Sprouts Club Parent Handbook
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406-752-7529
contact@sproutsclub.com

Welcome to Sprouts Club!

Welcome to Sprouts Club! We are committed to providing a safe, welcoming, clean, positive, and nurturing environment where children can learn, play, socialize, and receive quality care.

This Parent Handbook explains the policies, procedures, expectations, and financial responsibilities that apply to families receiving care at Sprouts Club. Our goal is to make expectations clear and consistent so that parents, guardians, children, and staff can work together to provide a safe and positive childcare experience.

Parents and guardians are responsible for reading this handbook and complying with the policies contained within it. A completed registration and Parent Policy and Release Form must be on file before a child may be accepted for care.

This handbook should be read together with all registration documents, emergency forms, health forms, releases, and other documents provided by Sprouts Club.

Sprouts Club reserves the right to update its policies when necessary to reflect changes in law, licensing requirements, health and safety recommendations, business operations, or the needs of the program.

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1. Program Philosophy and Scope of Care

Sprouts Club is committed to providing children with a safe and positive environment in which they can participate in age-appropriate activities, develop social skills, play, learn, and receive quality supervision.

Our program is designed to provide childcare while maintaining reasonable safety, health, behavioral, and operational standards. Sprouts Club's services and ability to accommodate individual children depend upon available staffing, the child's needs, applicable licensing/insurance requirements, and the center's ability to safely provide care.

Sprouts Club does not provide specialized one-on-one medical, therapeutic, behavioral, or developmental services.

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2. Registration and Enrollment

A completed registration and Parent Policy and Release Form must be on file before a child may be accepted for care.

Parents must provide all information and documentation required by Sprouts Club and applicable licensing/insurance requirements.

Enrollment information must be kept accurate and current.

Parents must notify Sprouts Club promptly whenever there are changes to:

- Home address
- Telephone numbers
- Email address
- Emergency contacts
- Authorized pickup persons
- Custody information
- Child's health information
- Allergies
- Medical information
- Other information that could affect the child's care or safety

If a child is not enrolled in school, the parent must also provide a completed Parent's Health Statement or Physician's Health Statement before the child's second visit.

A copy of the child's immunization records, accompanied by a physician's health statement and physician's signature, may be provided in place of the Physician's Health Statement form.

All children must meet applicable immunization requirements before being admitted to Sprouts Club, subject to any exemptions permitted by applicable law.

Sprouts Club may require updated forms or documentation when information expires, changes, or is required by licensing authorities.

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3. Health Requirements and Records

Parents are responsible for providing accurate health information and notifying Sprouts Club of any condition that could affect the child's participation in care.

Parents must inform Sprouts Club of:

- Allergies
- Chronic health conditions
- Recent illness

- Medical restrictions
- Dietary restrictions
- Developmental or behavioral concerns relevant to care
- Other information necessary to safely supervise the child

Parents are responsible for ensuring that required health records remain current.

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4. Hours of Operation
Sprouts Club operates 12 months a year.
Regular Hours

- Monday–Friday: 7:00 a.m.–10:00 p.m.
- Saturday: 8:00 a.m.–10:00 p.m.

Last drop off for late care is 7 p.m. Parents must arrive with enough time to complete pick up and leave the facility before closing.

Sprouts Club may close temporarily because of emergencies, unsafe conditions, severe weather, facility problems, government or licensing requirements, or other circumstances that make operations unsafe or impractical.
Parents will be notified of planned or emergency closures as soon as reasonably possible.

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5. Attendance at Drop-in Care
Sprouts Club provides **drop-in childcare**. Families do not need to maintain a regular weekly schedule or reserve a recurring childcare spot. Sprouts Club operates based on available capacity. There may be times when we reach the maximum number of children we are able to safely accommodate in the building. When Sprouts Club has reached capacity, we may not be able to accept additional children for drop-off at that time. When we are at capacity, parents may provide their **name and phone number** to Sprouts Club staff. If a space becomes available, staff may contact the parent using the information provided. Providing a name and phone number does not guarantee that space will become available or that Sprouts Club will be able to provide care at a particular time. Capacity can change throughout the day as children are picked up and new children arrive. Sprouts Club's ability to accept children is always subject to staffing, safety considerations, and available capacity.

