



KIDS CENTRAL TERMS & CONDITIONS

GENERAL

1. Kids Central is a member only service. Members of Club Central will be permitted to book and pay for a maximum of 4 children in their care to attend a Kids Central session. Where a member has more than 4 children in their care, another member must be present to book the additional children into the session. Both members must be present when dropping children off at Kids Central to sign in the children booked under their name and member number.
2. Kids Central is available for use by children aged 4-12 years. Children under 4 years of age are not eligible to attend. Children older than 12 years of age are also not eligible to attend.
3. Anyone who is not a member but wishes to use the Kids Central service must first become a member of Club Central at Reception.

FEES

4. A fee per child, per 2 hour session is applicable and will be \$8 per child. That fee can be increased from time to time by Kids Central.
5. There are no group discounts for more than one child attending. The \$8 fee is per 2 hour session, with children attending more than one session required to pay the fee per session. There is no discount for shorter periods of stay.
6. Payment via member bonus points is permitted. Please advise staff that you intend to use bonus points to pay at reception.

BOOKINGS

7. Admission to Kids Central is by booking at Club Central Menai reception only. Bookings will open for the week ahead every Monday. Bookings can be made in person at or by calling reception on 02 9532 1800. Payment must be made at the time of booking to secure the place/s. No bookings will be accepted without pre-payment. Bookings cannot be made at the Kids Central room and all bookings, payments and forms must be completed at reception.



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8. If the session a member wants to book in for is a fully booked session, the Kids Central team will add their details to the waiting list. If a position becomes available a team member at reception will contact the member to notify them to proceed to reception and pay for the session and bring receipt as proof of payment.
9. Members who pre-book at reception will have their children added to the session booking list and can proceed directly to Kids Central at their session time to drop their children off. Members who would like to book after the start of the session time must pay and fill out all paperwork at Reception and will be given a receipt as proof of booking. The member must provide this receipt to the Kids Central team upon arrival to sign their children into the session.
10. A grace period of 15 minutes will be given from the beginning of each session. Any member who is booked in for that session and fails to appear will forfeit any bookings made and fees paid, and staff will then contact reception to alert any members on the wait list of available spots.
11. Children who were booked into the first session can attend a second session only if there is availability at the commencement of the second session. Parents and/or guardians will need to collect their child/ren, and wait until the start time of the second session to re-sign their child/ren. Any parents or guardians who do not collect their child/ren between sessions may be barred from future use of Kids Central.

NO SHOWS & CANCELLATIONS

12. Cancellations can be made by calling Reception. 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.

REFUNDS

13. No discounts will be provided if a child only attends a partial session for any reason.



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14. No refunds will be given for any unused time should your child/ren be removed from Kids Central for any reason whatsoever and you acknowledge your entry to the premises is strictly on this basis.

WHAT TO BRING / WHAT NOT TO BRING

15. Kids Central is designed so children have ample activities to entertain them for the duration of their stay. As a result, personal items such as iPads, toys or other items are not permitted within the room. Club Central Menai takes no responsibility for items that are brought into Kids Central against this advice.

FOOD & DRINK POLICY

16. Food and drink is not permitted within Kids Central. If the child requires either of these, the member will be paged. If your child has a medical condition which requires them to carry these items, please advise reception at the time of booking and entry will be subject to our approval.

SICK / MEDICAL / INJURY POLICY

17. Children cannot enter the Kids Central if they have any of the following:

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

18. Club Central Menai cannot accept the responsibility of a sick or injured child. If the any Club Central staff member suspects that the child is unwell, they can request the child is removed and taken home.

19. If your child has a pre-existing medical condition, injury or disability, this is required to be disclosed to Kids Central prior to entry. It is at the discretion of



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the Venue Manager if they deem a child to be 'sick' and whether they are admitted into the play area.

20. While we do our best to facilitate a safe and secure environment, Club Central Menai takes no responsibility for any injuries or incidents that take place in our venues.
21. In the unfortunate case of an injury or misadventure, the Kids Central team will record all relevant details at the time of the incident, which will be added to our Injury Register.

GENERAL CONDITIONS OF ENTRY

22. Parents / guardians are not permitted to enter Kids Central to accompany a child. Only Club Central Menai or Kids Central staff are permitted to enter. If a child cannot be left under the supervision of the staff member without a member present, they are not able to be signed into Kids Central.
23. Members must stay onsite at Club Central Menai at all times during the period that children are booked into the Kids Central session. Any members found to be leaving the precinct will be denied future use of this facility.
24. Should a child have an accident or incident, the parent or guardian who signed them in will be required to clean any subsequent mess or may be charged a cleaning fee at the discretion of Club Central management.
25. Should the Kids Central staff, Venue Manager or any other Club staff member deem a child's behaviour, language or demeanour to be inappropriate, offensive or a risk to the safety and welfare of other children, Club Central Menai reserves the right to have the child removed by their parent or guardian.
26. A maximum of 20 children are permitted per 2-hour session of Kids Central.
27. Members will sign their children in as they drop off to Kids Central. Members signing children in will be given a pager. Staff will ring the pager to alert parents and guardians that children require assistance and parents and/or guardians must return to Kids Central immediately.



