



THE BAY CLUB

BAY CLUB CHILDCARE FREQUENTLY ASKED QUESTIONS

HOW DO I MAKE A RESERVATION FOR CHILDCARE?

From the Bay Club Connect app, schedule a visit by clicking on the blue scheduler tool, select your club, then select CHILDCARE. Select your child's name and choose your desired days and times. Once you click ENROLL, you will be taken to the payment page. Select your desired payment, agree to the waiver, and pay. Your childcare reservation will show up in your bookings. Payment is required if you are not on a Family Membership.

WHY DO I NEED TO MAKE A RESERVATION INSTEAD OF DROPPING IN?

In order for us to follow state guidelines, we need to be able to control the number of children in each space accurately. By committing to the set options of childcare reservations, it allows us to ensure your child is with the same stable group of children and only comes into contact with assigned Associates on those days.

WHY CAN MY CHILD ONLY COME FOR TWO HOURS?

We have aligned our sessions with our most popular group fitness classes so you can come work out while your children play, sing, dance, and make great memories. Between each two-hour session is a 30-minute deep cleaning, sanitization, and reset of all childcare spaces to ensure the space is clean and ready for the next group. We also want to make sure as many members as possible are able to enjoy this amenity. If reservations are longer, it shortens the amount of sessions that we can offer each day.

WHY DO I NEED TO BOOK CHILDCARE FOR THE SAME TIME EACH DAY?

County guidelines state that children must remain with the same stable group or "social bubble" of 12 or fewer children for the extent of their time in childcare. By setting these times, there is less risk, as we are keeping them with the same 11 children each time they come into the space.

WHY CAN'T I BOOK TWO SESSIONS IN THE SAME WEEK?

If two sessions are booked in the same week, we would not be in compliance with county guidelines and the child would then be part of two different stable groups, deeming both groups no longer stable.

WHY AM I REQUIRED TO BOOK A THREE-WEEK SESSION?

In certain counties, the guidelines for childcare state that stable groups must remain together for a minimum of three consecutive weeks. (Santa Clara, Alameda, Marin, San Francisco, and San Mateo counties all state this).

HOW MUCH DOES CHILDCARE COST?

Childcare sessions are complimentary for Family memberships and are available to non-member children (Individual or Couple memberships) for \$25 per day.

WHAT IS THE CANCELLATION POLICY?

If you need to cancel your reservation, please contact your Family Programming Director as soon as possible so we may offer the spot to another child. Non-members will be refunded 75% of the program fees if cancelled within 24 hours of the reservation; Family memberships will not be charged for a cancellation.

WHAT IS THE PENALTY FOR MISSING A RESERVATION?

There is no penalty for missed reservations for Family memberships. Non-members that paid for the program will not be refunded for missed sessions.

HOW FAR IN ADVANCE CAN I SCHEDULE MY KIDS FOR CHILDCARE?

You can schedule up to seven days in advance for all membership levels. All available childcare bookings are visible in Bay Club Connect and show you the date and time they become available to book. So, if you're a planner, you can use this and mark your calendar as a reminder to enroll once the dates and times become available.

CAN I HAVE MY CHILD WITH A GROUP OF FRIENDS IN THE SAME POD?

Yes! We can accommodate a custom childcare pod for any age group. If you have a social bubble that you have already been in contact with throughout this time, you can request that those children are all placed in the same pod. To organize your custom childcare pod, reach out to your Director of Family Programming.

WHAT ARE THE MASK REQUIREMENTS WHILE MY CHILD IS IN CHILDCARE?

Because of the mandate issued by the state of California, children older than two years old are required to wear a face mask while in the childcare space. Your children will be able to remove their mask while eating a snack if socially distanced, and the mask is put back on prior to getting up from snack. We know this can be a struggle, but our Associates will make sure the children keep their masks on while having a great time with their friends!

WILL MY CHILD BE WITH THE SAME ASSOCIATE EACH VISIT?

They absolutely will. We schedule our Associates to work the same pods each day, so they are seeing the same groups of kids each day to ensure limited exposure and the safety of your little ones. These pods remain stable for the duration of your session.

HOW MANY CHILDREN ARE ALLOWED AT ONE TIME?

Depending on your county guidelines, children will be placed in stable groups of 10-12 kids.

WHAT ARE THE DIFFERENT PROTOCOLS FOR CLEANING THAT ARE IN PLACE?

We have implemented a rigorous cleaning and sanitization protocol to ensure spaces are safe for your kids. All high-touch surfaces are cleaned continuously throughout the day. Physical spaces and materials will be thoroughly cleaned and sanitized between each stable group. Single-use materials are discarded between stable groups. Reusable materials are placed into a "used" bin and are thoroughly sanitized prior to being put back into the space for use. Additional sanitization will take place between each childcare reservation. All Associates will be wearing proper PPE prior to the start of their shift.

WHAT WOULD HAPPEN IF SOMEONE CAME IN SICK?

We have a visual screening along with temperature checks upon check-in. If a child or Associate has a fever of 100.4°F or higher, or shows visible signs of illness (i.e., cough, sneezing, or runny nose), they are not permitted to enter the space.

ARE YOU ENFORCING PHYSICAL DISTANCING?

With young children, it is very difficult to keep them socially distanced. With that being said, our Associates will encourage physical distancing when possible through solo activities, group games where children are physically distanced, and crafts and projects where children are seated at tables distanced from one another.

