Check-ins

- Parents/guardians must remain onsite at all times.
- A single physical check-in, one hour after sign-in, is required and must be signed off by employee(s).
- Only the signing parent/guardian may nominate an authorised collector at drop-off. No exceptions.
- Children must remain within the Kids Room and may only be escorted out by employee(s) or emergency personnel.

3. Identification & Access

- Each child receives a name sticker for supervision.
- Employee(s) use a secure FOB to open the gate and allow entry into the play space when manned.

4. Duration & Late Collection

- Maximum care duration is 2 hours per visit.
- Late pickups are recorded repeated breaches may result in suspension.

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5. Health, Safety & Emergency Response

- Sick children (fever, vomiting, diarrhea, distress) will not be admitted.\
- If a child becomes unwell:
 - Parents will be contacted immediately
 - The child will be monitored and isolated
 - Employee(s) will document symptoms and actions taken
- Employee(s) are trained in basic first aid only. For complex conditions (e.g. asthma, anaphylaxis), emergency services will be contacted.
- In emergencies (e.g. fire, gas leaks), employee(s) will:
 - Guide children calmly to the assembly point using an evacuation rope
 - Conduct headcounts and verify attendance
 - Notify parents with clear pickup instructions
 - The Kids Room door is locked during normal operation but automatically unlocks if the fire alarm activates, so it never blocks emergency egress

6. Behavior & Respect

- Inappropriate behavior (bullying, threats, offensive language) will result in removal.
- Parents may be contacted to collect their child immediately.
- Disrespectful behavior will be addressed privately and respectfully with parents.
- Damage to property will be charged to the parent/guardian.

7. Food, Drink & Attire

- No food or drink is permitted inside the Kids Room.
- Only water will be provided.
- Shoes must be always worn.

8. Communication Protocol

To ensure prompt contact:

- Buzzer Notification: Parents receive a buzzer at sign-in
- Phone Contact: If no response, employee(s) will call the mobile number provided
- PA System: As a final measure, the parent's name will be announced publicly