

### **BEHAVIOR POLICY**

- It is our policy to encourage good behavior by using praise and positive reinforcement. In the event that a child's behavior warrants discipline, verbal guidance and redirection will be used. Time out will be used as a last resort.
- Staff will call a parent to pick up a child who has been crying uncontrollably or displaying poor behavior for 30 minutes. If you are dropping off to attend an appointment that can't be interrupted (job interview, Dr. visit, etc.), you must arrange for another person to be available in the event the child needs to be picked up.
- \*Please stay within **15 minutes** of Bizi Kidz in case we need to call you for pickup.

### **SICK POLICY**

- \*If your child is too sick for school, they may not attend Bizi Kidz that day.
- If your child displays the following symptoms, we cannot keep them:  
Child must be fever-free (less than 100 degrees) for 24 hours without the aid of medication; 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 after resuming eating; vomiting within the past 24 hours; pink-eye symptoms (red/pink/itchy eyes, oozing); undiagnosed rash; head lice within the past 10 days. We do have a thermometer scanner & will call for a child to be picked up with a fever of 100 or higher, or for any symptoms listed above. Repeat offenses will result in service refusal for future visits. The wellness and safety of all children & staff members comes first. Thanks for your understanding.

### **REFERRALS**

- If you have referred someone who has put *your name* on their registration papers, Bizi Kidz will give you ONE FREE HOUR per referral.
- If someone has referred you to Bizi Kidz, please put *their name* on your registration papers and let an employee know so your friend can receive ONE FREE HOUR.

**\*\*WE HAVE GIFT CERTIFICATES AVAILABLE\*\***

Bizi Kidz

19826 North Cove Rd. Suite A, Cornelius, NC 28031

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# Bizi Kidz

## Hourly Drop-in Childcare

(LAKE NORMAN)

*~PARENT HANDBOOK~*

*PLAY DATE FOR KIDZ,  
FREE TIME FOR YOU!*

\*PLEASE READ THE ENTIRE HANDBOOK  
PRIOR TO DROPPING OFF YOUR CHILD\*

## AGES ACCEPTED & BUSINESS HOURS

There is a 4 hour maximum stay per child per day (for school aged children - 5 years old, while school is in session)

### **Bizi Kidz accepts children ages 1-11 years**

Monday-Thursday 8:30am-7:00pm

Friday 8:30am-10:00pm

Saturday 10:00am-10:00pm

Sunday: We offer occasional

Pop-up Sunday Funday hours!!

Check our Instagram and **Facebook posts** regarding Pop-Up (reduced rate) Sunday Funday hours, upcoming Sales, monthly info., as well as seasonal party events.

## RATES & FEES

**Unless a prepaid package is purchased, the standard rates are:**

1 child = \$9/hr; 2 children = \$14/hr; 3 children = \$16/hr, 4 children = \$18/hr

Rates are figured in 15 minute intervals, payment is due at check-out each visit.

\*We accept Cash, Visa, Mastercard, Discovery, American Express, & PayPal. Email address for PayPal is [bizikidzlakenorman@yahoo.com](mailto:bizikidzlakenorman@yahoo.com) or you may visit our website [www.bizikidzlakenorman.com](http://www.bizikidzlakenorman.com) & click the payment link. Checks are not accepted.

**\*\*Prepaid year-round discount package rates\*\*:** (Hours Never Expire)

ONE CHILD: (Regular rate \$9/hr)	TWO CHILDREN: (Regular rate \$14/hr)
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10 hrs = \$85 (\$8.50/hr) Save \$5	10 hrs = \$135 (\$13.50/hr) Save \$5
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15 hrs = \$120 (\$8.00/hr) Save \$15	15 hrs = \$195 (\$13.00/hr) Save \$15
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20 hrs = \$150 (\$7.50/hr) Save \$30	20 hrs = \$250 (\$12.50/hr) Save \$30
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\*Let us know if you would like the package rates for 3 or more children.

### Fees:

•If your child is picked up after closing hours, there will be a fee of \$1 per minute per child.

•There will be an additional charge of \$1 for diapers and wipes if the parent does not supply them.

## SNACKS & MEALS

**\*\*NO PEANUT OR TREE NUT PRODUCTS ARE PERMITTED AT BIZI KIDZ\*\***

Snacks from home are preferred, however, we have individually packaged snacks available for 50¢-\$1.00 each. Let us know at drop-off if you need to purchase snack(s). We have water available at all times. Bizi Kidz does not provide meals, but feel free to bring a peanut-free one. Label all cups/containers with first & last names to avoid mix-ups.

## DROP OFF & PICK UP

### **Drop off:**

•Please provide us with your last name upon arrival.

•Child must have all personal items dropped off with them such as diapers, wipes, change of clothing, special food/snacks, etc.

•All personal items should be labeled with first and last names to avoid a mix-up.

•If your 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 take them to the bathroom as many times as possible.

•Label your child's cubby using provided dry erase marker located above cubbies.

### **Pick Up:**

•Only authorized parents & others as documented in the child's file are allowed to pick up the child. We will I.D. anyone picking up if we're not familiar with you yet.

•Payment is due at check-out, bring a picture I.D.

•Bizi Kidz is not responsible for any items such as toys, electronic devices or clothing items that are left behind or damaged. We have a Lost & Found bin for all items left behind. Any items not claimed will be donated or discarded after 30 days.

## SAFETY & SECURITY

\*Your children's health, well-being & safety are our FIRST responsibility\*

### **Power Failure**

•In case of power failure, we will proceed with regular activities. If the power does not return after a period of time & the situation may start to impact the safety of the children, the parents/authorized adults will be contacted.

### **Natural Emergency**

•In case of a real natural emergency, procedures are followed to bring children to safety. In some cases, 911 will be called. If necessary, we will evacuate the building as directed by the police.

### **Cleanliness**

•Every child must wash hands frequently during the day, especially before eating, after bathroom use & after playing. All equipment, materials, & toys are frequently cleaned & sanitized.

## **\*Follow us on Facebook or Instagram**

**These are the best way to ensure you receive all of our  
Reduced Rate Specials & Sunday Funday dates**