Foxhills

Foxhills Crèche

Welcome to the Foxhills Crèche

The Foxhills Crèche provides a safe, welcoming and enjoyable environment where children can be cared for while their parent or guardian enjoys the facilities at Foxhills.

The Crèche welcomes children from approximately **3 months up until their 5th Birthday** with sessions available for **30 minutes, 60 minutes or 120 minutes**.

This guide explains how the Crèche works, how to book, what to bring, what happens during a session and the responsibilities of parents and guardians.

ABOUT THE CRÈCHE

1. What is the Foxhills Crèche?

The Foxhills Crèche is a supervised childcare facility where members/guests can leave their children for a short session while using the facilities at Foxhills.

It is designed to give children a safe and enjoyable environment with age-appropriate play and activities while their parent or guardian remain on the Foxhills premises.

2. What age children can use the Crèche?

The Crèche welcomes children from approximately **3 months old up until their 5th Birthday.**

If your child is close to either age limit, please speak to the Crèche team before booking.

3. How long can my child stay?

Sessions are available for:

- **30 minutes**
- **60 minutes**
- **120 minutes**

All sessions are subject to availability.

Opening hours:

Monday, Thursday and Friday: 8.30am - 1.30pm

Tuesday and Wednesday: 8.30am - 12.30pm

Weekends: 9am – 12pm

Prices:
Member: £12 per hour
Guest/Hotel resident: £20 per hour

Paint and Play: Complimentary

Open Crèche: Complimentary

Crèche Programming:

Paint and Play sessions are held on Tuesdays from 1:00 pm to 2:00 pm. These supervised sessions are facilitated by our Crèche team, offering age-appropriate arts and crafts alongside standard play. Advance booking is required via the Pavilion reception or by emailing pavilion@foxhills.co.uk.

We also host an **Open Crèche** on Wednesdays from 1:00 pm to 2:00 pm. This provides an opportunity for parents and children to socialise and engage with our facilities and staff in a welcoming environment. Parental supervision is required throughout the session. Advance booking is required via the Pavilion reception or by emailing pavilion@foxhills.co.uk.

4. Do I have to remain at Foxhills?

Yes.

Parents or guardians must remain **on the Foxhills premises for the entire time their child is in the Crèche**.

You must also remain contactable in case the Crèche team needs you.

5. What can I do while my child is at the Crèche?

You can enjoy the Foxhills facilities available to you under your membership or booking.

When signing your child in, you will be asked to complete a signing in form and provide the following information: **where you will be within Foxhills** and provide a mobile telephone number.

6. Is the Crèche the same as a nursery?

No; while children are encouraged to join, participation in activities is voluntary and based on their comfort level.

7. What will my child do during their session?

Children will have access to age-appropriate toys, equipment and activities.

Depending on their age, this may include:

- Sensory play
- Books and stories
- Construction toys
- Imaginative play
- Creative activities
- Baby toys
- Puzzles
- Games
- Supervised free play

Activities will be adapted to the ages and needs of the children attending.

8. Does my child have to participate in organised activities?

No; while children are encouraged to join, participation in activities is voluntary and based on their comfort level.

9. Can siblings attend together?

Yes, provided both children are within the permitted age range and there is sufficient availability for both children.

10. Can I visit the Crèche before my child's first session?

Please speak to the Crèche team if you would like to familiarise yourself with the Crèche before your child's first session.

B. BOOKING A CRÈCHE SESSION

11. How do I book a Crèche session?

Crèche sessions should ideally be booked by email at least 24 hours in advance to secure your child's space. Alternatively, bookings can be made up to 30 minutes before a session, subject to availability.

Please email:

creche@foxhills.co.uk

Include the information requested by the Crèche team so that your booking can be processed.

Booking in advance gives the Crèche team time to manage staffing, numbers and the ages of children attending.

12. Why is booking in advance important?

The Crèche has limits on how many children can safely be cared for at any one time.

Availability can also depend on the ages of the children attending and the staffing required.

