

Kids Club Rules & Regulations

1. Purpose

These rules ensure a safe, enjoyable, and organized environment for all children participating in the Kids Club activities at the resort.

2. Age Groups & Eligibility

- Children **4–12 years old** may join the Kids Club without a parent/guardian.
- Children **under 4 years old** are welcome only with a parent, guardian, or assigned nanny.

3. Operating Hours

- Kids Club operating hours are displayed at the entrance and at the Reception.
- Outside official operating hours, the resort is not responsible for children.

4. Registration Requirements

Before a child participates in any activities, parents must complete the **Kids Registration & Medical Declaration Form**.

5. Mandatory Items For Participation

To ensure safety and comfort, each child must arrive with:

- Hat or cap.
- Sunscreen applied in advance.
- Swimwear (if water activities are planned).
- Change of clothing.
- Swimming aids for non-swimmers.

The Kids Club does not provide these items.

6. Health & Safety Conditions

To maintain a safe environment:

- Children showing signs of fever or illness cannot join activities.
- Kids Club supervisors are not permitted to administer medications under any circumstances.
- Parents must inform the team about allergies, special needs, or behavioural considerations.

7. Personal Belongings

Children should not bring any valuables to the Kids Club, including:

- Mobile phones.
- Tablets or electronic devices.
- Toys.
- Jewelry.

The resort is not responsible for loss or damage of personal items.

8. Behaviour Guidelines

Children are expected to:

- Treat others with respect.
- Follow the instructions of Kids Club team members.
- Participate safely in activities.

Disruptive, unsafe, or aggressive behaviour may result in temporary or permanent refusal of participation for the child's safety and the safety of others.

9. Leaving The Kids Club

- Children **under 8 years old** may only leave with a parent or guardian.
- Children **8–12 years old** may leave alone only if written parental permission is provided.

Kids Club supervisor must verify identity before allowing the child to leave the premises.

10. Parental Responsibilities

Parents must:

- Remain reachable by phone at all times.
- Inform the Kids Club supervisor if they leave the resort grounds.
- Pick up their child promptly at closing time.
- Provide accurate health information.

11. Activity Program

- Activities are designed for two age groups: **4–6 years old** and **7–12 years old**.
- Programs may change depending on weather conditions or attendance.
- Activities requiring an extra charge are optional, and a free alternative will always be provided.

12. Emergency Protocols

In case of illness, injury, or emergency:

- Kids Club supervisor follows the resort's emergency plan and evacuation standards.
- Parents are notified immediately.
- An official incident report is completed.

Kids Safety Policy

1. Purpose

This policy ensures the safety, wellbeing, and protection of all children staying at the resort. It outlines parental responsibilities, safety recommendations, and hotel guidelines related to children in all public and recreational areas.

2. General Safety Guidance For Parents

Parents/guardians hold primary responsibility for supervising their children at all times, especially in areas such as swimming pools, beaches, gardens, and parking zones.

Key Guidelines:

- Inform your child with the room number and show them how to identify staff members by uniform and name badge.
- Ensure your child knows that he must approach a staff member if he ever feels lost.
- Children should always wear appropriate footwear outdoors.
- Children under **12 years old** are not allowed to use elevators without parent supervision.

3. Pool & Beach Safety

To minimize risks around water and outdoor areas:

- Children must be supervised by parents at all times.
- Running around the pool area is forbidden.
- Diving or jumping into pools is not allowed.
- Children should not swim immediately after eating.
- Use restrooms to change diapers — not by the poolside or on the beach.
- Inflatables and water toys must be used carefully, as they can easily drift away.
- Closed-toe or beach-appropriate footwear is strongly recommended.

4. Sun & Heat Protection

To protect children from heat exposure:

- Apply sunscreen regularly.
- Use hats or caps to protect the head, face, and neck.
- Ensure children stay hydrated by drinking sufficient water.

5. Health & Medical Requirements

- Children showing fever, illness, or infection symptoms are not allowed to join activities.
- Parents must provide full information about allergies, special needs, or health conditions.
- If a child becomes ill, parents must come immediately to pick him up.

6. Clothing & Personal Items

Parents must ensure that children arrive properly equipped with:

- Hat or cap.
- Sunscreen.
- Swimwear.
- Swimming aids for non-swimmers.

The resort is not responsible for loss or damage of personal belongings, including:

- Mobile phones or Tablets.
- Toys.
- Jewelry.
- Electronic devices.

7. Parental Responsibilities

Parents must:

- Remain reachable by phone at all times.
- Inform staff members of whereabouts when leaving the resort.
- Provide accurate medical and emergency information.

8. Emergency Situations

In case of emergency (evacuation, injury, or medical concern):

- Staff members follow the resort's emergency plan and evacuation standards.
- Parents will be notified immediately.
- A formal incident report will be completed.

**This policy ensures a safe and enjoyable stay for all children at the resort.
Thank you for your cooperation.**