

## **BAAN SANOOK Policies & Procedures**

*Prior to enrolling your child into Baan Sanook (Kids Club), we would like to request that you please take a few minutes to read the following information. We thank you for your attention and please understand the information below with care and consideration. If you are unsure of any of the below points please ask a member of staff prior to giving your consent.*

1. All children must be signed into Kids Club by a parent or listed guardian (18+). They will not be permitted entry unattended.
2. Parents are requested to remain on the Island at all times when their child is attending the kids club. When signing your child in, your location will be asked for.
3. Please notify staff of any form illnesses, allergies, physical disabilities, behavioral disabilities or if taking any medication.
4. The kid's club team is not able to administer any medication to your children.
5. Due to operational reasons or in peak season to maintain a safe environment and staff ratios a book in system may be implemented.
6. Many of the activities will take place outdoors. Please ensure that your child has a sun hat, a T-shirt and sun cream.
7. Children will not be able to leave the kids club without a parent or guardian. Babysitting charges will be applicable if your child is not collected after closing hours.
8. Babysitting Service: All babysitting services must be booked with a 24 hours notice prior to the desired time.

*US \$20++ per hour per child, maximum 2 children for one babysitter (+10% service charge and +12% government taxes). Children aged 2 years and below will be assigned a one-on-one ratio with a babysitter.*

*After every 4 hours of consecutive babysitting an IVD(In Villa Dining) meal for the babysitter shall be provided at the cost to the parent.*

9. Children have a tendency to get over-excited especially when they are on holidays. However, we expect children to behave in an appropriate manner and follow the commands of the staff. If your child misbehaves, behaves inappropriately, or in a manner that disrupts the rest of the group, they will be returned to their parents immediately. Please note this may result in the child being excluded from the Kids club for the duration of the holidays.
10. Please note that in the event of an emergency or evacuation, your child will be accompanied by a member of our team at all times and the team will follow the resort evacuation plan.