

Illnesses

We request your understanding that we cannot accept children with severe colds or other contagious diseases. This is primarily in consideration of the other children present.



Fitnesspark Heuwaage Basel

Steinentorberg 8
4051 Basel
Tel. 058 575 81 50

Regular Business Hours

Monday–Friday	6.30 a.m. – 10 p.m.
Wellness Zone	8 a.m. – 10 p.m.
Saturday/Sunday	9 a.m. – 7 p.m.

Childcare

Dear Parents

We will be happy to look after your children while you use and enjoy our facility for a few active and relaxing hours. An experienced team ensures the children's well-being, does handicrafts and plays with them.

Childcare is a big responsibility of which we are very much aware. In all of our interest, and primarily for the benefit of the children, we have adopted the following in-house rules:



Business hours:

Monday – Friday 8:30 a.m. – 12:00 p.m. Closed on holidays, according to the «Special Business Hours» flyer.

Prices

The childcare centre service is free to our members.

Age restriction

Our offer is open to all children from 4 months until their 5th birthday.

Drop-offs / Pick-ups

The children must be dropped off at the childcare centre by an authorised person and picked up by the same person.

Childcare

In exceptional cases, we can also provide childcare for your child, even if you are not at our Fitness Centre. Please discuss this in advance with the childcare centre staff and pay CHF 10.– at the Fitnesspark reception area.

Childcare time frame

The maximum childcare time is 2.5 hours. For infants up to 18 months the maximum childcare time is 1 hour.

Sign-up

Sign-up in advance is required. Sign-up can be 7 days before the childcare date at the earliest. You can sign up by phone or directly with the childcare staff during business hours.

Cancellation

It is of course possible that you may need to cancel the reservation for your child. We request that you cancel the reservation within 24 hours of the childcare time at the latest (by 9:00 a.m. of the previous day), otherwise we must charge a fee of CHF 15.–.

Problems

In the event of any problems with the children, the guardian of the child can be called by a loudspeaker announcement. The childcare centre staff will report any incidents or special observations to the customers. We reserve the right to refuse to admit children who repeatedly behave in an inappropriate/unusual manner.

Information

Our caregivers will appreciate it if you can provide them with special, care-specific information about your children. This allows our caregivers to better address the needs of your children. We request that you write the name of the child on bottles, dishes and other objects. This will make it easier for us to return your personal items.

Nappies

We are happy to take on infants with freshly changed nappies. You should provide reserve nappies if necessary.