Booking ahead gives you the best chance of securing the session you need.

13. Are sessions available at any time?

Sessions are booked **on the half hour/ hour**.

For example:

- 8:30
- 9:00
- 9:30
- 10:00
- 10:30

Please plan your Crèche booking around your other Foxhills activities.

14. Can I drop my child off before the booked time?

No.

Your booked session begins at the agreed time.

For example, if your child's session is booked for **8:30am, your child cannot be dropped off at 8:20am**.

Please take this into account when planning gym classes, spa appointments, golf, treatments or other activities.

15. What if I have an activity starting at the same time as the Crèche booking?

Please plan ahead and choose a Crèche session that allows sufficient time for you to drop off and sign in your child before going to your activity.

Do not assume that your child can be admitted early because another activity starts at the same time.

16. Are walk-ins accepted?

Yes, **walk-ins are welcome**, subject to availability.

However, the booking still needs to be processed through the Crèche email booking system.

Please email:

creche@foxhills.co.uk

The team may require **up to 30 minutes to process the booking** before your child can enter the Crèche.

17. What can we do while waiting for a walk-in booking to be processed?

You and your child may use the soft play area while waiting for the Crèche team to process your booking.

Please allow up to 30 minutes and wait for confirmation before leaving your child in the Crèche.

18. What if I need to cancel at the last minute?

Foxhills understands that unexpected situations happen, particularly with young children.

A last-minute cancellation because of unforeseen illness or another genuine unexpected circumstance is accepted.

Please let the Crèche team know as soon as you can.

19. What if my child becomes ill on the morning of the booking?

Please do not bring an unwell child into the Crèche.

Contact the Crèche and cancel the session.

A last-minute cancellation because your child has unexpectedly become ill is understood and accepted.

C. ARRIVING AND SIGNING IN

20. What happens when we arrive?

When you arrive, your child must be properly **signed in at the front door of the Crèche** before you leave.

Please allow enough time to complete the sign-in process.

21. What information do I need to provide when signing in?

The Crèche sign-in record will include information such as:

- **Child's name**
- **Parent or guardian's name**
- **Where you will be within Foxhills**
- **Your mobile telephone number**
- **Time in**
- **Time out**

Please make sure all information provided is accurate.

22. Why do I have to say where I will be?

If the Crèche team needs you urgently, knowing your location within Foxhills can help staff contact or locate you quickly.

23. Do I have to provide my mobile number every time?

You must ensure the Crèche has an appropriate contact number for you during the session.

Your phone should remain accessible so that you can respond if the Crèche contacts you.

24. What should I tell staff when I arrive?

Please tell the team anything that may affect your child's care that day.

For example:

- Poor sleep
- Recent illness
- Teething
- Allergies
- Medical information
- Changes in behaviour
- Additional needs
- Toilet training
- Separation concerns
- Anything unusual that has happened that day

Even small pieces of information can help staff understand your child's behaviour and needs.

D. WHAT TO BRING

25. What should I bring for my child?

This will depend on your child's age.

You may need to bring:

- Nappies
- Wipes
- Spare clothing & under wear

- Dummy
- Comforter
- Clearly labelled water bottle or drink where permitted
- Other essential items your child may require

Please clearly label your child's belongings.

26. What should my child wear?

Children should wear comfortable, practical clothing that allows them to play and move freely. Please bear in mind that some activities may be creative or messy.

For certain activities and when using specific play equipment, children may be asked to remove their shoes and socks. This helps support safe movement and balance while also protecting the play equipment from damage.

27. Can my child bring a comforter or favourite toy?

A familiar comfort item may help a younger child settle.

Please clearly label anything brought into the Crèche.

Valuable or irreplaceable toys are best left at home.

28. Should my child's belongings be labelled?

Yes.

Please clearly label personal belongings, particularly bottles, clothing, comforters and similar items.

E. FOOD, SNACKS AND DRINKS

29. Does the Crèche provide food or snacks?

No.

Food and snacks are **not** provided during Crèche sessions.

