



Childcare | Frequently Asked Questions

Nursery Hours

Monday-Thursday

8:30am-1:00pm | 4-8:00pm

Friday

8:30am-1pm | 4-7:30pm

Saturday & Sunday

8:30am-12:00pm

How old does my child need to be to utilize the nursery? We take children ages 6 weeks old to 11 years old.

Do I need a reservation to bring my child into the nursery?

In order to maintain the proper safe distancing, ALL CHILDREN (all ages) must have a reservation to utilize the nursery.

How long can my child be in the nursery?

Children may utilize the nursery for 1 hour and 30 minutes.

How do I make a reservation for my infant?

You can make a reservation online through our member portal or through the Arena Club app.

How many days in advance can I make my infant reservation?

A member can make a reservation appointment up to 24 hours in advance.

What if I am unable to make my appointment for the nursery and I have a reservation?

We understand that life with children can be unpredictable! All we need is a phone call from you informing us to cancel the appointment. We appreciate as much notice as possible so that we can give the appointment to another member in need.

Is my child allowed to eat snacks in the nursery?

We do have children that come into the nursery with food allergies so we ask that no food be brought in to the nursery. We do however welcome for parents to bring a drink for their child in a labeled Sippy cup. We ask that the children's cup only contain juice or water, no milk products.

If my child has a dirty diaper do you change it?

We do not change any diapers while your little one is in our care. If a child needs their diaper changed a team member will come locate the parent. We ask that all parents remain on the premises while their child is in the nursery. By giving us your location or locations we will be able to find you quickly and efficiently.

What if my child is sick?

The Arena Club maintains a safe, healthy and hygienic environment for all of our children. To protect the health of every child, we do not permit sick children in the nursery. In event that we determine the child is sick we will ask the parent to come and pick them up from our care. We ask for the parents to not return with their child until they are 24 hours symptom free. The nursery team can provide a list of exclusion symptoms upon request.

Can my child bring in personal belongings?

We know that many children have favorite toys and games at home. To ensure that children do not lose or have toys broken in the nursery, and to ensure that all toys are age appropriate and meet our standards for cleanliness, safety, removable parts, etc.. We ask that favorite toys remain at home or in mom's bag for safe keeping. We will provide all of the toys your child will need for a fun filled time in our care.

What are the qualifications of the staff?

The nursery is compiled of individuals with varied backgrounds in childcare from degreed teachers, students taking child related courses and qualified moms. In addition to hiring team members with training and education in childcare, we hire staff that love working with children and show patience, compassion and enthusiasm. Every Arena Club employee must submit to a professional background search and complete CPR training.

Do you discipline the children?

We do from time to time need to separate a child who is being disruptive or harmful to other children in the nursery. In the event that there is a continued pattern of bad behavior, we reserve the right to suspend children from the nursery at the discretion of the Children's Director. We ask that parents understand that we are looking out for the safety of all children in our care.