WHAT KIND OF ACTIVITIES WILL MY CHILD BE DOING DURING THEIR TIME IN CHILDCARE?

We have elevated our programming so that the experience will be different each time your child visits. Whether it's arts and crafts, music and dancing, story time, or building and games, we will always offer your child something different and fun.

DO I NEED TO MAKE A FITNESS RESERVATION IN ADDITION TO MY CHILDCARE RESERVATION?

Yes, you will need to schedule your visit to the Club separately. There are many options for you to utilize the Club while your child plays in childcare. It is important for the Club to stay within the capacity regulations from the County.

MY GROUP FITNESS CLASS ENDS AT THE SAME TIME AS MY CHILDCARE RESERVATION. CAN I STILL TAKE THE CLASS?

Yes, you can still take the class as long as you promptly return when class ends. Please notify us at check-in what class you will be taking and the time it is over so we can allow a few extra minutes for you to return.

I WANT TO WORK OUT LATER IN THE EVENING. WILL YOU OFFER LATER CHILDCARE RESERVATION TIMES?

We welcome all feedback on ways to help better serve our families! Please contact your Director of Family Programming.

MY CHILD IS NOT SHOWING UP ON MY CONNECT ACCOUNT. HOW DO I ADD MY CHILD?

You will need to add your child to your household on Bay Club Connect. To do so, go to bayclubconnect.com, select HOUSEHOLD, then select ADD CHILD. Enter their name and date of birth, then select SAVE. Once added, you will need to fill out the medical form for that child. You will not be able to check in without a completed medical form. To access the medical form, simply click on the MEDICAL FORM tab under your child's profile.

MY CHILD IS SHOWING AS A NON-MEMBER. HOW CAN I ADD MY CHILD TO MY MEMBERSHIP?

To add your child as a member to your account, contact the Director of Family Programming for your club. They can help with adding your child onto the account.

WHY IS THE BAY CLUB CONNECT APP REDIRECTING ME TO THE CAMPS PAGE?

If the Bay Club Connect app redirects you to the Camps page, you just need to force an update on your app through the App Store or Google Play Store.

CAN I LEAVE THE PROPERTY WHILE MY CHILD IS IN CHILDCARE?

Like before, you must remain on property while your child is in childcare. Childcare is intended for use while you utilize the available amenities of the Club. In the event of an emergency, we need to be sure you are close by to care for your little one.

HOW DO I CHECK MY CHILD IN FOR CHILDCARE?

In the Bay Club Connect app, under HOUSEHOLD and next to your phone number and any guardian's phone number, there is a SEND PIN button. This action will text you a pin that you will provide to our Associate at the childcare check-in desk. Once the pin is entered, our Associate will take your picture as an elevated safety procedure.

WHY IS MY PICTURE TAKEN AT CHECK IN AND CHECK OUT?

This is an elevated safety procedure. By taking your picture at check-in and check-out, we are ensuring your child is not going home with someone who is not authorized for pick-up. Additionally, the pin used is unique to each person, so we are able to track who is picking up and dropping off if any questions ever arise.

CAN I ARRIVE LATE TO MY RESERVATION TIME OR LEAVE EARLY IF I DON'T NEED THE FULL TWO HOURS?

Of course! You can arrive late, but this does not mean you can stay longer. Leaving before the two-hour reservation is complete is not a problem.

WHY CAN'T I USE THE POOL OR INDOOR FACILITIES?

Unfortunately, due to county guidelines, not all of our amenities at all clubs are open just yet. To find out what is open at your club, visit bayclubs.com/club-service-updates.

WHAT IS THE NEW PROCESS FOR SNACK TIME?

If your child gets hungry during the two-hour session, they are welcome to eat a shelf-stable nut-free snack provided by you. Children will be seated in designated clean areas. They will wash their hands prior to eating their snack. Once seated and hands are clean, children may remove their mask to eat their snack. When finished, children must place their mask back on before getting up to wash their hands. Our Associates will thoroughly clean the surface wearing proper PPE.

WHAT CAN MY CHILD BRING WHEN I DROP THEM OFF FOR CHILDCARE?

Your child may bring a clearly labeled water bottle, a diaper, wipes, a change of clothes if needed, and a shelf-stable nut-free snack.

HOW SOON WOULD MY UPGRADED MEMBERSHIP SHOW ON MY ACCOUNT?

Upgrades to your account should reflect in your account within 24 hours. In some cases, you may be able to use your benefits prior to the change reflecting on your account.

I MADE A RESERVATION AS A COUPLE OR INDIVIDUAL MEMBER AND HAVE UPGRADED TO FAMILY. CAN I RECEIVE A REFUND OR A PRORATE ON MY EXISTING AND FUTURE BOOKINGS?

We can refund and prorate your childcare reservations from the day that you upgrade.

CAN MY KIDS OF DIFFERENT AGE GROUPS BE TOGETHER?

Our spaces are age-appropriate. Please check with the Director of Family Programming to see if this accommodation is possible. In order to keep the pods stable, this request may not be possible, but we will do our best to accommodate.

DO YOU HAVE A QUIET PLACE FOR MY CHILD TO STUDY/READ?

Yes! Our childcare spaces have plenty of room for children to spread out and find a cozy space to read or study in.

CAN YOU PICK UP MY CHILD FROM A LESSON/FAMILY POD/DIFFERENT AREA IN THE CLUB?

No. We will need a parent or guardian to drop your child off in our childcare space. We cannot pick your children up from your family pod or a lesson.

THE BAY CLUB

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