

# **Life Time Kids Parent Handbook**

KIDS ACADEMY, CAMPS AND EVENTS

SHELLY FORSBERG

## Kids Programming Policies & Procedures

### General Policies

- Parents or authorized adults must be reachable by phone while a child is in Kids Programming.
- Children under 12 must be accompanied by their parent/legal guardian/authorized adult in all areas of the club unless checked into the Kids Academy, a Kids Event (Parents Night Out), a Kids Camp, or a Kid's Sports Activity (swim lessons, swim team, tennis, etc.).
- If another adult member desires to bring a junior member into the club (swimming, basketball, etc.) who is not their legal child, a sponsoring membership agreement must be completed. The sponsoring member then assumes responsibility as the parent/legal guardian for that junior for the duration of that visit.
- If a junior is visiting the club as a guest, a parent/legal guardian must complete check-in unless an authorized adult/guardian is properly designated and approved to do so.
- Life Time does not provide one-on-one care. If a child requires individualized support, the family must arrange personal care (for example, a certified Personal Care Assistant (PCA) or another individual age 18+).
- If your child has specific medical or behavioral needs, please notify the Kids Leader so we can set up time to meet, learn more, and plan appropriately.
- Redirection or time away from an activity may be used to address behavior if needed.
- If your child has a life-threatening allergy and an EpiPen is required, a designated team member will store it or carry it while supervising your child.
- If your child has a respiratory condition that requires an inhaler, a designated team member will store it or carry it while supervising your child.
- Life Time cannot administer medication. Any medication that a child needs to take while in our care must be prescribed by a medical professional, clearly labeled, and noted on the Participation Agreement. Life Time cannot administer medication by shot, suppository, or anything requiring dosage measurement. PCA support may be necessary.
- EMS will be called for life-threatening conditions.
- To encourage social interaction and focus, personal electronic devices (cell phones, tablets, smart watches, gaming systems) are not permitted. Devices with video/photography are not permitted. If a device is found, it will be collected, silenced, and stored securely until pick-up. If a child needs to contact a parent or authorized adult, they should notify a Kids Team Member.
- Socks or shoes must be worn at all times except when swimming during kid's programs; wheels on shoes must be retracted or removed.
- No candy, gum, or toys from home in the Academy or Kids Programs. Water bottles may contain water only and must be labeled.
- Life Time is not responsible for lost or stolen items.
- Life Time may limit usage of designated play spaces as needed.
- Life Time may remove or suspend children who endanger themselves or others.
- Kids Events, Parents Night Outs, and Camps require children to be fully potty-trained.

## **Behavior Policy**

We use a progressive discipline approach based on the severity and frequency of the behavior.

### **Toddler / Non-Verbal Child Considerations**

For toddlers and children who are non-verbal or still developing communication skills, minor behaviors may be handled with additional age-appropriate redirection and support before moving through the progressive discipline steps. These situations will be reviewed case by case, considering the child's age, developmental stage, ability to communicate, and frequency or severity of the behavior. Safety concerns, including repeated unsafe behavior or behavior that impacts other children, may still result in parent communication, documentation, or being sent home for the day.

### **Minor Behavior Issues**

Applies to repeated minor infractions during the same visit (e.g., not following directions, disruptive behavior, mild teasing, etc.). Handled with progressive redirection, communication, and warnings:

**1st Offense:** Verbal Warning

**2nd Offense:** Parents Informed

**3rd Offense:** Sent home for the day, and behavior documented

**Biting:** Biting is a safety issue. If a bite is severe (including breaking the skin), the child will be sent home for the day.

### **Major Behavior Issues**

Applies to more serious misconduct (e.g., intentional physical aggression without injury, inappropriate language, property damage, etc.). Handled with escalating suspensions:

- **1st Offense:** Sent Home (1 day)
- **2nd Offense:** Suspension (3 days)
- **3rd Offense:** Suspension (1 week)
- **4th Offense:** Suspension (2 weeks)

*\*Suspension periods may be extended if further investigation is required.*

### **Severe Behavior**

For extreme or unsafe conduct (e.g., aggression causing injury, threats, bullying, or bringing weapons), Life Time reserves the right to take immediate disciplinary action—regardless of the number of previous offenses—up to and including removal from the program.

