**Imagination Station Kidcare Policies**

Imagination Station Kidcare is a drop in childcare facility which cares for children ages 2 months to 12 years old for up to four hours per day. Parents are encouraged to register online or call ahead to check for availability.

﻿Mon - Thurs 9am-7pm

Friday 9am-11pm

Saturday 10am-11pm

Sunday CLOSED

Monday-Friday daytime rates are $9.00 per hour for the first child. $7.00 for the second child, 3rd child $6.00, $5 for 1st hour $3 for each additional hours-4 +Child.

Weekend and Nighttime (5pm – close) rates $11.00 per hour. $9.00 for the second child, 3rd Child $7.00, $6 for the first hour $4 for additional hours-4th + Child.

*Drop-in/short-term childcare is defined by law in G.S. 110-86(2)(d)(d1) as a child care arrangement where care is provided while parents participate in activities that are not employment related, and where the parents are on the premises or otherwise easily accessible. Drop-in/short-term care childcare would be used by parents who need care while they occasionally run errands or participate in leisure activities. The operation must be able to reach the parent by telephone. The parent must be able to get back to the program within 15 minutes.*

Family ID’s and Passwords

Your **family ID** number is \_\_\_\_\_ and the **password** you created is \_\_\_\_\_\_\_\_\_\_\_\_\_\_

These will be used for the following purposes:

- Calls to check on your child

- Unauthorized listed persons on the account that you have granted permission to pick up your child.

Food Policy

Children may bring in outside food for snacks and meals into Imagination Station.

Foods must be free from tree nuts and fish (this includes shellfish)

Incompliance with this may result in your account being suspended for a duration of time as this is very sensitive for the wellbeing of the children within Imagination Station who suffer from severe food allergies.

Sock Policy

Socks are a requirement to enter the play area. Every child must have on sock, or a pair will be provided at a fee.

Reservations

Reservations require $9 weekdays and $11 weeknight and weekends deposit per child. This deposit amount will go towards the final total at checkout. Changes can be made to reservations 4 hours prior to the reserved time. Failure to do so will result in a no call/no show and your deposited fee amount will be lost or removed from package. Reservations are held for one hour before it is mark as a no show and given to the next family. For medical emergencies, a note from a medical facility will suffice. Multiple NO SHOWS or broken reservations can result in a suspension of your account. Held reservation fee on the account (Valid for 1 month).

Reservations must be made and confirmed during operating business hour over the phone. We will no longer accept reservations made via direct messages on social media. However, if you need to cancel or reschedule a reservation outside of business ours, please leave a voicemail.

Reservations are not mandatory for your child to be dropped off at imagination station, however with the guidelines given by the CDC we are operating at limited capacity by not having a reservation we may not be able to accommodate walk-ins as usual.

Spots will only be held for those with an existing reservation and paid deposit. Reservations have a 30 min grace period. After that, they considered a **NO SHOW** unless the staff is notified. Reservation time starts and end when reservation was made.

While reservations receive priority over walk-ins it is important if the reservation is unable to be kept that you give us a call to remove the hold. Failure to do so over a course of time will result in your account inability to make future reservations.

You may make a reservation as far as 2 months in advance.

First Aid, Medical Forms, and Photo Release

First Aid forms are for emergency purposes. In the event a child may need to go to the hospital this document will come with a staff member. Should any child need first aid or CPR procedures administered, these will serve as written permission.

Prescription and Non-Prescription Forms are specifically for children the require staff to administer medication prescribed by doctor while in our care. It will outline the medication instructions and will be logged each time medication is use. Non-prescription medication is specifically diaper rash cream and antibiotic ointments such as Neosporin.

Photo release forms are forms in which we are granted or denied permission to use photos taken at Imagination Station Kidcare for social media and advertisement purposes.

Parents understand

Packages

Coffee Club Plan – **$75** *(Valid for 1 months)* Enjoy regular coffee with friends, shopping, or an adult moment alone. Purchase a coffee club plan worth $90 and save $15!

Date Night Savings Plan- **$140** *(Valid for 3 months)*Perfect for couples who want an evening away. Purchase a date night savings plan worth $165 and save $25!

Busy Body Plan - **$250** *(Valid for 6 months)* Designed for parents with regular events or busy downtown schedules. Purchase the Busy Body package and for $250 and receive $300 towards your account!

* It is not the responsibility of the company to maintain and inform families of expiration dates. It is parent responsibility to keep track of expiration dates.

