



FAQs

# CHILDCARE

Daios Cove

DAIOS COVE CRECHE

DAIOS COVE KIDS CLUB

SEASON 2023

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Worldwide Kids GmbH

## DAIOS COVE CRECHE

<b>OPERATIONAL DATES</b>	31 <sup>st</sup> March – 5 <sup>th</sup> November 2023
<b>OPENING TIMES</b>	<p>7 days a week at the following times:          (6 days a week in April - closed Wednesdays)</p> <p>10:00 – 13:00 (morning session)          13:00 – 15:00 (lunch session)          15:00 – 18:00 (afternoon session)</p>
<b>AGE RANGES*</b>	4 months up to 4 years
<b>SESSION CHARGES**</b>	
<p><b>Ages 4 up to 23 months</b>          €40 per session (morning or afternoon) or €56 for two sessions in the same day (morning and afternoon).          Lunch Club is €20 for the supervision, plus €10 for the cost of lunch (no lunch cost for guests on Residents' Club).</p>	<p><b>Ages 24 months up to 4 years</b>          €32 per session (morning or afternoon) or €45 for two sessions in the same day (morning and afternoon). Lunch Club is €20 for the supervision, plus €10 for the cost of lunch (no lunch cost for guests on Residents' Club).</p>
<b>RATIOS</b>	
<p><b>Ages 4 up to 23 months</b>          1 adult : 3 children</p>	<p><b>Ages 2 up to 4 years</b>          1 adult : 4 children</p>

## DAIOS COVE KIDS CLUB

<b>OPERATIONAL DATES</b>	31 <sup>st</sup> March – 5 <sup>th</sup> November 2023
<b>OPENING TIMES</b>	<p>7 days a week at the following times:          (6 days a week in April - closed Wednesdays)</p> <p>10:00 – 13:00 (morning session)          13:00 – 15:00 (lunch session)          15:00 – 18:00 (afternoon session)</p>
<b>AGE RANGES*</b>	<p>4 years up to 12 years</p> <p>The Kids Club is split into two age groups:          4 up to 8 years          9 up to 12 years</p>
<b>SESSION CHARGES</b>	
<p>Morning and afternoon sessions are complimentary services. Although some extra activities may incur an additional charge. Lunch Club is €20 for the supervision plus €10 for the cost of lunch (no lunch cost for guests on Residents' Club).</p>	
<b>RATIOS</b>	
<p><b>Ages 4 up to 12 years</b>          1 adult : 8 children</p>	

\*Due to WK strict standard operating procedures crèche and kids club age groups cannot be mixed. Age appropriate activities are planned for each age group. A lower ratio is in place for crèche children to ensure that health and safety is paramount at all times.

\*\*All session charges for the Crèche are billed directly to the guests' room, payable upon check out.



### WHAT ACTIVITIES ARE ON OFFER?

Our crèche and kids club provide a wide range of age appropriate activities daily. Activities include but are not limited to the following:  
Arts & Crafts, Sensory, Role Play, Sports, Exploration, Swimming, Science, Eco & Nature and Health and Wellness.

### DO THE STAFF RUN ANY OTHER SESSIONS OR ACTIVITIES?

Evening activities are also on offer daily from 19:00-22:00.

### CAN PARENTS STAY IN THE SETTING DURING SESSION TIME?

WK have a strict policy that states that no parents/ guardians can stay with their children in the setting. This is to ensure the health and safety of all children, in our care, at all times.

### ARE BABYSITTERS AVAILABLE?

Evening babysitters are available. All babysitters have completed Worldwide Kids babysitting training and all hold a relevant DBS check or equivalent. Babysitting is organised and allocated by the childcare manager. The childcare manager will endeavour to place the same person with one family throughout their stay to maintain consistency, although this may not be possible during peak times. Babysitting can be booked through email or through the online booking platform and will be confirmed upon arrival in resort. Once in resort, babysitting may be booked with 24 hours notice.

**Cancellation Fee:** Babysitting sessions cancelled within 24hrs of the booking will be charged a 20€ cancellations fee in cash.

**Costs:** Babysitting is paid in cash directly to the babysitter. Please note a late fee of 15€ is charged after 23:00. Costs are as follows.

12€ per hour for 1 child  
16€ per hour for 2 children  
18€ per hour for 3 children

The ratio for babysitting is 1 adult : 3 children.

### OUTDOOR PLAY FACILITIES

All children will benefit from daily outdoor play when attending our childcare. Childcare staff will endeavour to use as much of the hotel grounds as possible including the swimming pools, beach and grass/play areas.

### CAN THE CHILD HAVE A MEAL DURING CRECHE OPERATIONAL TIMES?

If a baby requires feeding during the session, the creche has facilities to warm bottles, store items in the fridge and warm meals etc. Food can also be ordered from room service.

### OTHER FOOD OFFERED?

All children will be offered a healthy snack during each session, all dietary requirements will be met. Drinking water will be accessible throughout every session.

## STAFF QUALIFICATIONS

- All childcare staff are highly experienced in caring for children of all ages.
- All crèche staff hold a relevant and full childcare qualification.
- Each staff member has completed a DBS (Disclosure & Barring Service) check before commencing employment with Worldwide Kids.
- Worldwide Kids carry out training with all staff prior to working in our childcare teams, this includes; City & Guilds International Childcare for Leisure & Tourism, Paediatric First Aid and Babysitting Training.

## WE ARE ON THE WAITING LIST? WILL WE GET A SPACE?

*In response to any guests on the waiting list, please inform them:*

The waiting list is in place to ensure that we adhere to our strict ratios, whilst reacting to the popularity of each individual club.

We continue to monitor our waiting lists and will be going through them in the coming weeks and adjusting our staffing numbers. If sessions become available, you will be sent an updated confirmation email. In addition, we run a strict cancellation policy in resort and if guests have not turned up for sessions, we allocate them to guests on the waiting list.

## HOW DO WE CANCEL? AND IS THERE A FEE?

*In response to any guests enquiring about cancellation, please inform them:*

Worldwide Kids do not have a cancellation fee for daytime Creche or Kids Club sessions; guests can cancel any sessions via their MyWK login page or informing the Childcare Manager the previous day. We do appreciate 24-hour notice, so we are able to prepare for the following day.

## PRE-BOOKING CHILDCARE FACILITIES

We strongly recommend pre-booking childcare sessions before arriving in resort. This is to avoid disappointment as spaces are limited due to our strict ratios.

To pre-book sessions please visit the following link to the booking page:

<http://daioscope.worldwide-kids.com>

Families, agents and reservations staff can carry out a booking or check availability.

Babysitting can also be requested through the online booking site and will be confirmed directly by the childcare manager.

## WHO IS THE MAIN CONTACT?

The main childcare contact in the hotel is the childcare manager.

[kids@daioshotels.com](mailto:kids@daioshotels.com)



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