

Youth Programming Policies & Procedures

Updated 9/4/2025

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.
- Children MUST use the bathroom before any class drop-off or childcare check-in.

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).
- Parents cannot pick up a child from class if transportation from childcare is utilized.

Arrival for Classes

- For parents bringing children to class, please arrive at least 5 min prior to class so as not to disrupt a class that has already begun.
- PLEASE NOTE- Children ages 4-6yrs attending All Sports should be checked in to KidQuest and utilize transportation

Safety and Conduct

- Children under the age of 13 cannot be left unattended anywhere in the club, this includes the Café, indoor track, hallways and fitness areas.
- 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, being RESPECTFUL of staff as well as to other children, refraining from climbing on staff and equipment.
- Any child who does not follow the rules set forth by childcare staff or their instructor can be ‘suspended’ from participating.
- 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.

Attendance/Tardiness

- Children who are 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) consecutive unexcused absences or excessive absences will result in the child being removed from the class.
- If your child is going to be or was absent for a class, you must email programdesk@hqfit.com with the child’s name and all class details (type/age/day/time) as to not incur an “unexcused absence”.

Attire

- Your child should have the proper attire and footwear for the class they are taking that day or will not be allowed to participate.



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Transportation / Child Care Check In

- For your convenience, HealthQuest Staff is available to transport children checked into childcare areas to their classes.
- Children must be checked into KidQuest or KidZone 15 min. prior to class if you are utilizing transportation services.
- 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.

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.

Camp DynoNite Registration

- Camp DynoNite is offered on select Saturday evenings.
- Members must register via the Member Portal at 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 or late dinner requests.
- If accepted, any registration received after the Thursday 11pm deadline will be charged a Late Fee per child.
- A child registered for the Dinner Add On and not the Event will be charged a Later Registration fee per child.