

CozyCrew

On-Site Supervised Sibling Care

OPERATING POLICIES

Effective for all CozyCrew Events

Safe • Supervised • Simple

Policy 1: Admission Policy

CozyCrew accepts children who meet all of the following criteria. Staff reserve the right to decline admission if any requirement is not satisfied.

Age Requirement

- Children under age 10 are welcome.
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Proof of age (birth certificate, insurance card, or parent verbal confirmation) may be requested if age is unclear.

Potty Training

- Children must be fully potty trained and bathroom independent.
- CozyCrew staff do not assist with diapers, pull-ups, or bathroom escort.
- If a child requires bathroom assistance of any kind, they cannot be admitted.

Parent / Guardian On-Site Requirement

- A parent or authorized guardian must remain inside the tournament venue at all times.
- Parents must be reachable by cell phone throughout the session.
- A parent who leaves the venue must check their child out before departing.

Registration

- All children must be registered at check-in with complete information.

- A signed liability waiver and medical emergency authorization are required before admission.
- Walk-up registrations are accepted on a space-available basis.

Capacity

- Maximum capacity is 16 children at one time.
- When capacity is reached, families will be added to a waitlist and notified as space opens.

Policy 2: Illness Policy

CozyCrew is a shared, enclosed environment. To protect all children and staff, we enforce a strict no-illness policy. No exceptions will be made.

Exclusion Criteria — Child Cannot Be Admitted If:

- **NO:** Fever of 100.4°F (38°C) or higher within the past 24 hours
- **NO:** Vomiting within the past 24 hours
- **NO:** Diarrhea within the past 24 hours
- **NO:** Active contagious illness (pink eye, strep, COVID-19, flu, hand-foot-mouth, etc.)
- **NO:** Unexplained rash
- **NO:** Symptoms that suggest a child is unwell, even without a confirmed diagnosis

If a Child Becomes Ill During a Session

- Staff will immediately notify the parent by phone or text.
- The child will be separated from the group to a designated quiet area with staff supervision.
- Parent must retrieve the child promptly upon notification.
- No refunds will be issued for illness-related early pickups.

Staff Discretion

CozyCrew staff may deny admission or request early pickup of any child appearing visibly unwell, at their sole discretion, even if no specific symptom has been reported.

Policy 3: Pick-Up Policy

CozyCrew uses a wristband matching system to ensure every child is released only to an authorized adult. This system is non-negotiable and will be enforced at every check-out.

Wristband System

- At check-in, the child receives a colored wristband.
- The parent or guardian receives a matching wristband or QR code.
- Wristbands are color-coded and uniquely paired per child.

Check-Out Requirements

- The adult picking up must present the matching wristband OR the matching QR code.
- No wristband or QR code match = No release. No exceptions.
- If a wristband is lost, the parent must speak directly with the CozyCrew Director and present a valid photo ID before any child is released.

Authorized Pick-Up Person

- Parents must list any authorized pick-up person on the registration form at check-in.
- Only individuals listed as authorized pick-up may retrieve the child.
- The authorized person must present the matching wristband or QR code.

Unauthorized Early Pick-Up Attempts

- If an individual without a wristband or QR match attempts to retrieve a child, staff will politely decline.
- Staff will immediately contact the registered parent.
- If there is concern for the child's safety, staff will contact the tournament's security personnel.

Session End / Overdue Pickup

- Parents will receive a reminder notification 15 minutes before session end.
- If a child is not picked up within 10 minutes of session end, staff will attempt to reach the parent and emergency contact.
- If the parent cannot be reached, tournament security will be notified.

Policy 4: Emergency Policy

CozyCrew schedules staffing and supervision based on each child's registered session time. Parents are expected to pick up their child promptly at the end of their scheduled session.

Grace Period

- A 10-minute grace period is provided following the scheduled session end time.

- Parents will receive a reminder notification approximately 15 minutes before the end of the session.