30. Should my child eat before coming to the Crèche?

Yes.

Please make sure your child has eaten appropriately before their Crèche session.

This is particularly important when booking a longer session.

31. Can I send snacks with my child?

No. Water and pre- measured milk is permitted in a named bottle.

Food and snacks should not be brought into the Crèche.

This also helps the Crèche manage potential food allergy risks for all children attending.

32. What if my child has a food allergy?

You must tell the Crèche about **all known allergies and intolerances**.

Even though food and snacks are not provided during sessions, allergy information remains important and must be disclosed.

33. What about babies who require feeding?

If your baby has specific feeding requirements, please discuss these with the Crèche team **before the session** so that you understand the arrangements that can be accommodated.

F. BABIES AND YOUNGER CHILDREN

34. Can babies attend the Crèche?

Yes.

The Crèche welcomes babies from approximately **3 months old**, subject to availability and the Crèche's admission arrangements.

35. What should I bring for my baby?

Depending on your baby's needs, you may need to provide:

- Nappies
- Wipes
- Spare clothing
- Dummy
- Comforter
- Clearly labelled bottle with pre- measured milk/drink
- Any other item requested by the Crèche team

36. What if my baby's routine has been different that day?

Please tell staff.

For example, let the team know if your baby has:

- Missed a sleep
- Slept poorly
- Fed differently
- Been teething
- Been unsettled
- Recently recovered from illness

This information can help staff understand and respond to your baby's needs.

G. SETTLING INTO THE CRÈCHE

37. What if it is my child's first visit?

Please tell the team.

Some children settle immediately, while others need more reassurance.

Knowing that it is your child's first session allows staff to give them additional support where needed.

38. What if my child cries when I leave?

Some children naturally become upset when separating from their parent or guardian.

The Crèche team will try to comfort and settle your child.

If your child remains significantly distressed or staff are concerned about their wellbeing, you may be contacted and asked to return.

39. Will you contact me if my child does not settle?

Yes.

If staff believe your child is not settling or needs their parent or guardian, they will contact you.

This is why you must remain at Foxhills and be contactable throughout the session.

H. HEALTH, ILLNESS AND SAFETY

40. Can my child attend if they are unwell?

Children who are unwell or may have an infectious illness should not attend the Crèche.

If your child becomes unexpectedly unwell, please cancel the booking. Last-minute cancellations due to genuine illness are accepted.

41. What happens if my child becomes ill during the session?

You will be contacted and may be asked to return to the Crèche and collect your child.

Please respond promptly if the Crèche contacts you.

42. What happens if my child has an accident?

Staff will follow the appropriate Foxhills first aid and incident procedures.

Parents or guardians will be informed of relevant accidents or incidents involving their child and contacted immediately where necessary.

43. What if my child has a medical condition, allergy or additional need?

Please tell the Crèche **before your child's session**.

The team needs appropriate information to understand your child's needs and determine whether any specific arrangements are required.

Never assume that medical or allergy information is too minor to mention.

I. COLLECTION AND SIGNING OUT

44. What happens when I collect my child?

You must return to the Crèche and **sign your child out at the front door**.

The child's **time out** will be recorded as part of the sign-out process.

Please collect your child at the agreed time.

45. Can someone else collect my child?

Yes, but you must tell the Crèche who will be collecting your child.

The person's full name must be provided to the Crèche in advance. They must also disclose the 'password' that we hold on file from the Child information form.

If somebody other than the expected parent or guardian is collecting the child, that person will be required to show **photo identification**.

The identification must correspond with the name provided to the Crèche.

46. What if my child recognises the person but details of the person picking up has not been disclosed to the creche team or password given

The child will not be released.

This applies even if:

- The child knows the person.
- The child runs towards them.
- The child calls them by name.
- The child appears completely comfortable leaving with them.

The Crèche team must follow the authorised collection procedure.

This is an important safeguarding measure, and exceptions will not be made simply because the child appears to recognise the person.