Damage to Facilities

By signing the handbook acknowledgement, you agree that any damage done to Imagination Station Kidcare equipment, the premises, and/or third-party property outside of Imagination Station Kidcare caused by you and/or your guests, careless use of equipment, or acts whether intentional or negligent, must be paid in full by the responsible party or the responsible party’s guardian. Your account will be suspended until the damages are paid in full.

Late Fees

**Visits begin and end at the time that has been reserved unless you have requested an extension during visit. After you have exceeded your scheduled reservation time, you will be given a 5-minute grace period, then late fees will begin to accrue on your account of $1 per minute, per child until pick up. Accounts with more than 3 consecutive tardiness will result in suspension of family account for duration of 1 month. Second offense 3 months, and 3rd will be suspended indefinitely.**

When a child may not attend Imagination Station:

* **Fever:** Children will be sent home if their temperature is 99.0 or higher and must stay home the next day for observation. Children must be free of fever (any temperature above 98.6 degrees) for at least 24 hours without the use of fever reducing medication. The same policy applies if your child develops a fever at home. They must be fever free (any temperature above 98.6 degrees) for at least 24 hours without the use of fever reducing medication.
* **Rash:** Any rash other than a common diaper rash or skin irritation will require that child to be sent home for an evaluation and diagnosis from their doctor in writing of exactly what it is. They may return to Imagination Station based on that written doctor’s evaluation, and clearance that it is not contagious.
* **Conjunctivitis (pink eye):** Children will be sent home if there appears to be an unusual amount of discharge from or irritation to their eye(s) and must stay home the next day for observation. Before returning to Imagination Station they will need an evaluation and diagnosis from their doctor in writing of exactly what it is.
If the diagnosis is BACTERIAL CONJUNCTIVITIS children must have received at least 24 hours of treatment.
If the diagnosis is VIRAL CONJUNCTIVITIS your child may return AS LONG AS THERE IS NO DISCHARGE.
If in fact they do not have “pink eye” we need a doctor’s note with a diagnosis and a clearance that it is not contagious.
* **Thick White, Green or Yellow Discharge:** Children will be sent home if they appear to have any thick white, green or yellow discharge. This is often indicative of an infection, and they must stay home the next day for observation. Before returning to Imagination Station they will need an evaluation and diagnosis from their doctor in writing and at least 24 hours of treatment. If in fact they do not have an infection, we need a doctor’s note with a diagnosis of exactly what it is with a clearance that it is nothing contagious. The Department of Health and most doctors are of the opinion that once on antibiotics for 24 hours, the discharge is no longer contagious even though it may persist for up to two weeks.
* **Diarrhea:** Children will be sent home if they have three or more loose bowel movements in one day and must stay home the next day for observation. Before returning to Imagination Station (after the day of observation) children must be free from diarrhea for 24 hours with at least 1 regular bowel movement. If your child has one or more loose bowel movements on their first day back, they will again be sent home.
* **Vomiting:** Children will be sent home if they vomit and must stay home the next day for observation. Before returning (after the day of observation) children must symptom free with no vomiting for at least 24 hours.
* **Persistent Hacking Cough:** Children will be sent home if they have a persistent hacking cough and must stay home the next day for observation. Before returning to Imagination Station Kidcare, they will need an evaluation and diagnosis from their doctor in writing and at least 24 hours of treatment. If in fact they do not require any treatment, we need a doctor’s note with a diagnosis of exactly what it is with a clearance that it is not contagious.
* **Lice:** Children will not be readmitted until 24 hours after treatment and must be nit free. The Director or a Lead Teacher will make an evaluation and determine if the child can be readmitted.

Common Cold Policy

Children suffering from a common cold will be assessed on an individual basis.

Factors of consideration include the developmental level of your child in congruence with our ability to limit the spread of germs.

The younger your child, the more difficult it is to keep the spread of germs down. For example: hand to face contact, mouthing of toys, uncontrolled nasal discharge, uncovered sneezing and coughing etc.

Mistreatment of Staff:

Here at Imagination Station Kidcare, we take pride in the love and respect for the families and children of our community. We expect the same. We will not tolerate anyone mistreating our staff. Without them we will not be able to operate with the high standards and efficiency we pride ourselves on. Just as we do not tolerate our staff mistreating any customers, our customers mistreating our staff will not be tolerated. In the even such incident occurs, family accounts will be immediately suspended, and our service will no longer be available to you.