

Aulani, A Disney Resort & Spa

Aunty's Beach House Contact Information: (808) 674-6940

AGES: 3 years– 12 years

3 year old must be potty trained

CAPACITY: 129

RATIO: 1:12 (3 yr olds)

1:16 (4-5 yr olds)

1:20 (6-12 yr olds)

Operation schedule:

(7 days/week, 12 months/year)

Open House: ***8am-9:30am daily** - *For families of all ages(children must be accompanied by an adult)*

Secured Youth Activities: ***9:30am-9pm daily** – *For children ages 3 years – 12 years*

** Times subject to change*

FEES: Base activities are covered by the Resort room charge. 3 hour premium experiences will be offered for a fee.

REFUND POLICY: Cancellations must be made 1 day prior to any booked premium experience. Full price will be charged or forfeited if Guest cancels within 24 hours or no shows for the reservation.

SERVICES: Aunty's Beach House will offer secured programming where all children will be within sight or sound of the Youth Activities Counselors at all times. Base activities and premium experiences will surprise and delight guests at Aulani, A Disney Resort & Spa by encouraging and promoting physical, intellectual, emotional, social and cultural development. *At no time during any base or premium activity will the children be transported to any location outside the resort.*

REGISTRATION: All children participating in secured youth activities must have a completed Youth Registration Form on file at Aunty's Beach House.

MEALS: Lunch and Dinner are available for a fee. Reservations are required. Payment will be taken at time of reservation. Snacks are provided free of charge every 2-3 hours during secured programming.

KEIKI BANDS: Each child in secured Youth Activities will be issued a Youth Activities Keiki Band that utilizes radio frequency (RF) technology to enhance our secured children's areas by simplifying the check-in and check-out process for parents and our youth counselors. **There will be a charge of \$12.95 upon check-in at Aunty's Beach House**, however, the Youth Activities Keiki Band can be returned on the last day of your stay to Aunty's Beach House for a full refund.

CONTACT: The primary cell phone number for the child's family will be used as the point of contact between Aunty's Beach House and the child's family.

If no cell phone is available, the Youth Activities team will distribute a temporary-use cell phone to the child's family. The phone must be delivered back to Aunty's Beach House when the child is checked-out. A fee will be incurred for any lost or damaged temporary-use cell phones.

PERSONAL ITEMS: Children are encouraged to leave all personal toys, gaming equipment, etc with their families while they participate in secured youth activities. Any items brought into Aunty's Beach House will be labeled and all children will be shown proper location to store. All items will be returned to the child upon check-out from Aunty's Beach House.

ADULT ACCESS: Parents and guardians of children are permitted into Youth Activities venue for drop off and pick up and will not be permitted to remain in the venue for extended periods of time. Only those authorized to take/ remove a child from our secured venue may do so.

- Counselors ask for the adult's Key to Aulani Card as well as the secret word to verify in the computer system the relationship between adult and child.

PHOTOGRAPHY: Aunty's Beach House prohibits photography and videography within all secured Youth Activities venues. Disney Photo Imaging photographers capture photos at various times at Aunty's Beach House which can be viewed at Kālepa's Store.

INSURANCE: Aulani, A Disney Resort & Spa does have Liability Insurance.

EMERGENCY EVACUATION: Upon a directive from the Resort Safety & Security Manager, the Youth Activities Managers will oversee a transition of the children from Aunty's Beach House to the resort safety point.

An emergency message will be sent (via phone) to all parents/guardians of children in care at Aunty's Beach House advising them that the cast will be transitioning all children to the resort safety point. All are advised to retrieve/check out the children at set location.

MEDICAL: Youth counselors are trained on basic first aid techniques, CPR and AED. The nearest medical emergency center is Queen's Medical Center - West Oahu (91-2141 Fort Weaver Rd, Ewa, HI 96706; (808) 691-3000). Cast members will not hesitate to call 9-1-1 if a true emergency arises.

MEDICATION: Aunty's Beach House and Aulani Resort cast members will not provide medication to guests in care in Youth Activities. For the safety of all the participants in secured Youth Activities, the only medications allowed are:

- i. Prescribed Asthma Inhalers
- ii. Epinephrine (EpiPen)

A parent or legal guardian of a minor with an allergy requiring use of an EpiPen® must complete an EpiPen® medication authorization form. This form, when signed by a parent or legal guardian, gives permissions for Disney Cast Members to administer an EpiPen® to that minor if a severe allergic reaction occurs. Only trained Cast Members have access to and authority to administer medication.

EXCLUSION POLICY: Children who participate in Youth Activities must be generally healthy and free from infections or communicable disease. Children who exhibit the following symptoms or symptoms of any other infectious or communicable disease may not participate in secured Youth Activities.

If children are already participating in Youth Activities and begin to exhibit these symptoms, they are to be isolated from other children. The child's guardians will then be contacted.

- iii. Fever of 100° F/37.6°C (under arm or with a forehead fever strip) or greater AND sore throat
- iv. Unexplained Rash/Redness or swelling
- v. Vomiting or Diarrhea
- vi. Earache
- vii. Irritability or Confusion
- viii. Severe Coughing - Child gets red or blue in the face or makes high-pitched whooping sound after coughing.
- ix. Eye Discharge - thick mucus or pus draining from the eye or pink eye.
- x. Yellowish Skin or Whites of the eye

Upon check-in to Aunty's Beach House, the guardians will sign the Medical Release Form verifying the child/children have been symptom free from the above listed symptoms for the past 48 hours.

ACCOMODATING CHILDREN WITH DISABILITIES: While children (ages 3-12) participating in secured Youth Activities at Aunty's Beach House cannot receive 1-1 care with a counselor, the cast will work with each family to accommodate to the best of our ability. Children outside this age range will not be permitted to participate in secured Youth Activities and will be encouraged to enter Aunty's Beach House during designated Open House times with the accompaniment of an adult.

POLICY ON INAPPROPRIATE BEHAVIOR: Aunty's Beach House has zero tolerance for inappropriate behavior. Any such activity will not be tolerated. If children display any inappropriate behavior, (example: scratching, biting, bullying, hitting), the Youth Activities team will contact me immediately for follow-up.
