

Ruff House Family Entertainment Center

Ruff House Family Entertainment Center is a place for children to have fun!

Please note: We are not licensed as a childcare center and are not responsible for supervising children beyond general safety and rule enforcement.

Drop-Off Guidelines

Who Can Be Dropped Off?

Children must be old enough and responsible enough to be left home alone by your family's standards. If your child can stay home with an older sibling (but not alone), they may attend with that sibling. At least one group member must know the parent/guardian's phone number or have it readily available. Guardians must remain reachable by phone while their child(ren) are at Ruff House.

Expectations for All Guests

All guests must follow Ruff House rules and staff instructions at all times.
Respectful behavior toward staff and other guests is required.
Guests must stay in designated public areas and may not enter off-limits areas.
Repeated disruptions or rule violations may result in the loss of drop-off privileges.

Behavior & Discipline Policy

Drop-off privileges are a privilege, not a right.

Ruff House reserves the right to address any unsafe, disrespectful, or disruptive behavior.

Consequences may include:

- Sitting out of play or activities
- Watching a safety video
- Being asked to leave for the day
- Temporary or permanent loss of drop-off privileges

Three Strikes Rule & Loss of Drop-Off Privileges

<u>Offense</u>	<u>Consequence</u>
First offense	Loss of drop-off privileges for 1 week and 2 accompanied visits
Second offense	Loss of drop-off privileges for 4 weeks and 8 accompanied visits
Third offense	Permanent loss of drop-off privileges

After an offense, the child must be accompanied by a parent or responsible adult (age 19+) at all times for the specified duration and must complete the required number of accompanied visits before privileges are reinstated.

After each restriction period, management may reinstate drop-off privileges at its discretion if behavior improves.

Supervision Reminders

Ruff House is not responsible for supervising children beyond general safety and rules.
We may contact guardians if needed.
If a guest cannot follow the rules, a parent or responsible adult (age 19+) must pick them up.

Thank you for helping us keep Ruff House safe and fun for everyone!
If you have any questions about this policy, please ask a staff member.

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Guidelines for Positive Behavior

Note to Parents: *Children who do not follow these guidelines for a positive environment may receive a strike. Our team may inform children that their behavior could result in a strike and explain how it does not align with our expectations. This gives them a chance to correct their actions.*

Respectful Participation:

- Follow directions and corrections promptly.
- Communicate respectfully with staff and peers.
- Stay within designated areas.
- Follow team members' guidance.

Safety First:

- Engage in safe play (no roughhousing or unsafe climbing).
- Avoid physical altercations.

Respect for Property:

- Keep areas tidy and respect equipment.
- Use facilities appropriately (e.g., ring the help button only when assistance is needed, use equipment as intended, follow posted signs).

Positive Social Interactions:

- Use appropriate language and gestures.
- Treat others with kindness; bullying is not tolerated.
- Participate appropriately in all group activities.

Our goal is to maintain a safe and enjoyable environment for all guests.

Thank you for your cooperation!