*\*Investigation may extend the suspension period as needed.*

## **Exclusion of Sick Children Policy**

- Children showing signs of illness or behaviors that may indicate illness are excluded from Kids Programs and the Academy. Children asked to quarantine or who stay home from school due to illness may not attend.
- If a child becomes ill at Life Time, they will be separated, and a parent/authorized adult must pick up immediately.
- Symptoms/conditions include (not exhaustive): reportable illnesses; chicken pox or hand, foot, and mouth disease (while infectious/until lesions are crusted); vomiting or abnormally loose stools within 24 hours; contagious conjunctivitis; bacterial infections without 24 hours of antimicrobial therapy; unexplained lethargy; untreated contagious lice, ringworm, or scabies; temperature  $\geq 100.4^{\circ}\text{F}$ ; undiagnosed rash or rash linked to contagious illness; significant respiratory distress; inability to participate comfortably; need for care beyond team member capacity; profusely runny nose requiring frequent wiping.
- Physician verification of wellness may be required before attending.
- Please keep children home if they show any illness symptoms.

## **Dress Code Policy**

- Children must be fully covered on top and bottom.
- Diapers, underwear, or swimsuit bottoms must have an outer layer (shorts, pants, leggings, or tights).
- Appropriate clothing: covers undergarments/private parts; suits the activity; accommodates medical, cultural, or religious observances; headgear/hats that do not pose hazards; does not create health/safety risks.
- Inappropriate clothing: does not cover undergarments/private parts; promotes illegal activities; includes racist/sexist/derogatory or harassing messages; could damage property or pose risks.

## **Kids Academy**

### **What is the Academy?**

- A fun, engaging childcare destination for children aged 3 months through 11 years.
- Hours vary by location — check the Life Time App for your club's current Academy and Infant Room hours.

### **Academy Usage**

- All children must be active junior members or registered guests to check in.
- An authorized adult must remain on-site and be reachable by phone while the child is in the Academy.
- Daily time limits: Up to 2 hours for infants; up to 2.5 hours for children 11 months and older and walking confidently.



- State short-term child care exemptions (where applicable) supersede the above:
  - New Jersey & Tennessee: Two (2) hours per day
  - Georgia: Ten (10) hours per week
  - Texas: Twelve (12) hours per week
- Academy classes are available hourly for ages 3–11; classes typically run 30–50 minutes plus a 10-minute transition.
- Check-in & out: Present a Life Time membership card or government-issued photo ID. The pickup adult must be listed on the child’s account; secondary members and anyone under 18 may not pick up.

## **Reservations**

- Use the Life Time App or my.lifetime.life to reserve, cancel, and manage all Kids Academy infant and class reservations.
- Standard Members can register up to 6 days and 22 hours before the start time.
- Signature Members can register up to 7 days and 22 hours before the start time.
- Infant reservations are required, and class reservations are strongly recommended to guarantee your child’s spot.
- Academy class reservations can be booked up to 10 minutes before the start time and must be canceled at least 1 hour before the start time.
- Infant reservations can be made up to 2 hours before the start time and must be canceled at least 2 hours in advance.
  - Three missed infant reservations within 30 days will result in a temporary 7-day suspension of infant reservation privileges.
  - Infant reservations for guests must be prearranged with the Kids Leadership Team.
- If a class or infant space is full, you may join the waitlist. You’ll be notified if a spot becomes available and you’re moved off the waitlist.

## **Academy Policies**

- Unless required by applicable law, the Kids Academy operates as an exempt Child Care Center. Parents/legal guardians must remain on site while their child(ren) are checked into the Kids Academy.
- If the Academy reaches maximum occupancy, you will be asked to wait to check in until the next checkout.
- Parents or authorized adults must remain in the lobby for Academy check-in and check-out. They are not allowed in the Kids Academy space. Parents or authorized adults may only enter the secure area to check in an infant, change a diaper, or assist a child in the restroom as needed.
- Parents of infants are required to transport their child to and from the infant space.
- Parents/authorized adults are responsible for changing diapers and clothing when necessary.
- For allergy safety, no food is permitted. Sippy cups or water bottles may contain water only and must be labeled.



- If a crying child cannot be comforted after 10 minutes, we will contact a parent/authorized adult.
- Life Time may suspend or revoke Academy privileges for policy violations.

