



# Drop Off Information

## INFORMATION

Upon your arrival, you will be asked to show a valid form of picture identification to be matched with the driver's license number on your registration form. All patrons are required to have a current waiver signed and documented in our records before leaving. Please see our list of fees for further information. For added security, we ask that parents do not open the door leading to the play area. ALL adults must check in before being allowed in the play area.

## MINIMUM / MAXIMUM TIME and PRICING

Rates are by the hour. At minimum, all parties should expect to pay our one hour rate. Even if a child is only left in our care for 30 minutes, the parent will be required to pay for one full hour. If you go over 1 hour, you will be charged for 2. For example, if you leave your child(ren) for 1 hour 20 minutes, you will be charged for a full two hours. The maximum time a child may be left at Hopscotch's Playplace is 3 hours. If you go over 3 hours, you will be charged \$2 per minute per child. (See Pick-Up)

## EMERGENCY CONTACT

We require a mobile phone or mobile contact number anytime you leave your child at our facility. Hopscotch's Playplace Drop Off Service is not to be considered daycare, but a convenience to shoppers patronizing local establishments in the general vicinity of Hopscotch's Playplace. For this reason, we require you, the parent or legal guardian, to respond to any attempts at contact by Hopscotch's Playplace and if necessary return to Hopscotch's within a 20-minute window from the time contact is made. If we cannot contact you, we will call your Emergency Contacts and/or proper authorities.

## ILLNESS

To reduce the risk of contagious diseases, we cannot provide care for sick children. If your child has a fever of 99.5 degrees or greater, we cannot accept your child. In addition, your child will not be admitted if he or she is vomiting, has diarrhea, or if your child has a contagious disease (such as pink eye) other than a mild cold. If your child exhibits what our staff perceives to be more than a mild cold, you will be contacted immediately. To avoid being interrupted with a phone call to pick up your child, please be mindful of these policies.

## BEHAVIOR

At Hopscotch's Playplace, we strive to promote a positive play experience for all children. As a result, we must continue to adhere to our general play rules and policies. We promote and praise positive choices and play. We do realize that children are still learning positive social behavior and may not always demonstrate positive behavior. Hopscotch's Playplace does utilize verbal redirection and if necessary, a time out procedure. If a child is placed in time out, he or she will be instructed to sit in a designated area away from the source of conflict. Each time out period shall not exceed the age of the child. For example, if the child is 3 years old, each time out period shall not exceed 3 minutes. Each episode resulting in time out will be documented. If a child exhibits severe inappropriate behavior, we will contact

the parent and ask that the child be picked up. No form of physical punishment will ever be used by our staff (even if requested by a guardian). Additionally, we reserve the right to refuse future care of any child who is unable or refuses to respect Hopscotch's Playplace staff and/or other patrons.

### **INCIDENT REPORTS**

Should an incident occur during your child's stay you will receive a written "incident report." The staff member on duty will sign the report, will ask you to review it with them, and then will ask you to sign it. If you have any questions at the time of the incident, please do not hesitate to ask for clarification.

### **FOOD/SNACKS**

We do not serve food of any kind at Hopscotch's Playplace. Please be sure to provide adequate snacks, drinks, or meals to be used during your child's visit with us. We will only provide your child with food items provided by the guardian. Please advise us of any food allergies your child may have. We do sell juices and prepackaged snacks and with your permission, will be given to your child if he or she requests. See your Hopscotch's Playplace attendant for details.

### **MEDICATIONS and CHILDREN WHO ARE MEDICALLY DEPENDENT**

We do not administer medicine of any kind at Hopscotch's Playplace. At this time we are we are unable to accept medically dependent or behaviorally challenged children, as our staff is not properly trained in this type of care.

### **DIAPERING and TOILETING**

As with snacks and meals, please be sure to provide plenty of diapers AND wipes for your child's visit. We ask that all belongings are labeled with your child's first name. See your Hopscotch's Playplace attendant for details. Since we do not assist with toileting needs, we ask that if your child is currently potty training, please send them in a pull-up or other type of diaper to prevent toileting accidents.

### **PICK-UP**

Any child left in our care is limited to a 3 hour stay per visit. Your assistance in following this rule will be appreciated. Failure to pick up your child after three hours or after our closing time will result in a minute-by-minute fee of \$2 per minute per child from the time the three hours expires (or closing) until the time the child is picked up. Consequently, this fee will be in addition to the fees already accrued. Whoever picks up your child should be prepared to pay the total amount of all fees.

If you fail to pick up your child by the close of business, we will immediately refer your emergency contact list and request that someone come to pick up your child. Any person picking up your child will be required to show a valid picture identification before your child can be released to them. In the event that no one is available on your contact list, we will contact the Department of Health and Human Services and transfer your child into their care.

**Thank you in advance for your cooperation and helping us to provide a safe and secure environment for your child!**