

Bizikidz[®]

hourly drop-in playcare

Greensboro Location

2500 Battleground Ave, Suite A

Phone: 336-288-2004

Email: business@bizikidz.com

bizikidzgreensboro.com

Parent Handbook

A play date for kidz,
free time for parents!

GENERAL INFORMATION

Business Hours

Monday – Thursday 8:30 am – 7:00 pm

Friday 8:30 am – 9:00 pm

Saturday 10:00 am – 9:00 pm

Sunday – Closed except for occasional pop-up Sunday Fundays

Subscribe to our email list and follow our social media channels for Sunday Funday events, upcoming sales, & other fun activities!

- *Bizi Kidz accepts children ages 1 (& walking) to 11 years*
- *Stay up to four hours per day per child*
- *Parents are required to stay within a 15 minute drive in case pick-up is needed.* If you are dropping off your child to attend an appointment that cannot be interrupted (such as a job interview or doctor visit), you must arrange for another person to be available to pick up the child if needed.

RATES & FEES

Rates are figured in 15 minute intervals. Payment is due at checkout. We accept cash, check, Visa, Mastercard, Discover, American Express, Paypal and Venmo.

Prepaid packages are available for additional savings. Ask one of our staff members for our current package prices.

Gift certificates are also available.

Fees

- *Late pick-ups occurring after the four hour time limit or after closing will result in a fee of \$1 per minute.*
- There is a \$25 fee on all returned checks.
- Diapers/pull-ups are \$1 each if not provided by the parent
- Extra articles of clothing are \$5 each if not provided by the parent. This charge will be refunded if the article of clothing is returned to our facility.

SNACKS & MEALS

No peanut products are permitted at Bizi Kidz. Children are welcome to bring food and drinks from home, provided they are peanut-free. We offer snacks for purchase (\$1 per snack) as well as water.

DROP-OFF & PICK-UP

Drop-off

- Place all personal items in a cubby and label it with the child's name using the dry-erase marker provided.
- Label all personal items with the child's first and last name.
- ***If the child is not 100% potty trained, you must drop them off in a diaper/pull-up or training pants.*** We will do our best to assist with the potty-training process when needed.
- If diapers/wipes are not provided, we will provide them at a charge of \$1 each.
- We recommend providing a change of clothes for all children. If none are provided and an accident occurs, clothing will be supplied at a charge of \$5 per item (refundable if returned).

Pick-up

- Only authorized parents and others documented in the child's file are allowed to pick up the child.
- All persons picking up children must be present a photo ID.
- Payment is due at check-out.
- Bizi Kidz is not responsible for any items left behind or damaged, such as toys, electronic devices, food/drink containers, or clothing items. We have a Lost & Found bin for all left-behind items. Unclaimed items will be donated or discarded after 30 days.

REFERRALS

Want to earn a free hour at Bizi Kidz? Simply refer a friend! The name of the person who made the referral must be mentioned by the new customer at their first visit.

SAFETY & SECURITY

- Cleanliness - Children are encouraged to wash hands frequently throughout the day, especially before eating and after bathroom use. All equipment, materials and toys are frequently cleaned and sanitized.
- Accidents - For minor injuries, staff will perform first aid and inform the parent, which may occur at pick-up. For serious injuries, staff will call emergency services (911) immediately and call the parent. An incident report will be completed.
- Power Failure - We will continue with regular activities as much as possible. If the power outage persists or begins to affect the safety of the children, parents will be notified.

BEHAVIOR POLICIES

We encourage good behavior through praise and positive reinforcement. If a child's behavior requires discipline, we will use verbal guidance and redirection, reserving time-outs as a last resort. In cases where a child displays continuous poor behavior, we will notify the parent/guardian to pick up the child.

Violent/Aggressive Behavior

The safety of children and our staff is our top priority. Behavior that threatens the safety of others or oneself is not permitted. Such behaviors include, but are not limited to, pushing, hitting, kicking, biting, pinching, throwing objects, etc. For repeated incidents of violent/aggressive behavior, we follow a "three strikes" policy:

- First and Second Incident: The behavior will be documented in writing, and the parent/guardian will be called for immediate pick-up.
- Third Incident: The behavior will be documented in writing, the parent/guardian will be called for immediate pick-up, and the child will be suspended for 90 days. After this period, the child may return if the behavior does not persist. If the behavior continues after 90 days, further suspension may be imposed.

If the parent is called to pick up their child, the parent must make every effort to do so quickly. In cases of extremely violent behavior or failure to pick up the child in a timely manner, immediate suspension may occur. Bizi Kidz Greensboro owners reserve the right to administer suspensions at their discretion for any reason.

Separation Anxiety

It is common for children to become upset at being separated from loved ones, and this usually resolves after a few minutes. However, if the child continues to cry longer than 15 minutes, a Bizi Kidz staff member will contact the parent/guardian.

SICK POLICY

If a child is too sick for school, they may not attend Bizi Kidz. Children exhibiting any of the following symptoms may not be dropped off: fever within the past 24 hours, sore throat, coughing in excess or “seal bark” cough, runny nose that is thick, profuse or yellow/green, flu-like symptoms (body aches, chills, headache), diarrhea in the past 8 hours, vomiting within the past 24 hours, pink-eye symptoms, undiagnosed rash, and head lice within the past 10 days. If any of these symptoms are observed, the child will need to be picked up immediately.