Sprouts Club is designed to provide flexible, short-term drop-in childcare. While we understand that families may occasionally need extended care, **children should not routinely remain at Sprouts for more than 10 consecutive hours in one day.**

For the child's comfort, well-being, and ability to regulate throughout the day:

- **10 hours is our standard maximum daily stay.**
- Any stay approaching or exceeding 10 hours should be discussed with management in advance whenever possible.
- If a child reaches 10 hours and continued care is needed, Sprouts may contact the parent/guardian to arrange pickup.
- **Stays exceeding 12 hours will generally not be permitted** unless specifically approved by management due to an exceptional circumstance.
- Staff may request an earlier pickup if a child is showing signs of significant fatigue, overstimulation, emotional dysregulation, or difficulty safely participating in the program, even if the child has not yet reached 10 hours.
- Parents/guardians are responsible for ensuring that children receive appropriate rest, meals, and care outside of their time at Sprouts.

Our goal is not to penalize families who occasionally experience an unusually long day. This policy exists to make sure Sprouts remains a safe, supportive environment and that children are not spending an excessive portion of their day in childcare.

Management reserves the right to require pickup when an extended stay is no longer in the child's best interest or when continued care cannot be safely accommodated.

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6. Hourly Rates and Payment
Sprouts Club charges by the hour, with costs calculated to the minute unless otherwise specified.
Current Rates

- Children over 18 months: **$5.95 per hour**

- Additional siblings: **$0.25 off their applicable hourly rate**
- Children who are not potty trained: **additional $0.50 per hour**
- After 6:00 p.m.: **additional $1.00 per child per hour**

Payment is due at the time of checkout.
There are no refunds.

Late Payment
If payment is not made at pickup and a balance remains due, a **$10.00 late payment fee per child** will be added to the child's account.
Outstanding balances must be paid before additional childcare can be provided through that account.

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7. Split Households and Separate Parent Accounts
Sprouts Club understands that families may have shared custody, separate households, or different financial arrangements. When parents maintain separate accounts, each account is treated independently.
Each parent is responsible for:

- Maintaining their account in good standing
- Paying charges incurred on their account
- Maintaining an approved payment method or sufficient account funds
- Paying applicable fees associated with their account

A payment, credit, or balance on one parent's account does not automatically transfer to another parent's account. Credits belong to the account on which they were issued. A credit may only be transferred to another account with written authorization from the account holder. Written authorization must be emailed to:
contact@sproutsclub.com

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8. Authorized Pickup and Release of Children
Only parents or properly authorized individuals may check children in or out unless otherwise required by law or court order.
Parents must provide Sprouts Club with current information regarding authorized pickup persons.
Sprouts Club may require identification from an individual picking up a child. An authorized person may be refused release of a child if the person cannot establish that they are authorized to pick up the child or if releasing the child would create a safety or legal concern. Parents should notify Sprouts Club in advance whenever someone other than the parent will be picking up the child.

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9. Custody and Legal Documents
Sprouts Club does not determine custody rights or mediate disputes between parents.
Parents who have court orders or other legally enforceable documents affecting custody or pickup should provide Sprouts Club with a current copy.
Private verbal agreements between parents do not automatically change Sprouts Club's procedures.
Sprouts Club will follow legally valid documentation provided to it to the extent required by applicable law.
Parents are responsible for providing updated legal documents when circumstances change.

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10. Arrival and Departure Safety
Children must be properly checked in and checked out according to Sprouts Club procedures.
Parents should not leave a child unattended outside the facility.
Parents are responsible for ensuring that the child is safely transferred to Sprouts Club staff at arrival and properly released at pickup.
Parents should allow sufficient time for checkout before closing.

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11. Late Pickup – After 10 p.m.
A late fee of **$1.00 per minute, per child** will be charged after Sprouts Club's closing time, 10 p.m.
Parents are responsible for ensuring that children are picked up before closing. If a child has not been picked up by 10:00 p.m., Sprouts staff will immediately attempt to contact the parent/guardian using the contact information on file. If the parent/guardian cannot be reached, staff will attempt to contact the child's authorized emergency contacts. **If a parent/guardian or authorized emergency contact cannot be reached within 30 minutes after the 10:00 p.m. pick-up time, Sprouts will contact local law enforcement for assistance.** The child will remain under the supervision and care of Sprouts staff until an authorized adult or appropriate authorities arrive. Parents/guardians are responsible for keeping all contact and emergency-contact information current and for notifying Sprouts as soon as possible if they anticipate being late.
The safety and well-being of every child is Sprouts Club's highest priority.

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12. Personal Belongings and Toys
For safety and to prevent loss or damage:

- Outside toys are not permitted.
- Outside electronics are not permitted.
- Personal belongings should be clearly labeled with the child's first and last name.