J. PAYMENT AND FINAL RESPONSIBILITIES

47. When and where do I pay for the Crèche?

Payment is made at The Pavilion reception before your child's session. You'll then hand the Crèche team your receipt on signing your child in for the booked session. Please allow extra time before your planned class or session.

48. What are the most important things I need to remember?

To help us provide a safe, smooth and enjoyable Crèche experience, please remember:

- **Book by email:** creche@foxhills.co.uk
- **Book at least 24 hours in advance whenever possible.**
- Sessions start **on the half hour/ hour**.
- Your child cannot be dropped off before the booked session time.
- Plan your booking around your gym class, treatment, golf or other activity.
- **Walk-ins are welcome**, subject to availability.
- Walk-ins must still be processed through the email booking system.
- Please allow **up to 30 minutes** for a walk-in booking to be processed.
- You may use the **soft play area while waiting**.
- Last-minute cancellations because of unforeseen illness or genuine, unexpected circumstances are accepted.
- Do not bring an unwell child to the Crèche.
- Make sure your child has **eaten before their session**.

- **No food or snacks are permitted during Crèche sessions.**
- Sign your child **in and out at the Crèche front door**.
- Provide your name, child's name, location within Foxhills and mobile number.
- Remain **on the Foxhills premises** while your child is in the Crèche.
- Remain contactable throughout the session.
- Return promptly if contacted by the Crèche.
- Collect your child at the agreed time.
- If another person is collecting your child, provide their name in advance.
- That person must present **photo ID**.
- Without the appropriate identification, **your child will not be released**, even if the child knows the person.
- Payment is made at **Reception after the session**.

Quick Guide to Your Crèche Visit

1. Before Your Visit

- ☐ Email **creche@foxhills.co.uk** to book.
- ☐ Where possible, book at least 24 hours in advance.
- ☐ Choose a session starting on the half hour.
- ☐ Plan enough time between Crèche drop-off and your Foxhills activity.
- ☐ Make sure your child has eaten.
- ☐ Tell us about allergies, medical conditions or additional needs.
- ☐ Pack any nappies, wipes, spare clothes or comfort items required.

2. When You Arrive

- ☐ Arrive for your booked session time.
- ☐ Do not attempt to drop your child off early.
- ☐ Sign your child in at the front door.
- ☐ Provide the child's name and parent/guardian's name.
- ☐ Tell us where you will be within Foxhills.
- ☐ Provide your mobile number.
- ☐ Make sure we know anything important about your child that day.

3. During the Session

Enjoy your time at Foxhills, but please:

- ☐ Remain on the Foxhills premises.
- ☐ Keep your phone accessible.
- ☐ Be prepared to return if the Crèche contacts you.

4. When Collecting Your Child

- ☐ Return at the agreed collection time. Additional charges may apply for late collection.
- ☐ Sign your child out at the front door.
- ☐ Make sure the time out is recorded.
- ☐ If someone else is collecting, make sure the Crèche has their name.
- ☐ The nominated person must bring photo ID.
- ☐ Complete payment at Foxhills Reception after the session.

Walk-In?

You're welcome to ask about a walk-in place.

1. Email **creche@foxhills.co.uk**.
2. Allow the team up to **30 minutes to process the booking**.
3. You and your child can use the **soft play area while waiting**.
4. Wait for confirmation that your child can be accommodated.
5. Complete the normal sign-in process before leaving your child.

Please remember that walk-in spaces are subject to availability.

Need to Cancel Because Your Child Is Ill?

We understand that young children can become unwell unexpectedly.

Please do not feel that you need to bring an unwell child simply because you have made a booking.

Let the Crèche know as soon as possible. **Last-minute cancellations due to unforeseen illness or other genuine, unexpected circumstances are accepted.**

Our Aim

We want your child to have a safe, happy and enjoyable experience at the Foxhills Crèche while you enjoy your time at Foxhills.

Good communication between parents, guardians and the Crèche team is an important part of making that happen.

If there is something we should know about your child, please tell us.