

# Youth Programming Policies & Procedures

Updated 2/21/2023

## Parental Responsibilities

- **Parents CANNOT LEAVE the building when children are in class or checked into childcare areas.**
- **Please stop at Member Services to update your ‘Emergency Contact’ information and all family members photos annually. Photos can be updated at the Front Desk.**
- **If there is anything we should know about your child to make their experience more enjoyable please let us know**
- **Please assure that your children utilize the restroom prior to class.**

## Pick-Up from Classes

- **For the safety of your child, parents who bring their child (ages 12 and under) to class MUST be at the classroom door to pick them up at the end of the class.**
- **Any child not picked up on time will be transported to either KidQuest (ages 3-6) or KidZone (ages 7-12).**

## Arrival for Classes

- **Children MUST use the bathroom before any class drop-off or childcare check-in.**
- **Children must be checked into KidQuest or KidZone 15 min. prior to class if you are utilizing transportation services.**
- **For parents bringing children to class, please arrive on-time to class so as not to disrupt a class that has already begun.**
- **PLEASE NOTE- Children attending All Sports CANNOT be dropped off early as they DO NOT meet the age requirement for KidZone check in.**

## Safety and Conduct

- **Children must always be RESPECTFUL of staff as well as to other children.**
- **Any child who does not follow the rules set forth by childcare staff or their instructor can be ‘suspended’ from participating.**
- **For the safety of your children and our staff, please remind children of proper conduct while under our staff’s supervision, which includes but is not limited to following the direction of staff, refraining from climbing on staff and equipment.**
- **Please also refrain from bringing outside toys into the club to avoid potential choking hazards. Any items deemed unsafe by HealthQuest staff will be confiscated and returned to parents.**
- **Children under the age of 13 cannot be left unattended anywhere in the club, this includes the Café, indoor track, hallways and fitness areas.**

## Attire

- **Your child should have the proper attire and footwear for the class they are taking that day.**

## Transportation / Child Care Check In

- For your convenience, HealthQuest Staff is available to transport children checked into childcare areas to their classes.
- Parents must inform staff as to which class(es) their child(ren) will be attending when checking them in to childcare.
- **For the safety of your child, any child that was transported to class by HealthQuest Staff MUST be returned to their designated childcare location to be checked out and released to a parent as they must be accounted for.**
- Transportation will depart 10 minutes prior to the class start time.
- For children who miss transportation, it is the responsibility of the parent to both Drop Off AND Pick Up from the class location.
- Please be punctual for transportation.
- **A parent or authorized Guardian must be the person checking a child in to childcare.**
- For the safety of your children, once a child is checked in they should not be checked out unless the need for childcare has concluded.
- Children can be checked in to childcare for up to 2 hours per day, this includes class time if using transportation.

## Attendance/Tardiness

- Children more than 10 minutes late should not be entered into class for that specific day as it causes substantial disruption to the overall experience.
- Three (3) unexcused absences or excessive absences will result in the child being removed from the class so that a child on the waiting list is given the opportunity to participate.
- If your child is going to be or was absent for a program, you must email [programdesk@hqfit.com](mailto:programdesk@hqfit.com) with the child's name and all class details as to not incur an "unexcused absence".

## Camp DynoNite Registration

- Camp DynoNite is offered on select Saturday evenings. Members **must register via the Member Portal** at [www.hqfit.com](http://www.hqfit.com). All upcoming dates are posted on the home page of the Member Portal.
- Online Registration opens 2 Sundays before the event and closes 11pm on Thursday prior to the event. **ABSOLUTELY NO WALK-INS.** Registrations received after Thursday at 11pm are charged a \$10 Late Fee per child.
- Any child registered for the dinner 'add on' and NOT the event will be charged a \$10 Late registration fee per child.
- Cancellations made after Thursday at 11pm will result in a \$5 fee per child. No Shows will result in a \$10 fee per child.

## Sanitation/Allergy Concerns

- NO outside food or beverages are permitted in KidQuest, KidZone or the youth programming classrooms due to potential allergies.
- Please be sure your children wash their hands prior to entering the childcare areas or attending class, especially if they have been in contact with products containing peanuts.
- **For the health and wellbeing of other children, a child who missed school due to illness should not attend class or be checked into childcare**
- **Children with visible signs of illness will not be permitted to enter childcare or classes. Admittance to childcare/classes is based upon the discretion of HealthQuest Staff.**