Sprouts Club is not responsible for lost, damaged, or broken personal belongings brought into the center.
Items that present safety concern may be removed from use.

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13. Clothing and Required Supplies
Parents should provide clothing and personal items appropriate for their child's age and activities.
Parents should provide:

- A complete change of clothing
- Weather-appropriate clothing
- Appropriate footwear
- Diapers when applicable
- Other required personal-care items

All belongings should be labeled with the child's first and last name.

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14. Diapers and Diapering
Parents are responsible for maintaining an adequate supply of diapers and other necessary diapering supplies.
If Sprouts Club must provide a diaper, there will be a charge of **$1.00 per diaper**. If Sprouts Club is providing wipes, there will be a charge of **$1.50 per day.**
Parents should regularly check their child's supply.
Diapers will be changed as needed according to the child's individual needs and applicable childcare requirements.
Soiled clothing may be sent home for laundering.

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15. Potty Training and Toileting
Parents are responsible for notifying Sprouts Club when their child becomes potty trained.
A child is considered potty trained when they are consistently using the restroom independently.
Children who have more than one accident per week will not be considered potty trained for purposes of the applicable rate. An additional **$0.50 per hour** will apply to children who are not considered potty trained.
Parents should provide extra clothing for children who are toilet training. Children will be encouraged to practice appropriate bathroom hygiene, including handwashing.

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16. Meals and Snacks
Sprouts Club provides scheduled meals and snacks.
Meals
Meals are served at:

- 12:00 p.m.
- 6:00 p.m.

Meals may be purchased from Sprouts Club for an additional cost of $4.50 per child or brought from home.
If a parent provides a meal from home, the parent understands that Sprouts Club is not responsible for determining whether the meal provides adequate nutrition or meets the child's daily nutritional needs.
If a child's stay extends through a scheduled mealtime and the child has not been signed up for a meal, Sprouts Club will provide the child with a meal and add the applicable meal cost to the child's bill.

Snacks
Snacks are served at:

- 10:00 a.m.
- 3:00 p.m.

Snacks may be purchased from Sprouts Club for an additional cost of $1.50 per child. Meals and snacks brought from home should be appropriately labeled. Children should not share food. Sharing food can create an allergy or health concern.

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17. Food Allergies and Food Safety
Parents must notify Sprouts Club of all known food allergies and dietary restrictions.
Parents are responsible for providing accurate information regarding allergies.
Where appropriate, parents may be required to provide written medical documentation or an emergency care plan.
Sprouts Club will make reasonable efforts to follow documented allergy and dietary information but cannot guarantee that the facility is completely free of every allergen. Parents should not send food that creates an unnecessary safety risk for other children.

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18. Rest and Nap Time
Children who require or benefit from rest will be provided appropriate opportunities for quiet time or rest.
Children will not be denied food or necessary rest as a form of discipline.

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19. Illness and Communicable Diseases
Sprouts Club cannot accept children who are ill.
Children must be **fever-free and symptom-free for at least 24 hours** before returning to Sprouts Club.
For the safety of children and staff:

- Sick children will not be admitted.
- If a child becomes ill while at Sprouts Club, the parent or emergency contact will be contacted immediately.
- An ill child will be separated from the other children while awaiting parent or authorized pickup.

Sprouts Club may follow applicable public-health or licensing guidance regarding exclusion and return to care.

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20. Medications and Medical Procedures

- A written **doctor's note or prescription instructions** is required before Sprouts staff may administer any previously prescribed medication.
- **Parental consent may be provided for over-the-counter (OTC) medications**, such as Tylenol, when permitted by Sprouts policy.
- Sprouts Club staff members responsible for the child's care that day will provide the required **parental consent form**.
- The medication authorization form must specify the **name of the medication, dosage, frequency, and duration** for which the medication is to be administered.
- All medication instructions provided by the parent/guardian **must match the doctor's instructions and the prescription label**.
- **ALL MEDICATIONS MUST BE PROVIDED IN THEIR ORIGINAL, LABELED CONTAINERS.** Medication may not be administered from an unlabeled container, bag, or other secondary container.

First Aid and Injury Care

- All Sprouts Club staff members are authorized to provide **basic first aid and appropriate emergency care** to children in their care when a child is injured or becomes ill. Staff will respond promptly, assess the situation, provide care within the scope of their training, and notify the parent/guardian as appropriate.
- In the event of a serious injury or medical emergency, **911 or emergency medical services will be contacted immediately**, and the parent/guardian will be notified as soon as possible.

