



THE PEEKABOO CHILDREN'S CENTER'S POLICIES

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1. General

-- Any of the policies are subject to change without notice. An updated version is available on our website www.PeekabooCenter.com, as well as at the Center's front desk.

-- The Center's hours of operation change from season to season. Please check our Home Page or Facebook for our current hours and holiday schedule. For unexpected closings during business hours (e.g., due to weather conditions), if feasible, a message will be recorded on the Center's main phone line: (207) 854-3500, and an announcement will be posted on the Peekaboo's website www.PeekabooCenter.com, as well as Facebook.

-- For the safety of our young visitors, we request that caretakers use cell phones for emergencies only and for short intervals.

-- We're a smoke-free facility. Smoking is prohibited in all areas of the Center, as well as anywhere within 50 feet of the Dana Warp Mill building.

-- Consumption of alcohol or any other inhibitors are strictly prohibited on premises. We reserve the right to ask the offender to leave the Center, if there is suspicion of intoxication involved.

-- For the safety of our visitors, we reserve the right to refuse admission to our facilities to any person we deem intoxicated or potentially harmful.



Admission and Play

ADMISSION. Our Center is for children aged 0-5. Siblings aged 5-7 are admitted to the Center for play; however, they are expected to play only in the areas appropriate for their age. If you need guidance as to which areas and toys are appropriate, please ask the Center's staff. (Children older than 7 are admitted to the play space in a caregiver capacity.)

No adult without a child will be admitted to the Center. If visitors who are part of a gathering/playgroup arrive without children, they will be asked to wait in the reception area until the other party with children arrives.

SUPERVISION. Children must be supervised by their caregivers at all times. Children must not be left at the play space unattended for any reason (eg: when stepping out to the bathroom, fetching a diaper bag, etc.)

TOYS & EQUIPMENT. Our play structures and some areas (such as the enclosed trampoline, Cedarworks playground, sensory table, etc.) are marked with labels indicating appropriate age and/or rules. If unsure whether a toy or activity is appropriate for child's play, caregivers should check with our staff for further information. Caregivers are responsible for their child's safe play and appropriate usage of Center's toys, equipment and activity centers.

SOCKS. All children and adults are required to wear socks in all play areas. No shoes are allowed except for infants' soft soles (that are used indoors) beyond the reception. Visitors may bring their own socks (or slippers) or borrow used, clean ones that are available in the reception area at no charge. Socks with a non-skid surface are suggested to be used at our play space.

PERSONAL BELONGINGS. Because of space limitations, we discourage visitors from bringing any carry-on items (particularly, bulky ones) into the play area. There is a designated area for outerwear and shoes in the reception area. Items such as diaper bags, handbags and lunch boxes can be checked in with a receptionist – space permitting.

STROLLERS. For the safety of our visitors, strollers are not allowed at the play space. As an alternative, visitors may bring baby carriers, slings, and portable car seats.



VALUABLES. We ask that you refrain from bringing any valuables to the Center. The Peekaboo Children's Center and its staff bear no responsibility for any stolen items. If any valuables are left behind at the play space, they are kept in the office indefinitely, until claimed. Clothing, personal care products, toys, diaper pads and other items get placed in to our Lost & Found basket located near the Events Calendar section (to the left of the reception area.)

FOOD / DRINK. Snacks and drinks may be enjoyed in the Center's snack area only.

BREASTFEEDING. Breastfeeding is welcome in any area of the Center.

PLAY. While stimulating play is encouraged, it is expected that all children play respectfully - i.e., no pushing, hitting or any other potentially harmful behavior is allowed. If we receive a complaint from other visitors, violators may be asked to leave the Center.

Group Visits

-- For group visits, we request a 1:3 caregiver-to-child ratio for children younger than 3 and 1:4 ratio for children ages 3-5.

-- Discounted rates are available for groups of 15 or more that pre-register/RSVP for a visit.

-- We also offer discounts for visits or field trips by daycare centers, toddler, pre-school and kindergarten programs. Please call the Center FMI and to RSVP.

Payments and Refunds

-- The admission price is \$5 per person for the day; ½ price (or \$2.50) for the last hour of play any day.

-- Admission tickets must be purchased and any promotional coupons must be redeemed before entering the play area.

-- Accepted means of payment: cash, debit and credit cards such as **VISA, DISCOVER** or **MASTERCARD**.

-- Corporate checks are accepted from organizations responsible for group visits.



- Personal checks are accepted for advanced payments only (examples of advanced payments are: a deposit for birthday parties, pre-payments for group visits, events and classes).
- When a payment is completed, visitors will be given a confirmation in the form of a register receipt for the transaction.
- If a customer is unsatisfied with her/his visit at the Center, he/she is encouraged to talk to the Center's Manager on duty or submit his/her feedback via the website www.peekaboocenter.com/contactus.php. Depending on the nature of the complaint, a refund or a credit towards future admission may be issued. The visitor will be asked to fill out a refund form, if a refund is being sought.
- If a visitor violates our policy of "respectful play" and is asked to leave, no refund will be issued.
- All refund requests must be made at the time of a customer's visit. No refunds can be issued for past services or visits.

Privacy

Any personal information we collect from our visitors is intended for the Center's internal operations only (such as for memberships, payment processing, giveaways, and mass mailings – to name but a few). We will never share or sell your personal information with any external parties or companies for any purposes unless it is required by law. If we're obliged to release this information when it's legally required, we will seek your written consent first.

The Peekaboo Children's Center has acceptable security measures in place to guard the identifiable information. However, we request that you only provide personal details necessary for a specific transaction.