

Four Bears' Den terms and conditions

Cost of childcare

- Hotel residents receive one complementary 90-minute session in The Four Bears' Den per night of their stay. Additional sessions are subject to availability, and charged at £15 per child per session.
- Day guests and Leisure members have access to the 90-minute sessions also, charged at £15 per child per session. (Please check to see if the cost of childcare is included in your Spa package).
- If you fail to show-up or arrive later than 30 minutes from the start without informing us of your late arrival; we reserve the right to cancel your session and offer your space to children on our waiting list

Suitability of childcare

- The Four Bears' Den provides childcare to children aged 3 months – 8 years (the Manager's discretion will be used to accommodate slightly older children).

The staff at The Four Bears' Den

- We will make every effort to welcome and settle your child/ren into our Crèche but if they are not happy, we will call you to collect your child. (Often within the first 15 minutes for our little children.)
- Unfortunately, we are unable to allow parents or other adults to stay in the Den to play with their children once the session begins: this is for reasons of practicality, safety and child protection. You are more than welcome to stay close within our check in area until all parties are comfortable.

Standards of Behaviour

- If, for any reason, we consider a child to be conducting disruptive behaviour (including children who are unsettled and consequently taking a staff member focus from the rest of the group); we reserve the right to exclude the child/ ask you to come and collect them.
- The exclusion will be effective for a period at the Manager's discretion. Further information can be found in our Behaviour Policy.

Working Hours and Parental Supervision

- We provide childcare in 90-minute slots per day. We do not guarantee provision for children not booked in advance – normally 2 weeks. Admissions are on first come first serve basis.
- All childcare hours are as per advertised and we ask all parents to adhere strictly to these times. Should you be late from any reason, please call us as soon as possible.

Registration

- Before your arrival we will ask you to complete the registration form. It is vital that the information you provide is full, accurate and complete.

Safeguarding and Health & Safety

- The Four Bears' Den has a strict list of policies and procedures relating to child safety and the working of the Den to which we ask staff, parents and children to adhere to.
- We ask that parents do not take any photos of the children whilst they are in the Den, and mobile telephone devices are banned in the creche.

Sickness and Medication

- It is your responsibility as parents to inform us of any special dietary requirements that your child may have and equip us with the necessary medication in case of an allergic reaction.
- Any child who has, or develops, an infectious illness must be kept away from The Four Bears' Den.
- To keep children, families and staff safe, we are implementing temperature checks at the beginning of each session. A high temperature is 38C + and is the body's natural response to fighting infections. Due to the current circumstances, if a child has a high temperature; we will not be able to take them in the Den.
- Any child who has, or develops, an infectious illness must be kept away from The Four Bears' Den.



Clothing & Personal Items

- Each child should have sufficient clothes for their daily needs. If necessary, please provide your child with some messy clothes for their session.
- Parents are asked to ensure that the child does not bring valuable items or toys with them as we cannot accept responsibility for any loss or damage.
- For babies and children who are not fully toilet trained, parents are asked to provide nappies and baby wipes

Cancellation of Sessions/ Full Services

- If through circumstances beyond our control, The Four Bears' Den is forced to cancel your booking, we are not responsible for providing or paying for alternative childcare.
- Circumstances beyond our control means unusual and unforeseen events such as sickness, technical problems, inclement weather or governmental action. The Four Bears' Den and The Ickworth Hotel shall have no responsibility or legal liability to compensate the client for loss of opportunity to take up the childcare in this situation.

When using the Den facilities parents must stay strictly within the Hotel and grounds while their children are in The Four Bears' Den and be contactable immediately at all times. Outside of the Den opening hours there is no other childcare provision. Occasional evening Babysitting can be arranged privately via the Hotel, please ask at Reception for more details.