



FAMILY HANDBOOK



LAST UPDATED JANUARY 2025

La Paloma Kid's Club is for the convenience of members while using the club. Under the guidance and supervision of our caring and attentive associates, kids can be active, have fun, and learn—all in a stimulating and playful environment. Parents can enjoy a few well-deserved hours of alone time, or an uninterrupted workout, knowing our experienced Childcare associates are looking after their little ones.

The Basic's

Kids Club is open to children aged 6 mths to 12 yrs. old for La Paloma Members & Westin Resort & Spa Guests

- Children 6 mths to 1 yr are permitted in Kids Club for up to two hours.
- Children 2 yrs - 4 yrs are permitted in Kids Club for up to four hours.
- Children 5 yrs - 12 yrs - no maximum

Hours of Operation

Monday – Thursday | 9am – 5pm
Sunday | 10am – 3pm

Friday & Saturday | 9am – 9pm
* *Camp Hours | 8am – 5pm*

Member Rates *1hr minimum.

\$12 per hour for first child
\$9 per hour for siblings

Resort Rates *1hr minimum.

\$20 per hour for first child
\$18 per hour for siblings

- *Children must be on the membership to qualify for the Member discounted pricing.*

Reservations | 520.577.5882 | kidsclub@lapalomacc.com

- Reservations are highly recommended, we strive to accommodate all requests on a first-come, first-served basis.
- Reservations are required for children aged 6mths to 1yrs.
- For special activities such as Kids Night Out, Movie Night, and Camps, reservations are mandatory.

Kids Club will be closed on the following holidays:

- New Years Day
- Mother's Day
- Easter Sunday
- Memorial Day
- Independence Day
- Thanksgiving Day
- Christmas Day

Checking In & Out

- Safety is paramount, Parents/Guardians are required to complete an Emergency Form for each child on their first arrival; this form will be kept on file for one year.
- Upon arrival, parents/guardians must sign children in and out, providing details of their whereabouts on the premises.
- Parents/guardians must sign their child out prior to departure.

Rules and Regulations

La Paloma Country Club, operating as an unlicensed childcare facility, has implemented specific guidelines for its La Paloma Kids Club Program. The club's management reserves the right to introduce, remove, or modify these guidelines at its discretion. The rules and regulations for Kids Club are to ensure the safety and security of Members.

- It is mandatory for a parent/guardian to remain on the premises while their child is in our care. If the parent/guardian departs from the premises while their child is at the Kids Club, disciplinary measures will be enforced, and the members' access to Kids Club privileges may be revoked at the discretion of the General Manager.
- Should your child exhibit signs of illness, please keep them at home to ensure the well-being of others. If your child has been kept home from school, or has a fever of 100° or above, has a runny nose, a rash or has been on antibiotics for less than 24 hours, they will not be accepted into the Kids Club. Staff have authorization and obligation to deny use of Kids Club to sick children. If a child becomes sick while attending Kids Club, a phone call will be made to the parent/guardian to have the child picked up immediately.
- Parents/guardians are to be reachable in case of any need. So please, keep those phones nearby and respond to our calls or texts promptly. If a child is upset or uncomfortable for a period of ten minutes or longer, the staff has the option to request parent/guardian assistant.
- Children should not bring any personal items from home. We will not be responsible for the loss of or damage to clothing, electronics, toys, or other personal belongings brought to Kids Club.
- Parent/guardians are responsible for all actions of their children while using Kids Club, this includes all expenses associated with any damages.
- Parent/guardian must provide everything the child needs, including but not limited to; Diapers, wipes, water bottles, etc. Label all items with your child's name. If children are potty training, please inform Kids Club staff members. Please have an extra change of clothing, pull-ups and/or underwear.
- Please pick up your child on time. We understand life gets busy, but there will be a small fee for late pickups. A \$5.00 service charge will be added to each 5-minute increment after posted closing hours or the maximum stay.
- Once a child is checked into the Kids Club, he/she will not be permitted to leave unless properly checked out by their parents.

Snacks & Meals

- Our Kids Club Menu offers a variety of snacks and meals which you may order for your child's enjoyment on which the charges can be added to your member number or room.
- Limited snacks are provided by the Kids Club.
- Alternatively, feel free to pack a lunch for your child, & we request it's nut-free.

Accident and Emergency Medical Procedures

Children cannot administer or store their own medication. Please plan to give your child any medications he/she may need before coming to the program. For prescription medication to be given while in the program, a signed medication form is required. All prescriptions must be brought to site in the original container by the parent or guardian. Medication must be given to the staff at the site for secure storage. Over-the-counter medications are not accepted unless accompanied by a doctor's prescription with dosage and times to be administered clearly stated.

All kids club staff are trained in CPR and First Aid. Kids Club is equipped with the required First Aid materials. In case of an injury or accident, the following procedures will be followed:

1. Staff will assess the child and injury and the necessary first aid will be administered.
2. Parent/guardians will be notified of injury/accident.
3. If it is a serious accident or there is a doubt of severity, 911 will be called immediately.
4. An accident report will be filled out with information pertaining to the accident and procedures taken.
5. If a child must be taken to a hospital or medical facility, a staff member will accompany the child if a Parent/guardians cannot make it to the site. A Parent/guardians will be notified as to where the child is transferred.

Cancellation Policy

Our goal is to provide flexible, inclusive family programming for our members and resort guests. In the event you need to cancel a reservation, you must contact Kids Club prior to 48 hours to receive a full refund. Cancellations less than 24 hours in advance will incur a 50% charge. Day of cancellations or no-shows will incur a 100% charge.

Contact Details

- **Reservations** | 520.577.5882 | kidsclub@lapalomacc.com
- **Janet Castillo** | Kids Club Manager | janet.castillo@lapalomacc.com
- **Natasha Bassi** | Asst. General Manager | natasha.bassi@lapalomacc.com
- **William Mattrey** | General Manager | william.mattrey@lapalomacc.com

