

The Play Center is a fun and safe supervised play area where your child can enjoy themselves while you pursue your fitness program at the Conway Regional Health and Fitness Center. To ensure the safety of your child and a great experience for all, please observe the following policies.

Age requirement and use of services

The Play Center is for children 6 weeks to 10 years of age and is included for children who are members. Non-member children may be admitted for a daily fee per child. Payment is required at the time of service and additional fees may apply. The Play Center is a drop-in area which means there are no reservations. The number of children in attendance varies by the hour.

Registration

All participants must complete a Pre-Participation Form (obtained at the member services desk) before children may be admitted to the Play Center. For security reasons, all members and child members must have their picture taken or photo ID obtained. Guests who bring children must have a photo ID on file.

Hours of operation

- Monday and Wednesday 8:00 am – 1:00 pm; 4:00 – 7:30 pm
- Tuesday and Thursday 8:00 am – 12:00 pm; 4:00 – 7:30 pm
- Friday 8:00 am – 1:00 pm; 4:00 – 6:30 pm
- Saturday 8:00 am – 12:00 pm
- Sunday 1:00 – 4:00 pm

The Play Center will close early if no children are present 15 minutes before closing time.

Please observe all signs posted regarding upcoming closings, center updates, holiday hours and/or programming announcements. We will do our best to notify parents of any schedule changes in advance.

Time limits

The Play Center is for short-term stays only. Infants may stay in the center a maximum of 70 minutes. Children who are walking on their own up to age 11 may stay in the center for a maximum of 120 minutes. Parents should schedule their workouts accordingly.

Late pickup policy

Occurrence 1-3 – Verbal warning

4th occurrence – Suspension from Play Center for 2 weeks

5th occurrence – Suspension from Play Center for 30 days

6th occurrence – Suspension from Play Center for 60 days

7th occurrence+ – Suspension from Play Center for 6 months



Presence of parents

The Play Center is not a licensed day care facility. Parents are expected to be in the facility while their children are in the Play Center. If you leave for an outside workout, the Play Center staff must be notified of your intentions and you must carry your mobile phone should you need to be reached in case of emergency. Dropping children off and leaving the center for personal errands is considered an abuse of the service and repeated abuse may result in dismissal from the Play Center. We appreciate your cooperation.

Check-in/out

Children should be checked in and out of the Play Center by the adult on the membership. When a parent drops off their child, they must check-in by scanning the parent's keytag using the scanner at the Play Center entrance to verify identity (photo on file). After working out in the HFC and returning to the Play Center, he/she must again scan their keytag to verify their identity before checking out the child.

IMPORTANT: The purpose of the Play Center is to provide a safe environment for children while their parents pursue their exercise program at the HFC. A member may authorize up to TWO (2) additional guardians age 18+ other than themselves to pick up children from the Play Center but this does not relieve the obligation for a guardian to be present in the facility while a child is in the Play Center. **FOR THE SECURITY OF YOUR CHILD, AUTHORIZED GUARDIANS MUST EITHER BE HFC MEMBERS OR REGISTERED GUESTS WITH A PHOTO ON FILE.** Please consider this before listing non-members as authorized guardians to pick up your child.

Illness

Children who are sick or showing symptoms of an illness are not permitted in the Play Center. NO EXCEPTIONS. We appreciate your close attention to this policy in order to ensure a healthy environment for other children, members and staff. Management reserves the right to refuse childcare due to illness. Children must be free from fever, vomiting, diarrhea, or other signs of illness for 24 hours prior to arrival. Play Center staff cannot administer medication to children. The Health and Fitness Center also asks that if your child is diagnosed with a contagious illness (e.g. chicken pox, hand foot mouth, etc.) the parents notify the Play Center staff so that we in turn may notify other members who used the Play Center during the same time. Lastly, please inform us if your child has any physical problems or any health information that we should know on the Pre-Participation Form.

Attire

Children should wear clothing that is washable, comfortable, and conducive to movement. Shirt, pants/shorts and shoes should be worn by children who are walking and older.

Personal items and toys

The Play Center has plenty of toys and activities to keep your child entertained. Personal electronic devices including tablets, smartphones, game consoles, cameras, and computers are not allowed. We do not recommend bringing other personal items from home and items considered to be a choking hazard are prohibited. If a child insists on bringing a toy from home, please note that we are not responsible for lost, stolen, or broken items. Other personal items should be labeled such as bottles, diapers, bags and clothes. Diapers are not supplied, and children should be changed before arriving to the center. Please provide extra diapers for your child's comfort.

Food and drink

Children should be fed and properly hydrated prior to their arrival at the Play Center. For the safety of all children, outside food (including candy and gum) and drink other than water bottles and baby formula are discouraged. Our Play Center attendants are not able to feed meals to children during their visit. Please only send basic snacks. The Play Center is a nut free environment so peanut products are strictly forbidden. Please be sure to note any allergies your child may have on their Pre-Participation Form.

Discipline

It is our intent for the Play Center to be a place of enjoyment for children while their parents pursue their fitness program. In the event your child is being disruptive, their behavior will be addressed verbally with positive reinforcement and redirection. If behavior continues children may be separated from the activity. Excessive disruption will result in the parent being paged and/or called to remove the child. The Health and Fitness Center reserves the right to dismiss a child from the Play Center if behavior interferes with operations or the safety of others.

Biting policy

- 1st occurrence – immediate removal and verbal warning
- 2nd occurrence – immediate removal and verbal warning
- 3rd occurrence – immediate removal and verbal warning
- 4th occurrence – immediate removal and two-week suspension

Any subsequent bite in a 6-month period after returning from a two-week suspension results in an additional 2-week suspension. If a child remains bite free for a 6-month period after returning from a suspension, they may start over as if it was their first occurrence.

NOTE: A bite occurs when it is either witnessed by a staff member or if there is plausible evidence or proof of a bite such as bite marks, saliva or other as deemed by staff.

Safety/security

The Play Center is a secure area. Parents are not allowed in the Play Center and must remain behind the Play Center door. Video monitoring is in place on the Play Center hallway and at the entrance to the center. A staff member will escort your child into and out of the area. All staff are AED/CPR trained and our department has an emergency action plan for the most likely emergency situations that could occur. In the event of a fire, children will be evacuated to the playground on the south side of the facility. In the event of a tornado, children will be escorted to one of the locker rooms. Play Center employees are mandated reporters and are required to contact the Arkansas Child Abuse hotline there is ever a question about the well-being of a child in our care.