Late Pick-Up Fees

- A \$15 late fee will be charged if a child is picked up more than 10 minutes after the scheduled session end time.

Parent Contact Procedures

- Staff will attempt to contact the parent or guardian using the phone number provided during registration.
- If the parent cannot be reached, staff will contact the emergency contact listed on the registration form.
- Tournament management or venue security may be notified if a child remains unclaimed and a parent or emergency contact cannot be reached.

Repeated Late Pick-Ups

- Repeated late pickups may result in suspension or denial of future registrations at CozyCrew events.
- CozyCrew reserves the right to require advance payment of late fees before accepting future registrations.

Parent Responsibility

- Parents and guardians must remain within the tournament venue at all times and be immediately reachable by phone while their child is participating in CozyCrew activities.
- Parents who leave the venue without checking out their child are in violation of CozyCrew policies and may be denied future services.

Policy 5: Emergency Policy

CozyCrew staff are trained to respond calmly and efficiently to emergency situations. The following procedures are in effect at all events.

If a Parent Cannot Be Reached

- Staff will attempt the parent's cell phone a minimum of three times.
- Staff will attempt the emergency contact listed on the registration form.
- If neither can be reached within 15 minutes of an urgent matter, staff will notify tournament management and, if warranted, local emergency services.
- The child will remain supervised by CozyCrew staff at all times until a responsible adult is located.

If a Child Is Injured

- Staff will assess the situation calmly and ensure the child's immediate safety.
- For minor injuries (small scrapes, bumps): Staff will provide basic first aid (bandage, ice pack) and notify the parent.
- For moderate or serious injuries: Staff will call 911 immediately and simultaneously notify the parent.
- Staff will not administer any medication, including over-the-counter products.
- An incident report will be completed for all injuries, regardless of severity.
- The signed Medical Emergency Authorization form on file may be used by emergency personnel.

Facility Evacuation

- In the event of a fire alarm, severe weather, or directed evacuation, staff will calmly move all children to the nearest designated exit.
- Staff will take the child roster with them during evacuation.
- Children will be kept together as a group and will not be released to parents until the group has reached the designated safe assembly point.
- Roll will be taken at the assembly point using the roster.
- Parents will be notified of evacuation via text as soon as it is safe to do so.
- No child will be released during an active evacuation until the all-clear has been given and normal check-out procedures can be followed.

Incident Reporting

All incidents — injuries, illness, behavioral concerns, missing wristbands, unauthorized pickup attempts, or evacuations — must be documented on a CozyCrew Incident Report form on the day of the event and retained by the Director.

Policy 6: Bathroom Policy

CozyCrew is not a full-service childcare facility. Our staffing model does not allow for individual bathroom escort or assistance. Parents must ensure their child is fully independent before check-in.

Child Requirements

- Children must be fully bathroom independent: able to recognize when they need to go, communicate it clearly, and manage all aspects of bathroom use without assistance.
- Children who require help with clothing, wiping, or flushing are not eligible for CozyCrew.

Bathroom Procedure During a Session

- Children who need to use the restroom will inform a staff member.

- Staff will escort the child to the nearest restroom entrance and wait outside.
- Staff will NOT enter the restroom or provide any personal assistance.
- If a child cannot manage independently inside the restroom, the parent will be called for assistance.

Accidents

- If a child has an accident, the parent will be contacted immediately.
- Staff will not clean or change the child.
- The child may be required to be checked out until the parent can address the situation.

Staff Responsibility

CozyCrew staff will **never** provide bathroom assistance, enter restrooms with children, or assist with clothing or hygiene. This boundary exists to protect both children and staff.

Parent Acknowledgment

By completing the CozyCrew registration form and signing the liability waiver, the parent or guardian acknowledges they have read, understood, and agree to all CozyCrew Operating Policies as stated above.

Questions? Contact: Alicja Padilla Phone/Email: 404.771.1125

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