



Coronavirus Action Plan

Dear Parents and Customers,

This is a general statement from CreativeSparX to inform everyone about the measures we have implemented in light of the health concerns linked to the Coronavirus also known as COVID-19.

As you know, the outbreak of the Coronavirus on an international scale has prompted the Australian Government to implement a Coronavirus Emergency Response Plan. Our setup at CreativeSparX is a relatively low-risk environment compared to most other larger Play Centres that accept bigger crowds and utilise shared play equipment such as 'ball-pits', 'bouncing castles' and play structure etc. We are taking the safety of our customers and staff very seriously and are re-opening the facilities on 27-06-20, in full compliance with all social distancing regulations mandated by the government. We will be re-assessing our position daily in light of further developments, and will keep you all informed of any changes via our website, Facebook, Instagram, direct e-mail and notices onsite.

As everyone who has been to CreativeSparX would already know, we take great pride in maintaining an exceptionally clean, neat and tidy, and safe environment for our customers (especially the little ones), at all times as a matter of course. However, we understand and share your concerns around Covid-19, and will do everything we can to support our community in this difficult time. We will continue to provide a safe, healthy and positive environment for your kids, yourself, and our staff, and have implemented the following changes to our regular program and cleaning regimes etc. to continue to operate through the next few weeks starting with the Winter school holidays.

1. The maximum no. of persons allowed within the premises will be limited to the level of restrictions in force at the time.
2. Customers will be required to provide their contact details on entry into the premises as mandated by the government – we will ensure your privacy is protected and will not use these contact details for marketing or any other purposes.
3. Temperature checks may be carried out as required by our staff at the entrance, before allowing entry into the premises.
4. Customers will be expected to use the hand sanitiser provided at the entrance, before entering the premises.
5. All our staff will act responsibly and we will ensure that any staff members who feel they may have been exposed or are displaying any flu-like symptoms will refrain from coming in to work until they get themselves tested for Covid-19 and receive an 'all clear'.
6. We humbly and kindly ask that anyone displaying or experiencing flu like symptoms or has returned from overseas within the last 14 days, refrain from entering CreativeSparX until the required self-isolation period is completed.
7. We request our patrons to practice their own personal hygiene processes and show the same duty of care when attending CreativeSparX or any other public places, in line with the general advice and guidelines issued by the government and medical practitioners.
8. All tables, chairs, any equipment used and frequently touched surfaces are cleaned and disinfected after every activity session and after every party, and the floors mopped regularly with disinfectant floor cleaner.
9. Other surfaces such as the Reception counter, geodome and toilets are cleaned and disinfected regularly throughout the day.
10. Kids are encouraged to make use of our washing facilities to wash their hands with soap regularly.

11. Simple signs will be posted to help and teach kids to wash their hands for 20 seconds and reinforcing good hygiene by talking to them about it wherever possible.
12. Activity stations are setup as separate tables with distancing of a minimum of 1.5m between them, so each family or group of kids will be able to sit and enjoy their activities without having to share their space with other groups for the time being - We encourage patrons to book ahead for general entry sessions so we can manage the seating arrangements accordingly. Bookings can be made via phone, e-mail or through the 'Contact Us' page of our website.
13. We will still accommodate walk-in customers (without bookings), but would appreciate your patience if you end up having to wait a few minutes until we clear up, clean and disinfect an activity station for you, if one isn't readily available at the time you walk in.
14. We will be introducing special group booking time slots for mothers' groups, playgroups and play-dates etc where, if minimum numbers are met, your group will be the only group in the centre - Terms & Conditions apply. This will further ensure that you will feel comfortable and safe with only known persons/families around you.
15. Kid's aprons, lab coats and safety goggles are washed and/or disinfected after each use – Please note that we may (temporarily) refrain from providing aprons, lab coats or safety goggles for 'less messy' activities.
16. With any new party bookings we receive, we will endeavour to schedule them in, so as to minimise having to share the space with any other parties etc., running at the same time until things are under control.
17. The Lego station and toddler toys will be removed temporarily as we cannot ensure frequent cleaning and disinfecting of all the tiny components.
18. We will offer free WiFi facilities onsite to parents / carers who are 'working from home' whilst caring for their kids during school holidays and/or due to school closures – Terms and Conditions will apply and we trust that everyone will make use of this facility in a responsible manner.
19. Although we have many grandparents bringing in their grand kids to the centre regularly, we share concerns over the safety and risk imposed to them. Hence, we would advise the elderly to avoid public places wherever possible. However, in the instance where this cannot be avoided, we kindly request other patrons to act with caution around any vulnerable persons, as grandparents and in general persons over the age of 60 years are at greater risk with this infection. Out of concern for our mature aged community members, we ask all parents to exercise caution and observe social distancing guidelines when in contact with older community members in the centre, out of respect for their health and welfare.

Lastly, we would like to say that we will endeavour to maintain our high quality of service to provide entertainment for your kids in the safest possible environment. We are a relatively new family owned business. We know we are one of the many small businesses in the community feeling the financial pressure of these uncertain times. We fully understand your reasons to avoid public places where possible, and postpone or cancel parties etc., but in a situation where there is no quick fix where things could take months to settle, we hope you will continue to support us whenever you can and more importantly feel safe to do so. We look forward to your continued support and hopefully a quick end to the uncertain times ahead. We are always stronger as a community so hopefully together we can see this through. We understand that no preventative measures can guarantee a 100% immunity from this virus, but we will do our very best to provide as safe an environment as we possibly can for you and your little ones.

CreativeSparX Team

Any questions or concerns please contact us on: 03 9560 1892 | 0448 716 412 | info@creativesparx.com.au