

# Niseko Kids Day Care

T: +81 (0) 136 44 2211 | E: activity@niseko-village.com | Activity Counter: Opens from 8.00am until 4.30pm daily

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## Guidelines

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- Pre-bookings are advisable to secure the limited spaces in Niseko Kids Day Care Centre.
- Parents/guardians must complete the registration process at the Activity Counter and the hotel room booking confirmation is required upon registration.
- Children must be accompanied by the parents/guardians for registration, drop-offs and pick-ups.
- Our team will meet and greet your child at the Niseko Gondola Base during the below scheduled timings:
  - 8.30am and 1.30pm
- *Parents/guardians who register out of these scheduled timings should accompany their child to the Day Care Centre.*
- Niseko Kids Day Care Centre is always locked for safety purposes. Kindly knock on the door for assistance.
- Parents/guardians will receive an ID card upon registration which will enable them access into the Niseko Kids Day Care Centre.
- Kindly inform the Activity Counter in advance if the parents/guardians collecting the child at the end of the Day Care activity will differ from the one dropping off the child.

## Personal Belongings

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- Please do not bring valuable items to Niseko Kids Day Care Centre.
- Please label your child's name on all personal items.
- Please prepare all essential items such as milk powder, feeding bottle, diapers, and spare clothing.
- Lost and found items unclaimed for one month will be disposed.
- Niseko Kids Day Care Centre will not be responsible for lost or damaged personal items during the day care activity.

## Meals

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- Parents/guardians may bring snacks and drinks for their children. However, please avoid hot soup, gum and candy for safety reasons. Kindly pass the food items to our staff while dropping off the child.
- Lunch will be provided for children who booked for the full day program.
- For safety reasons, food will not be served to children who have severe food allergies. Kindly inform us about food allergies and other diet concerns upon registration at the Activity Counter.

## What To Bring

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- Children will require warm, water repelling clothing including gloves or mittens, snow pants and jacket, hat, goggles, warm socks, neck warmer, etc. Please note that sunglasses may not provide sufficient protection; we recommend all guests procure or hire goggles.
- For safety reasons, we highly recommend for children to wear helmets. The helmet can be rented or purchased in our shop, conveniently located in the Niseko Gondola building.

## Child Policies

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- Access may be restricted to children with an open wound, injury or illness that is deemed severe.
- Niseko Kids Day Care Centre retains the right to terminate services if a child behaves in such a manner to cause continuous disruption or inconvenience and/or repeatedly disobeys staff instructions.
- Parents/guardians may need to pick up children who become ill over the course of their time in the day care centre.
- We do not offer refunds for children leaving the day care centre before the official end time.
- Our staff is not permitted to administer any form of medication to children.

## Terms

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- Age limits and maximum group numbers are applicable for the safety of all participants.
- Private lesson fees do not include lift passes. Please purchase lift passes prior to the lesson departure time. Where needed, instructors can assist in choosing the most appropriate pass.
- For best availability, we recommend booking in advance. Guests purchasing products on the day should register at least one hour prior to the lesson departure time in order to ensure sufficient time to secure lift passes and rental equipment.
- Located in the Niseko Gondola Base, the Snow School Counter is open for business from 8.00am until 4.30pm daily.
- Day Care Program end at 12.00noon or 4.00pm. Parents/guardians shall pick up the children at the Niseko Gondola Base.
- Parents/guardians may pick up the child directly at the Niseko Kids Day Care Centre. Please arrive at the venue 10 minutes prior to the end of the program.
- Kindly ensure children are picked up on time. In the case of a late pick-up, kindly contact the Activity Counter. Surcharge may apply.