### **Infant Room Policies**

- Infant care is available for children ages 3–11 months who are not yet walking confidently.
- Bottles must be pre-mixed and labeled; team members will not mix formula.
- Unlabeled bottles will not be fed; the parent/guardian will be contacted.
- If an infant cannot sit upright and hold their bottle, a team member will hold the infant during feeding.
- Infants must wear socks or shoes.
- Infants are encouraged to be removed from car seats; empty car seats and strollers should be placed in the lobby or hallway.

### **Academy Late Pick-Up**

- If a parent or authorized adult is more than 5 minutes late picking up, the following applies within a 3-month time frame (quarterly/calendar year):
- 1st time late: Warning
- 2nd time late: Final Warning
- 3rd time late: Suspended for 1 week
- 4th time late: Suspended for 2 weeks

## **Kids Parents Night Out & Events**

### **Offerings & Registration**

- Dates, times, and themes are listed in the Life Time App.
- Reserve, cancel, and manage reservations via the Life Time App or [my.lifetime.life](http://my.lifetime.life).
- Each participant may reserve one event per calendar week (Sunday-Saturday)
- Pre-registration is required; members may register up to 30 days prior; registration closes 5 hours before the event starts.
- Participant must be an active Junior member with a completed Participation Agreement on file.
- If an event is full, join the waitlist; you will be notified if you are moved off the waitlist.

### **Cancellation & No-Show**

- Cancel at least 5 hours in advance to allow families on the waitlist to attend.
- No-show fee: \$25 per child charged to your club tab for reservations that are not canceled at least 5 hours before the start of the event.
- Those who are moved off the waitlist less than 24 hours before the event will not be charged a no-show fee if unable to attend.

## Drop-Off & Pick-Up

- Parents may leave Life Time during Events. Please arrive within the first 15 minutes.
- Curbside drop-off and pick-up is available in most clubs for convenient drop-off/pick-up during designated times; outside those times, please come inside.
- Pick-up must be completed by a parent, guardian, or authorized adult (18+) listed on the Participation Agreement.
- Update authorized adults using the Docusign Change Form: [https://lifetime.formstack.com/forms/docusign\\_change\\_form](https://lifetime.formstack.com/forms/docusign_change_form)
- A government-issued photo ID is required at every pick-up. No exceptions.
- For early pick-up, notify a team member at drop-off with an approximate time.
- If you are running late, please call the Club Front Desk so they can alert the team members caring for your child.
- Late fee: \$20 for the first 15 minutes; \$1 per minute thereafter; payable upon arrival or due the following day with an additional \$5 late charge.

## Typical Event Activities (Parents Day/Night Out)

- Unique themes for each event.
- Creative activities; sports/fitness/gym games; themed arts & crafts; pizza party.
- Pizza and juice are provided. For allergies, parents/guardians must provide food; no refrigeration is available.

## Kids Camps

### Offerings & Registration

- Offered Monday–Friday during summer, school breaks, and any days school is canceled for inclement weather.
- Full Day: 9:00 a.m.–4:00 p.m.; Half Day (School Break Camp only): 9:00 a.m.–12:00 p.m. or 1:00 p.m.–4:00 p.m.
- Before care (up to 2 hours before start) and after care (4:00 p.m.–6:00 p.m.) are included and require pre-registration.
- Manage reservations via the Life Time App or my.lifetime.life.
- Participants must be active Junior members, registered, and have a completed Participation Agreement.

### Payment Options

- Camp pricing varies by location and offering; listed online or in the Life Time App.
- Each day of the week is priced the same (including field trip days).
- Electives, swim lessons/summer camp swim team, and before/after care are included in standard camp day registration.

- Scheduled payments are required for all camp registrations and camps starting 3 days or more into the future; payment is automatically charged to your dues account 1 day prior to the camp week start.
- You may pay in full at the club at least 3 days prior to the camp week start date.
- No second-child discount.

### **Cancellation Policy**

- Cancel at least 7 days from the start of the camp week to avoid payment; cancellations within 7 days are charged in full.
- Manage reservations and cancellations in the Life Time App or online.
- For scheduled payments, failure to pay will cancel your registration.
- If a camp or program cannot operate due to government directives, families receive a full refund to the original payment method.

