

FAQs | KIDS CLUB



Welcome to the MAC Kids Club! Our friendly staff will enable you to enjoy your workout while your children participate in a variety of creative activities. Our goal is to provide a safe, fun and stimulating environment that provides each child the opportunity to develop a positive self-image.

WHAT ARE THE HOURS OF THE KIDS CLUB?

The MAC recognizes the challenging demands placed on parents who are juggling family, work, and personal lives. To ensure we offer you the best opportunity to achieve your exercise goals, our Kids Club maintains day, evening and weekend hours.

Kids Club hours are as follows:

Monday through Friday 9am-2pm; Monday through Thursday 4-8pm; Saturday 9am- 1pm

HOW OLD DOES MY CHILD NEED TO BE TO UTILIZE THE KIDS CLUB?

The Kids Club is designed for children as young as six weeks to thirteen years old.

HOW DO I MAKE A RESERVATION TO USE THE KIDS CLUB?

In order to ensure that the Kids Club maintains the proper amount of staff to supervise the children, we ask that parents make reservations up to a week in advance of the day and time they would like to utilize the Kids Club. You may make reservations by calling the Kids Club direct number at **(443) 451-5926** or in person using the Reservation Book during non-peak times. When the Kids Club is busy with children, we ask that you call in your reservations. That way we can devote our full attention to the children. Reservations are available on the half-hour. Your child's reservation is good for two hours, which should give you enough time to exercise.

WHAT IF I AM UNABLE TO MAKE IT TO THE MAC AND I HAVE A KIDS CLUB RESERVATION?

We understand that life with children can be unpredictable! We only need a phone call from you informing us that you will not be using your reservation. To ensure that your account is not charged a no-show fee of \$5, please call to cancel your reservation.

DO YOU SERVE SNACKS?

We do have children that come to the Kids Club with food allergies so we ask that you not bring in any outside food. We suggest that parents bring a drink for their child, as we have no direct access to a water fountain. We will label each cup upon your arrival at Kids Club to eliminate any confusion between drinks. The MAC will provide cheerios and crackers during scheduled snack times.

DOES MY CHILD NEED TO BE POTTY TRAINED?

We ask that children arrive to our Kids Club with a clean, dry diaper so we do not have to interrupt your workout. We have a restroom equipped with a changing table located within the Kids Club to make things convenient in the event you need to change your child while in our care.

HOW WILL YOU FIND ME IF MY CHILD'S DIAPER NEEDS TO BE CHANGED?

Before entering the Kids Club, please check in with a Kids Club Team Member. We will issue a nametag for your child and note where in the club you will be exercising. We ask that you remain on the premises while your child is in the Kids Club. By giving us your location or locations, we will be able to find you quickly and efficiently.

WHAT IF MY CHILD IS SICK?

The MAC maintains a safe, healthy and hygienic environment for all of our children. To protect the health of every child, we do not permit sick children in the Kids Club. In the event we determine a child is sick, we will ask the parent to remove the child from Kids Club and refrain from bringing the child to Kids Club until the child is symptom-free for 24 hours.

CAN MY CHILD BRING IN HIS FAVORITE TOY?

We know that many children have favorite toys and games at home. To ensure that children do not lose or have toys broken in the Kids Club, and to ensure that all toys are age appropriate, and meet our standards for cleanliness, safety, removable parts, etc, we ask that favorite toys remain at home or in Mom's bag. We will provide all of the toys your child will need for a fun filled time in our care.

WHAT ARE THE QUALIFICATIONS OF THE STAFF?

The Kids Club Team is compiled of individuals with varied backgrounds in childcare from degreed teachers to qualified Moms. In addition to hiring team members with training and education in childcare, we hire staff that love working with children and show patience, compassion and enthusiasm. Every MAC Team Member, not just in the Kids Club, must submit to a professional background search and complete CPR training.

DO YOU DISCIPLINE THE CHILDREN?

We do from time to time need to separate a child who is being harmful or disruptive to the others in Kids Club. We use time outs as our method of separation. In the event that there is a continued pattern of bad behavior, we reserve the right to suspend children from the Kids Club at the discretion of the Kids Club Director. The first offense will result in a warning, the second will result in a one-week suspension, and the third will result in a month long suspension or possible termination from using the Kids Club. We ask that parents understand that we are looking out for the safety of all children in our care.