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21. Children With Disabilities or Special Needs
Sprouts Club does not discriminate against people with disabilities.
Sprouts Club staff are not trained to provide specialized care for every individual medical, developmental, behavioral, or therapeutic need, and our services **do not include guaranteed one-on-one supervision.**
Parents are encouraged to communicate openly with Sprouts Club regarding their child's individual needs so that the center can determine whether it can safely and appropriately provide care.
Sprouts Club will consider reasonable accommodations consistent with applicable law, staffing, safety, and licensing/insurance requirements.

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22. Positive Discipline and Guidance
Sprouts Club uses positive methods of discipline and guidance designed to encourage self-esteem and appropriate behavior.
Methods may include:

- Praise for appropriate behavior

- Reminders of expectations
- Redirection
- Age-appropriate consequences
- Brief supervised separation from the group
- Time-out when appropriate for the child's age and development - time-out or brief supervised separation is limited to no more than **one minute per year of the child's age**.

Prohibited Discipline
Sprouts Club does not permit:

- Corporal punishment
- Physical abuse
- Verbal abuse
- Abusive language
- Withdrawal of food
- Withdrawal of naps
- Withdrawal of toilet training

Discipline will be handled in a manner intended to protect the child's dignity, safety, and well-being.

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23. Biting and Serious or Unsafe Behavior
Biting, hitting, kicking, scratching, spitting, throwing objects, running away from supervision, threatening behavior, or other serious unsafe conduct will be addressed promptly.
Staff will take reasonable steps to protect all children.
Parents may be notified when serious or repeated behavior occurs.
For the safety of all children and staff, children who demonstrate repeated serious misbehavior or biting may be asked to take a **two-week respite** from Sprouts Club.
Continued serious or unsafe behavior may result in suspension or termination of care.

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24. Parent and Guardian Conduct
Parents and guardians are expected to treat Sprouts Club staff, children, and other families respectfully.
The following conduct is not permitted:

- Threatening behavior
- Harassment
- Verbal abuse
- Physical aggression
- Intimidation
- Abusive or discriminatory language
- Disruptive confrontations in front of children
- Deliberate interference with staff performing their duties

Serious conduct may result in removal from the facility, suspension, or termination of services.

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25. Injuries and Incident Reports
If an injury occurs at Sprouts Club, the staff member who witnessed or responded to the injury will complete an injury or incident report when required. Parents will be notified at pickup by the staff member on shift regarding the injury. If an injury requires medical attention, Sprouts Club staff will contact the parents immediately.
In an emergency, emergency medical services may also be contacted.

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26. Emergency Medical Care
In the event of a medical emergency:

1. Sprouts Club will contact the parent or guardian immediately when reasonably possible.
2. 911 or other emergency services will be contacted when appropriate.
3. Emergency personnel will provide necessary emergency assistance.
4. Sprouts Club will follow applicable emergency procedures and licensing requirements.

Parents must maintain accurate emergency contact information and ensure that emergency contacts are available and able to respond promptly.

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27. Emergency Preparedness and Evacuation
Sprouts Club maintains emergency procedures for situations that may require evacuation, relocation, sheltering, or other protective action.
In an emergency requiring evacuation:

1. Staff will follow the facility's emergency plan.
2. Children will be moved to the designated safe location.
3. Parents will be contacted as soon as possible.
4. Staff will follow emergency personnel instructions.
5. Children will remain under appropriate supervision until released to an authorized adult.

Each Sprouts Club location has a designated relocation site.
The relocation site is posted at the center.
Parents should familiarize themselves with the emergency information posted at their child's Sprouts Club location.

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28. Severe Weather and Emergency Closures
Sprouts Club may close or modify operations because of:

- Severe storms
- Tornadoes
- Wildfire or hazardous smoke
- Flooding
- Extreme weather
- Power outages
- Facility emergencies
- Unsafe travel conditions
- Government or licensing directives
- Other circumstances affecting safety

Parents will be notified through the communication method designated by Sprouts Club: Posted on the facility front door and posted on Sprouts Club facebook page.

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29. Child Abuse and Neglect Reporting
Sprouts Club staff are required by law to report situations in which there is reason to suspect physical, sexual, or emotional child abuse, child neglect, or exploitation.
Reports may be made to appropriate authorities, including:

- Law enforcement
- Child Protective Services
- Other agencies as required by law

Sprouts Club staff do not need parental permission to make a legally required report. Notification of the parents is solely dependent upon the recommendation of the police or Child Protective Services.

