



# 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.
- All bookings must be made at least 24 hours in advance by calling the Birkenhead Point Guest Services team on 02 9812 8800.
- The last available booking each day for regular hours is 2.00pm -3.00pm.
- Children up to 10 years of age will be accepted to the Shopping Nanny Service. The maximum capacity of each Nanny is three (3) children over the age of two (2) years. For children under the age of two (2) the maximum capacity of each Nanny is two (2) children.
- Customers who are more than fifteen (15) minutes late to their booking will automatically forfeit their place.
- Customers are limited to booking four (4) hours per week per person.

## REGISTRATION

- Upon arrival to drop off child/children, a parent/carer is required to complete the Registration Form, read and sign the Terms & Conditions and provide a current, original Photo Identification (Drivers Licence or Passport). The Nanny will take a copy of the Photo Identification provided. The owner of the same Photo Identification must present their ID and sign for the release of the child at the conclusion of the booking.
- The Registration Form is to be completed by the parent/carer and co-signed with the Nanny.
- All children must be picked up from the Shopping Nanny service area at the time the booking ends.
- The Shopping Nanny and the parent/carer will remain within Birkenhead Point Brand Outlet 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 Shopping 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. Nannies must never let a child leave their care/room without sighting the Photo ID and ensuring it matches.
- In the unlikely event of an emergency, all children will be evacuated according to the Birkenhead Point Brand Outlet's Evacuation Plan. Parents/carers will be notified of the collection point.



## **FOOD AND DRINK**

- The Shopping 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 Shopping Nanny station.
- Water is the only beverage/fluid permitted in the Shopping 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**

- Shopping 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 Shopping Nanny Program.
- If, during the course of a Shopping 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 reception staff upon registration and provide the child's medication and action plan. The Nanny on duty will be notified.
- The Shopping Nanny is not authorised to leave the Shopping 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 shopping Nanny Service cannot take children to the bathroom or change nappies. If this is required the Shopping Nanny will contact the parent/carer to assist the child/children as required.
- Shopping 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 Shopping 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.