

Outlet Nanny Service Terms and Conditions

BOOKINGS

- Bookings can be made for a minimum of one (1) hour or a maximum of two (2) hours per day. This service operates from 10.00am – 3.00pm daily (excluding Sundays; 11am-4pm).
- All bookings are recommended to be made at least 24 hours in advance online to avoid disappointment of missing a spot on the day.
- Walks in are allowed, subject to availability on the day
- The last available booking each day is 1 hour before closing
- Children up to 10 years of age will be accepted to the Outlet Nanny Service or 12 years old if booked in with a sibling under 10 years old.
- Customers who are more than fifteen (15) minutes late to their booking will automatically forfeit their place.
- Customers are limited to booking a maximum of four (4) hours per week per person.

DROP OFF

- Terms and conditions to be electronically signed upon registration
- Upon arrival to drop off child/children, a parent/carer is required to sign in their child/children and provide a current, original Photo Identification (Drivers License or Passport).
- All children must be picked up from the Outlet Nanny Service area at the time the booking ends. Parents/carers are to show their identification again when collecting their child/children
- The Outlet Nanny and the parent/carer will remain within Harbour Town Adelaide at all times. The parent/carer must not leave the Centre at any time.

CHILD COLLECTION

- If the parent/carer is late (more than 15 minutes) to pick up child/children
- or remains uncontactable for an extended period of time the Outlet Nanny and Centre Management have your consent to advise local police.
- Children will not be allowed to leave with persons other than the parent/carer identified by the Photo ID at time of drop off. Nannies must never let a child leave their care/room without sighting the Photo ID and ensuring it matches with the sign in/out sheet.
- In the unlikely event of an emergency, all children will be evacuated according to the Harbour Town Adelaide's Evacuation Plan. Parents/carers will be notified of the collection point.

FOOD AND DRINK

- The Outlet Nanny will not be permitted to feed your child whilst in their care. Please ensure your child is fed prior to the commencement of your booking.
- There is to be no food within the Outlet Nanny station.
- Water is the only beverage/fluid permitted in the Outlet Nanny Station.

- A bottle of water can be left for your child. The bottle must be clearly labelled with your child's name.

HEALTH AND WELLBEING

- Outlet Nanny should be notified by the parent/carer upon booking, if a child has any special needs that we should be aware of including but not limited to dietary requirements, allergies or medical conditions.
- Unless there is a medical emergency, medications will not be administered to any child. Any child displaying symptoms of illness will not be accepted into Outlet Nanny Program.
- If, during the course of an Outlet Nanny booking, a child becomes ill or is unable to continue for any reason the parent/carer will be contacted immediately to collect their child.
- If a child has been diagnosed at risk of asthma or anaphylaxis, the parent/carer will be required to notify upon booking and provide the child's medication and action plan. The Nanny on duty will be notified.
- The Outlet Nanny is **not** authorised to leave the Outlet Nanny station and take children to the bathroom. Should your child require to use the bathroom the parent/carer will be contacted to return and take the child to the bathroom. Please ensure your child is taken to the bathroom prior to the commencement of your booking.

BEHAVIOUR MANAGEMENT

CHILDREN MUST BE AWARE OF THE FOLLOWING RULES

- Children are to stay with the Group at all times.
- The Outlet Nanny Service cannot take children to the bathroom or change nappies. If this is required the Outlet Nanny will contact the parent/carer to assist the child/children as required.
- Outlet Nanny takes no responsibility if personal items are lost
- or stolen and therefore it is recommended money and items of value should not be brought to the program.
- Any incidents of inappropriate behaviour will be recorded and reported to parents/carers and may result in exclusion from future participation in the Outlet Nanny program.

A THREE-STEP WARNING STRATEGY MAY BE ADOPTED ACCORDING TO THE SEVERITY OF THE SITUATION

- Behaviour warrants an initial warning. The child must be notified of the consequences of a third warning, e.g. removal from the activity, notification to parents.
- Behaviour continues or worsens and the child is issued with a second warning
- Behaviour continues or worsens and the child is removed from the activity.
- The child must not be left unsupervised. Parents must be notified as soon as practicable and may be called to remove the child altogether if the circumstances require it.