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30. Nondiscrimination
Sprouts Club does not discriminate based on:

- Gender
- Race
- Color
- Religion
- National origin
- Disability

Sprouts Club reserves the right to refuse or discontinue service for legitimate business, safety, staffing, licensing, or operational reasons, consistent with applicable law.

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31. Confidentiality and Privacy
Sprouts Club will make reasonable efforts to protect the privacy of children and families.

Information regarding a child's health, behavior, family circumstances, contact information, and other private matters will be handled appropriately.
Information may be disclosed when:

- Required by law
- Necessary to protect a child or another person
- Required by licensing or regulatory authorities
- Necessary for emergency medical care
- Authorized by the parent or legal guardian

Parents should respect the privacy of other children and families.

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32. Electronics and Screen Time
Outside electronics are not permitted.

Any electronic media used by Sprouts Club should be age-appropriate and consistent with program expectations.

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33. Property Damage
Parents are financially responsible for damage caused by their child or children to Sprouts Club property when applicable.
This may include intentional or accidental damage when the circumstances warrant financial responsibility.
Parents may be contacted regarding payment for repairs or replacement of damaged property.

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34. Complaints and Parent Concerns
Sprouts Club encourages parents to communicate concerns promptly.
Parents should first raise concerns with the appropriate staff member or management.
If a concern cannot be resolved, parents may submit a written complaint to contact@sproutsclub.com
Sprouts Club will make reasonable efforts to review concerns and respond appropriately.

35. Parent Responsibilities
Parents and guardians are expected to:

- Complete all required registration and health forms.
- Keep contact and emergency information current.
- Notify Sprouts Club of changes to the child's health or allergies.
- Keep children home when they are ill.
- Provide diapers and extra clothing when needed.
- Label personal belongings with the child's first and last name.
- Follow check-in and check-out procedures.
- Provide appropriate authorized pickup information.
- Arrive before closing time.
- Pay all charges when due.
- Maintain their account in good standing.
- Notify Sprouts Club in advance of authorized pickup persons.
- Communicate payment arrangements in advance when multiple households are involved.
- Follow all Sprouts Club safety and behavior policies.
- Treat staff and other families respectfully.
- Provide accurate information about the child.
- Notify Sprouts Club of relevant legal or custody documents.
- Follow all applicable center procedures.

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36. Payment Summary

Item	Policy
Standard rate, child over 18 months	$5.95/hour
Additional sibling discount	$0.25/hour off applicable rate
Non-potty-trained child	+$0.50/hour
After 6:00 p.m.	+$1.00/child/hour
Sprouts Club-supplied diaper	$1.00 each
Late payment at pickup	$10.00 per child

Item	Policy
Late pickup after closing	$1.00/minute per child
Pre-payment when another parent picks up	$50
Refunds	No refunds

Charges are calculated to the minute unless otherwise specified.

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37. Parent Acknowledgment

This Parent Handbook contains the same policy information that is stated in the **Parent Policy and Release Form** included in the Sprouts Club enrollment packet.

This handbook is provided as a **copy for parent review and reference purposes only**. The official **Parent Policy and Release Form**, including the signed Parent Acknowledgment, is contained in the enrollment packet and must be completed and signed by the parent/guardian as part of the enrollment process.

By signing the Parent Policy and Release Form in the enrollment packet, I acknowledge that I have received, read, and understand the Sprouts Club Parent Handbook and the policies contained within it.

I understand and agree that:

- I am responsible for following all Sprouts Club policies and procedures and for ensuring that all information provided to Sprouts Club regarding my child and my account remains accurate and current.
- Payment is due at pickup, and additional fees may apply when payment is not made when due or when a child is picked up after closing.
- Sprouts Club does not mediate custody, child support, or private financial disputes between parents or guardians.
- Any custody orders, court orders, or other legal documents affecting the care, custody, or release of my child should be provided to Sprouts Club.
- Sprouts Club may require a child to remain home when the child is ill and may suspend or terminate care when necessary for safety, licensing, operational, or other legitimate reasons.
- This Parent Handbook should be read together with the completed registration forms, health forms, emergency forms, and Parent Policy and Release Form.
- Sprouts Club may update or revise its policies from time to time, and I am responsible for reviewing and following the current version of the handbook.
- I understand that Sprouts Club staff may provide basic first aid and appropriate emergency care to my child when necessary and within the scope of their training.
- I understand and agree to comply with Sprouts Club's late pick-up policy, including the policy regarding contacting local law enforcement when a parent/guardian or authorized emergency contact cannot be reached within the designated timeframe.