

Four Bears Den Terms & Conditions

Effective Date : January 2026

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 48 hours before the session or you will be charged the full amount.
- Non-Hotel Guests can purchase sessions at a cost of £30 per child per session. Sessions must be paid for in advance and the 48hrs cancellation policy applies.
- 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.
- If you fail to show-up or arrive later than 30 minutes from the start without informing us of your late arrival; we reserve the right to cancel your session and offer your space to children on our waiting list.
- Cancellations to Den sessions must be made at least 2hrs before the session. If we do not hear from you a £20 no-show charge, per child, will be added to your room.

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. (the Manager's discretion can be used to accommodate slightly older children but cannot usually be booked until the day).
- 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.

Four Bears Den Terms & Conditions

Effective Date : January 2026

- If, for any reason, we consider a child to be conducting disruptive behaviour (including children who are unsettled and consequently taking a staff members focus from the rest of the group); we reserve the right to ask you to come and collect them.
-
- 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.

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.
- It is your responsibility, as parents to inform us of any special dietary requirements that your child may have and equip us with the necessary medication in case of an allergic reaction.
- 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.

Timings

- All childcare hours are as advertised for each hotel and we ask all parents to adhere strictly to these times. Should you be late from any reason, please make us or reception aware.
- If you arrive later than 15 minutes from the start of your session without informing us of your late arrival, we reserve the right to cancel your child's/ren's session and offer the space to children on our waiting list. This will incur our No-Show charge of £20 per child.
- The Den is available for family play outside of supervised sessions. Timings vary between each hotel. We encourage parents/guardians to bring their child/ren into the Den for family play to familiarise themselves before their first Den session.
- 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.

Four Bears Den Terms & Conditions

Effective Date : January 2026

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 until they are 48-hrs symptom free.
- 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.
- We will only administer medication that has been prescribed by a doctor.

Clothing and Personal Items

- Each child should arrive with clothing that is suitable for play and everyday activities. As sessions may include creative or messy play, we recommend dressing children in clothes that are comfortable and practical. We will not be held responsible for any damage to clothing.
- For babies and children who are not yet fully toilet trained, parents and guardians are asked to provide nappies, baby wipes and a spare change of clothes in case of any accidents.
- To help keep the Den a relaxed and enjoyable space for everyone, we kindly ask that children do not bring valuable items or personal toys with them, as we are unable to accept responsibility for loss or damage.
- Electrical devices are not permitted in the Den.