### **Drop-Off & Pick-Up**

- Arrive by 9:30 a.m. for counselor group assignments and a daily schedule review.
- Curbside drop-off and pick-up is available in most clubs for convenient drop-off/pick-up during designated times; outside those times, please come inside.
- Pick-up must be completed by a parent, guardian, or authorized adult (18+) listed on the Participation Agreement.
- Update authorized adults using the DocuSign Change Form: [https://lifetime.formstack.com/forms/docusign\\_change\\_form](https://lifetime.formstack.com/forms/docusign_change_form)
- A government-issued photo ID is required at every pick-up. No exceptions.
- For early pick-up, notify a team member at drop-off with an approximate time.
- If you are running late, call the Front Desk or Club Leader so they can alert the team members caring for your child.
- Late fee: \$20 for the first 15 minutes; \$1 per minute thereafter; payable upon arrival or due the following day with an additional \$5 late charge.

### **Typical Day of Camp**

- Weekly themes across activities.
- Sports, fitness, and gym games to get campers moving.
- Activity challenges to develop teamwork and problem-solving.
- Creative activities (science, math, art) with fun experiments.
- Community-building and character development with counselors and campmates.
- Specialized electives (e.g., sports training, yoga, crafts).
- Swimming, twice weekly swim lessons or summer camp swim team options (availability varies by club).
- School Break/Inclement Weather/Pop-Up camps exclude swim lessons, field trips, and electives.

## **Field Trips**

- Summer camps typically include Friday field trips. Trips may be on or off-site.
- Off-site trips use licensed transportation and are subject to change.
- For off-site field trips, campers must wear designated camper shirts.
- Visit the Life Time app or our website to view field trip locations.

## **Lunch & Snacks**

- Campers may bring lunch from home or purchase through LifeCafe (order by 9:00 a.m. the day of camp).
- Snacks are provided during camp day.
- For allergies, parents/guardians must provide food; no refrigeration is available.

## **myCampApp**

- Primary communication channel for camp news, photos, announcements, and reminders.
- Download myCampApp (App Store or Google Play).
- Club-specific registration code provided in the registration confirmation email.
- Sign up with the email used for camp registration and create a password.

## **Team Member Certifications & Requirements**

- Every Kids team member goes through a thorough screening and interview process, including a background check, plus CPR and First Aid training.
- Team members also complete training in behavior management and positive guidance.
- After they're certified, we complete ongoing evaluations to help ensure your child(ren) are consistently supervised and supported by trained, educated team members for a safe, high-quality experience.

## Reference Tables (Reservations, Cancellations, No-Show/Late Policies)

### Reservation Windows

Program	Window	Notes
<b>Kids Academy — Classes</b>	Standard: 6 days + 22 hours Signature: 7 days + 22 hours	Reservations recommended to guarantee a class spot.
<b>Kids Academy — Infants</b>	Reserve up to 2 hours prior	Reservations required. Cancel $\geq$ 2 hours in advance; 3 missed reservations in 30 days $\rightarrow$ 7-day suspension.
<b>Kids Events</b> <i>Parents Night Out</i>	Register up to 30 days prior	Registration required. Registration closes 5 hours before start; 1 event per weekend.
<b>Kids Camps</b>	Register up to 9 months prior ( <i>Summer camp varies</i> )	Registration required; Before/After care included

### Cancellation & No-Show

Program	Cancel By	Notes / Fees
<b>Kids Academy — Infants</b>	$\geq$ 2 hours before start Cancel 2-hours prior	Missed x3 in 30 days $\rightarrow$ 7-day suspension.
<b>Kids Academy — Classes</b>	$\geq$ 10 minutes before start Cancel 1-hour prior	Allows waitlisted families to join.
<b>Kids Events</b> <i>Parents Night Out</i>	$\geq$ 5 hours before start Cancel 5-hours prior	\$25 per child for no-shows / late cancellations.
<b>Camp</b> <i>Summer, School Break and Inclement Weather Camps</i>	$\geq$ 7 days before camp week start	Within 7 days: charged in full.

### Late Pick-Up Policies

Program	Policy
<b>Kids Academy</b>	1st late: Warning; 2nd: Final Warning; 3rd: Suspend 1 week; 4th: Suspend 2 weeks.
<b>Kids Events &amp; Camps</b>	Late fee: \$20 for first 15 minutes; \$1/min thereafter; +\$5 if paid next day.