

## Crèche Conditions of Use

### 1. General

- (a) The PAC Crèche follows Child Safe Standards and Council policy.
- (b) Opening Hours for the Crèche are detailed on the [PAC website](#) and the customer portal.
- (c) Crèche capacity is based on physical space and staff ratios.
- (d) The maximum time a Child can be booked into the Crèche is for 1.5 hours; each session will be broken up into specific age categories to ensure ratio compliance is met.

### 2. Eligibility

- (a) The PAC Crèche priority use is for current PAC members only. All other users (e.g. casual) are subject to availability.
- (b) Crèche placements are limited per session to follow Child Safe Standards.
- (c) The Crèche accepts children between the ages of 12 weeks to 6 years.
- (d) Children will not be accepted at the Crèche if they show any signs of illness.

### 3. Conditions of Use

- (e) The maximum time a child/children can be booked into the Crèche is for 1.5 hours; each session will be broken up into specific age categories to ensure ratio compliance is met.
- (f) Any medical conditions, requirements, allergies, or special needs must be clearly reported to Crèche staff at the time of booking.
- (g) Parents / Guardian(s) are required to provide suitable food and drinks for their children's stay. We do not permit nut-based foods in the Crèche. All food items must be labelled with your child's name.
- (h) Parents / Guardian(s) are not to bring toys from home to the facility. Toys, games, and activities will be provided.
- (i) PAC Staff will contact the nominated Parents Guardian(s) at any time during the booking and request that the child be collected from the Crèche if the child is behaving in a way that puts other children at risk or if the child is showing signs of illness.
- (j) The nominated Parent/Guardian must always remain on site while their child/children are in the Crèche. Leaving the facility during this time may result in the termination of your gym membership
- (k) Child must be signed in upon arrival and signed out on collection by the nominated Parent/Guardian.
- (l) Children will only be released from the Crèche to the nominated Parent/Guardian that signed them in.
- (m) Parents/Guardian(s) should ensure that children attending the Crèche have been properly toileted prior to entering the Crèche and have nappies on as required. The nominated Parent/Guardian will be called back to the Crèche if children need a nappy change or toileting assistance.
- (n) Due to the limited number of positions available children must be dropped off and collected on time.
- (o) If a circumstance occurs when the staff need to evacuate the facility, the children will be evacuated by PAC staff. Parents /Guardians will be reunited with them at the assembly point. You must not remove your child from the Crèche area without notifying staff and signing out.

### 4. Booking Process

- (a) All Crèche bookings must be made through the customer portal.
- (b) Bookings for the Crèche can be made a maximum of seven days before the anticipated gym session
- (c) The maximum time a child/children can be booked into the crèche is for 1.5 hours; each available session will be broken up into specific age categories to ensure ratio compliance is met.
- (d) As part of the booking process, Parents /Guardian(s) will be required to provide contact information for a suitable family member/guardian to contact in the event of an emergency.

### 5. Booking Cancellations and Transfers

- (a) All cancellations and transfers must be made through the customer portal.
- (b) A minimum of 24 hours' notice is required for any cancellation.

# PARRAMATTA AQUATIC CENTRE

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- (c) Failure to cancel a Crèche booking may result in future Crèche booking rights being forfeited.
- (d) Crèche bookings are not transferrable. Parents/Guardian(s) will be required to cancel their existing bookings and make a new booking.

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Initiative of



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PARRAMATTA**