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28. All children attending Kids Central must be toilet trained. Children requiring assistance to use the bathroom facilities will have their parent and/or guardian paged to assist them. Kids Central staff will not be permitted to assist children to use the bathroom facilities. Older children will be permitted to use the bathroom themselves unassisted.
29. Only the member who signed the children into Kids Central will be permitted to pick them up. Members who do not follow this drop off/pick up rule will be noted and potentially barred from further usage, by discretion of management. Staff and management may ask for proof of identification when picking up the children.
30. At the end of each session, all children must be immediately collected from Kids Central to allow time for the staff to clean and reset the room.
31. Just prior to the conclusion of each session, staff will give a courtesy page to all parents 5 minutes prior to the finish time to allow members time to prepare for pickup.
32. Management holds the right to refuse service to members for any disorderly or conduct unbecoming of a member.
33. All children and members must abide by the instructions of the Kids Central staff at all times or they may be removed from the premises and refused entry in future. This is to ensure safety and enjoyment for all participants engaged in Kids Central.
34. Club Central Menai does not tolerate abusive or aggressive behaviour from children and/or members and we will ask your child/ren to leave Kids Central with no refund on any left time they may have.
35. If you decide to remove your child/ren without using up the entire session you have booked, you will not be entitled to a refund of any unused time.
36. Participants are required to remove their shoes when using the Rhino Play Equipment.



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37. Parents and guardians acknowledge that security video is used within the public areas of Kids Central and consent to this use for security and safety purposes.
38. On occasion, promotional video or photographs may be used by Club Central Menai which may include your child/ren's image. Should you wish for images of your child/ren not to be used, please inform reception at the time of booking.
39. All parents and guardians are required to fill out the Kids Central Waiver prior to using the equipment. You can find our privacy policy on www.clubcentralmenai.com.au regarding your personal information.

OPERATIONAL SESSION TIMES

40. Kids Central will be open for the following regular days and opening times. Each session is two hours and must be booked through reception.

Thursday

Dinner (session 1: 5.30pm – 7.30pm, session 2: 7.45pm – 9.45pm)

Friday

Dinner (session 1: 5.30pm – 7.30pm, session 2: 7.45pm – 9.45pm)

Saturday

Lunch (session 1: 12pm – 2pm, session 2: 2.15pm – 4.15pm)

Dinner (session 1: 5.30pm – 7.30pm, session 2: 7.45pm – 9.45pm)

Sunday

Lunch (session 1: 12pm – 2pm, session 2: 2.15pm – 4.15pm)

Dinner (session 1: 5.30pm – 7.30pm, session 2: 7.45pm – 9.45pm)

41. Kids Central will operate on public holidays in line with Club Central Menai's operating hours as stated on the Club's website. Please check with reception on operational hours for public holidays.



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IN CASE OF EMERGENCY

42. In the event of an emergency requiring evacuation or where the alarm system is activated, all children currently in Kids Central will follow the evacuation procedure and be directed by Kids Central staff. Parents and guardians will not be able to collect children once an emergency evacuation has been declared and must proceed to the emergency collection point to collect their children.
43. In an evacuation high visibility vest will be placed on all children in the Kids Central room and they will be escorted to the emergency assembly area by Kids Central staff. The emergency assembly area is located behind the Club on the corner towards the Menai Marketplace closest to the Menai Youth Centre. Parents who sign the waiver form agree to these evacuation procedures and understand and acknowledge that they will not be able to collect their children from Kids Central during an evacuation situation once the alarm has sounded.
44. When the Evacuation tone and confirmation from the Chief Fire Warden to evacuate has been announced, children will be using the evacuation walking rope guided by staff out of the nearest fire exit and head towards the assembly point.
45. In an evacuation situation, parents and guardians must sign the sign in sheet to acknowledge they have collected their children and must not take children without doing so.

REFUNDS DUE TO TEMPORARY CLOSURE

46. Any session of Kids Central that is cancelled due to an unforeseen and temporary closure (for example due to a local, regional, state or national health order lock down) will be refunded in the form of a voucher to the same value of the original session price. This voucher can be redeemed within 3 years, once the centre has re-opened.