

# Crèche and under 5s activities



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# Crèche

## Welcome to the Castle Sports Complex

Our crèche is fully equipped with all the necessary facilities to provide a safe and happy environment for your child, enabling you to relax and enjoy the centre's facilities.

## Registration

All children will need to have a registration form completed for them. These details will be treated as strictly confidential and will only be used in the case of an emergency.

## Booking Procedure

We are now operating a booking system to avoid disappointment. Members may book up to 14 days in advance over the phone or in person and non-members may book 7 days in advance in person only.

## Child's Requirements

You may provide drinks and a snack for your child, with the exception of chocolate, sweets and nuts. Feel free to bring along anything which will help your child to settle ie, teddy, dummy, comforter, etc. If a child cries continuously for a period of 5-10 minutes you will be contacted. If your child is in nappies please provide nappies, sacks and wipes. Please make sure that all belongings are clearly marked with the child's name.

## Security

To satisfy our security procedures you are required to sign your child in at the start of the session and out at the end of the session. Only at this time will your child be released back into your care.

## Health

If your child is unwell or is recovering from any contagious illness, please do not bring them along to the crèche. In cases of diarrhoea or sickness, please allow a minimum of 24 hours clear of all symptoms, before returning.



## **Charges**

Please see internal pricing leaflets for up to date prices. Payment is required at the time of booking.

## **Credits/Refunds**

Booked children are liable for payment if a minimum of 24 hours notice is not received at your intention to cancel.

## **Feedback**

If you have any comments or suggestions with regard to the service we provide, please fill in a customer comment form available from the crèche reception. We will take all comments seriously and respond to all of them directly.



## Information

### Health and Safety

All participants should wear appropriate clothing to the crèche and all items of jewellery, fashion or religious, should be removed as they pose a hazard to both the wearer and other children.

All our coaches have been checked through the appropriate channels to ensure they are suitable to work with children.

### Photography

The use of cameras is permitted only with the prior consent of the Duty Manager.

### Crèche Opening Hours

Mon, Wed & Thurs	09.30 – 11.25
Friday	12.30 – 14.30

### Crèche Prices

£1.55 for 2 hours.

You can also purchase a booklet of 10 vouchers for the price of 8 for £12.40.

Payment is required at the time of booking.

### Payment Information

Payment can be made by cash, credit/debit card or cheque made payable to Leisure Connection Ltd, and supported by a valid cheque guarantee card. For more details ask at Reception.

Castle Sports Complex  
Albion Street, Spalding,  
Lincs PE11 2AJ

**01775 710496/762178**

**01775 725978 (Pool)**

[saspalding@harpersfitness.co.uk](mailto:saspalding@harpersfitness.co.uk)

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