

Kids Klub Policies and Procedures

Attendants are in charge at all times. Repeated warnings due to misconduct can be grounds for ejection from the camp. We operate a 1:10 instructor to child ratio and put our staffers through background checks, provide them with first aid & CPR certifications, & hold them to the standards outlined in the SSMI Handbook. This program is not licensed by the state of Texas as child care.

Any kids/guests with special health requirements should be brought to the attention of the staff & attendants upon arrival.

Check-In Policy

Each parent/student must check in at the front desk upon entering the facility each time. This helps us track attendance to ensure proper billing.

DO NOT DROP YOUR KIDS OFF AT THE DOOR!

Walk your children into Kids Klub and sign them in daily. Do not leave your kids unattended at any time.

Payment & Fees

Payment for Kids Klub is due when registering for camp. We will not hold a space without payment. Please register your child into class each week they will be attending. Weekly prorates or daily rates are not available.

Past Due

Balances on accounts must be paid off / settled before registering into additional EPRC programming, including Kids Klub. If you think your account is past due, give the front desk a call or log in to our self-service website. All monies owed will be displayed in red.

Lunches/Snacks

Please send your children with adequate nutrition for their busy day.

Remember that you are sending them for potentially the whole day of activities, and EPRC only supplies a mid-afternoon snack (of usually popcorn). Sometimes children are not sent with enough food or drinks to get them through the day. We recommend sending them with a morning snack, a lunch, and a few drinks.

Dress Code

Please send your kids in comfortable clothes and tennis shoes/sneakers. Refrain from sending them in denim; it does not move as freely, and denim gets hot quickly. There may be days, weather permitting, that your child goes outdoors for class.

On Fridays, we have "Water Days" where your child will be outside playing games with water balloons, slip-n-slides, and trips to the Wave Pool. Children will need to be sent with swimsuits & hats or cover-ups, a towel, sunscreen, and dry clothes.

Lost or Stolen Property

Eagle Pointe is not responsible for lost or stolen items. We recommend writing your or your child's name on extra items you bring into the facility or leaving any unnecessary items at home.

Electronics

Children may not bring mobile devices (cell phones, iPads, etc.) to Kids Klub.

Sick / Illness

Immunization records must be provided before the first day of camp your child attends.

Children need to be fever-free for a full 24 hours before coming to Kids Klub. If your child is experiencing heavy symptoms (severe runny nose, rattle cough, a noticeable irregular rash or lice), we will ask you to remove your child from class. This is a safeguard for helping us all keep each other healthy.

Cancellations

If you need to cancel or you are unable to bring your child(ren) for their scheduled week, we must be notified by **NOON the FRIDAY BEFORE** the week your child is registered for to receive an immediate, full refund. If you cancel day-of, you will be subject to a \$35 late-cancel fee. We will not issue refunds for missed days of camp.

Make-up Days

There are no make-up days available for Kids Klub. We will do our best to accommodate and reschedule your child(ren) on an as-available basis.

Kids Klub ends promptly at 6:00pm.

We will charge your credit card on file \$10 if you are late picking up your child.