



harpers
health & fitness

Harpers at Carnival Pool Leisure

Crèche



www.harpersfitness.co.uk

Crèche

Welcome to Harpers at Carnival Pool Leisure

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 centres 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 operate a crèche booking system to avoid disappointment. Members may book up to 8 days in advance over the phone or in person and non-members may book 5 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, i.e. 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.



Credits/Refunds

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

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.

Age range

From 8 weeks to 4 years and 11 months. A maximum session of 2 hours is allowed per child per day.

Opening Times

Monday to Friday 09:00-13:00 (subject to availability and may change due to bookings).



Information

Booking Information

Advance booking is essential. Please contact reception for availability. For 'Drop In' sessions booking is advisable but not essential. Bookings should be made at reception or online at www.harpersfitness.co.uk (not available at all facilities). Spaces will only be available on the day if the activity is not fully booked.

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.

Health and Safety

All participants should wear appropriate clothing to the crèche. Activities 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.

Harpers at Carnival Pool Leisure

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Leisure Connection reserve the right to alter fees and services described within this leaflet. Photographs and images are for illustration purposes only.

www.harpersfitness.co.uk



**WOKINGHAM
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Please Note

Refunds will only be given on production of a medical certificate for the participant. In the event that an activity session is cancelled by the Centre, notice will be given and wherever possible alternative arrangements made. If appropriate a full refund will be issued.

Photography

The use of cameras is permitted only with the prior consent of the Duty Manager. Any parent/guardian allowed to use photography must sign a declaration form prior to starting.

