

**LUXURY FAMILY
HOTELS**

Four Bears Den Terms & Conditions

Cost of childcare

- Hotel residents receive one complimentary 2-hour session per night of their stay in The Four Bears' Bear's Den.
- Some overnight hotel packages may include an additional complimentary session; please check for details.
- Some Spa Day Packages and Spa Memberships also include a complimentary Four Bears' Den session.
- Hotel guests, Spa Members and Day Spa guests may purchase additional sessions. These are subject to availability and charged at £20 per child per session. If you wish to cancel the additional session, please do so 48 hours before the session or you will be charged the full amount.
- Sessions must be booked in advance and are on first come first serve basis. We cannot guarantee the provision for children not booked in advance. your child/ren's first session.

Suitability of childcare

- The Four Bear's Den provides childcare for children aged 3 months – 8 years. The Manager's discretion will be used to accommodate slightly older children.
- We will make every effort to welcome and settle your child/ren into our crèche but if they are not happy and become distressed, we will call you to collect your child; this is often within the first 15 minutes for younger children. This is so your child/ren may still be able to settle into another session and so as not to upset other children in the session.
- The Den is OFSTED registered, so we are unable to allow adults to stay in the Den to play with their children once the session begins: this is for reasons of practicality, safety and child protection. Please do not linger near or walk past glass doors or windows as this can unsettle children if they see you.

Registration

- Prior to your arrival at the hotel, we will ask you to complete the registration form. It is vital that the information you provide is full, accurate and complete. Please speak to a member of staff if you wish to discuss any details.
- Parents/guardians must sign children into the session on arrival and sign them out on collection. If another adult is arranged to collect your child/ren, you will be required to set a password to ensure safe collection of your child/ren.

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Timings

- All childcare hours are as advertised (9.30-11:30am and 2.30-4:30pm) and we you to adhere strictly to these times. Should you be late for any reason, please make the Four Bears Den team or reception aware.
- If you arrive later than 15 minutes from the start without informing us of your late arrival we reserve the right to cancel your child's/children's session and offer the space to children on our waiting list.
- The Den is available for family play outside of a pre booked session and opening hours are displayed on the front door. We encourage parents/guardians to bring their child/ren into the Den for family play to familiarise themselves before the first Den session.

Safeguarding and health and safety during supervised session

- The Four Bear's Den has a strict list of policies and procedures that can be found in the Den. We ask staff, parents/guardians and children to be familiar with them and adhere to them.
- We ask that parents do not take any photos of the children whilst they are in the Den, and mobile telephone devices are banned in the creche unless being used by the Manager/Deputy Manager/Supervisor and with prior consent of all parents/guardians for the children in the session via each child's Registration Form.
- At least one parent/guardian must stay on site at the hotel during the entire session in the event we need to call them. They should be contactable at all times.

Sickness and Medication

- Any child who has, or develops, an infectious illness must be kept away from The Four Bears' Den.
- If we feel that a child is unwell for whatever reason when arriving at the Den we will not be able to allow access to the session. If a child becomes unwell during a Den session we will contact parents/guardians to collect them.

Clothing and Personal Items

- Each child should have sufficient and appropriate cloths for their daily needs. If necessary, please provide your child with some clothes for messy play.
- For babies and children who are not fully toilet trained, parents are asked to provide nappies and baby wipes, as well as a spare change of clothes in case of any accidents.
- Parents are asked to ensure their child does not bring valuable items or toys with them as we cannot accept responsibility for any loss or damage.

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Cancellation of sessions

- If through circumstances beyond our control (sickness, technical problems, government action), The Four Bears' Den is forced to cancel your booking, we are not responsible for providing or paying for alternative childcare.
- Outside of the Den opening hours there is no other childcare provision. Evening babysitting can be arranged privately via the hotel; please ask the Den team or reception for more information.