

# Playland | | FAQs

## General Playland Questions

**Question:** What age children can attend Playland?

**Answer:** Children ages 3-7 can attend Playland. Children must be of age by the program date.

**Question:** Does my child need to be potty trained?

**Answer:** Yes! Playland is a registered program so children must be fully toilet-trained.

**Question:** What will my child do at Playland?

**Answer:** Playland will operate very similar to our preschool programs. We will have a theme each week that will influence our circle time, center activities and indoor playground free play time.

**Question:** Do you have a late policy for drop off?

**Answer:** Nope, please arrive safely, we are happy to accommodate you, but the end time will remain the same.

**Question:** Can I pick up my child late?

**Answer:** We require parents to pick up their children at the end of the program. There is no after-care option available.

**Question:** Can my child attend if they are sick?

**Answer:** Please do not bring your child to Playland if they are ill.

**Question:** Do I have to stay in the LRC when my child is in Playland?

**Answer:** No. You can leave but keep your cell phone with you in case we need to contact you.

**Question:** What are the Playland ratios?

**Answer:** Staff to child ratios are 1:8.

**Question:** What do I do with my child under age 3?

**Answer:** Recreation programs has parented programs for kids under 3. There are Fitness programs such as Playtime Fitness, Power Up & Stroller Strong. You could book a babysitter to come to the facility while you are here at your own cost.

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## Booking Playland

**Question:** Do I need to book Playland?

**Answer:** Yes! Playland is a registered program and only operates if minimum registrations are met.

**Question:** How do I book my child for Playland?

**Answer:** You will register your child just like any registered program. You can go online [live.leduc.ca](http://live.leduc.ca), phone Guest Services at 780.980.7120 or stop by Guest Services.

**Question:** Is there a limit on the number of Playland programs my child can attend?

**Answer:** No. You can register for as many as you wish.

**Question:** If I book multiple Playland programs, do I need to pick up between programs?

**Answer:** Yes! Parents must pick up their children at the end of each program. Our staff need time to get ready for the next program.

**Question:** What happens if minimums are not met?

**Answer:** If we cancel a program due to low enrollment, you will receive an email and we will process a refund. Please ensure your email is up to date on your account. We will not be calling for cancellations.

**Question:** Will you make decisions for Saturdays on the previous Saturday?

**Answer:** Saturday programs will have decisions made the Friday before during business hours.

**Question:** What if the Playland program time I want to book is full?

**Answer:** We can add you to a waitlist and if space becomes available, we will contact you.

**Question:** Will I be notified if the Playland program gets cancelled?

**Answer:** Yes! If we cancel you will receive an email at least 7 days before. Please ensure your LRC email on your account is up to date as we will not be making phone call notifications.

**Question:** Will I get a refund if Playland is canceled?

**Answer:** Yes! If minimums are not met, we will refund the fee and you will receive a cancellation email. Please ensure your email is up to date on your account. Our LRC cancellation policies apply to Playland. Withdrawing 8 or more days of the program date will be a full refund. Withdrawing within 7 days of the program date will result in a \$5 administration fee and the remainder as a credit on your account.

**Question:** Will I get a refund if I withdraw my child?

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**Answer:** LRC cancellation policies apply to Playland. Withdrawing 8 or more days of the program date will be a full refund. Withdrawing within 7 days of the program date will result in a \$5 administration fee and the remainder as a credit on your account.

**Question:** Do you take walk-ins?

**Answer:** If we have space when we are open, we will accommodate walk-ins within 15 minutes of the program start time. All walk-ins will have to register with Guest Services and bring the Booking Confirmation to Playland. Times will not be extended, and full payment is required.

## Attending Playland

**Question:** What does my child need to wear to Playland?

**Answer:** Please wear clothes they can be active in and bring indoor shoes and socks.

**Question:** Where do we get ready for Playland?

**Answer:** Please get changed into your indoor shoes and undress in the hallway. Once ready please come inside, hang up your coat, shoes on the boot rack and personal items in a cubby.

**Question:** Why does my child need socks and indoor shoes?

**Answer:** We have scheduled time to play in the indoor playground which requires socks. Any child that doesn't have socks means none of the children can go play due to supervision requirements. As well as if there was an emergency and we need to leave we want our feet to be protected outside of our room.

**Question:** Is there any required paperwork?

**Answer:** Your first visit of the year requires a parent/guardian to sign a waiver, provide an emergency contact (other than yourself) and confirm your phone number. We will keep these on file for the year.

**Question:** What happens if my child is upset at drop off?

**Answer:** We will try for a maximum of 15 minutes to engage your child but if they remain upset and unable to participate, we will call you. You will be required to promptly return to pick up your child.

**Question:** Will I get a discount if I am late dropping off?

**Answer:** Program times and fees are set, and no discounts will be provided.

**Question:** Can my child bring a snack?

**Answer:** During Playland we do not have a scheduled snack break. Water bottles are okay but please save snacks for before or after the program.

**Question:** Can my child bring a toy to Playland?

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**Answer:** We advocate for leaving your personal toys at home. We are not responsible for broken, lost and other kids wanting to play with your toys. We have oodles of things to do, save your toys for your time.

**Question:** Can I pick my child up early?

**Answer:** Absolutely, please just let our staff know when you drop off so we can adjust our schedule.

**Question:** Can someone else pick up my child?

**Answer:** If you inform us at drop off that someone other than the drop off person will be picking up your child, we can accommodate your request.