

Happy Hearts Playcare Parent Handbook

1. Welcome to Happy Hearts Playcare!

Welcome to Happy Hearts Playcare, Cedar Point's flexible, drop-in childcare option for children ages 1–12! We're proud to serve busy families, military families, and anyone needing safe, fun, and reliable short-term childcare. Our facility is indoor-only, featuring soft play structures, sensory-friendly spaces, and structured movement activities. Here, your child can explore, play, and relax in a safe, nurturing environment designed just for them.

At Happy Hearts Playcare, we believe in nurturing the Fruits of the Spirit — love, joy, peace, patience, kindness, goodness, faithfulness, gentleness, and self-control — in all we do.

2. Our Contact Information

Address: 544 Cedar Point Blvd, Cedar Point, NC 28584

Phone: (252)764-0101

Website: happyheartisplaycare.com

Parent Communication App: Childcare App by iCare (Chrome browser and app compatible)

3. Hours of Operation

- Monday–Friday: 7:00 AM – 6:00 PM
- Saturday: 8:00 AM – 4:30 PM
- "Date Night" Care: Saturdays 5:00 PM – 9:00 PM (Pizza dinner included!)

4. Enrollment & Reservation Process

- Create an account through our Parent App.
- Complete all required information, including authorized pick-up contacts.
- You can reserve spots online for the same day if space is available.
- Advance reservations are encouraged but not required. We will have **Limited spots** so if you have a pre-planned appointment or event this is a great tool for you.
- Walk-ins are welcome if we have space, but reservations take priority.

5. Payment Policies

- Hourly Rates start at \$12/hour for one child, with discounts for multiple children.
- Package Hours are available at discounted rates and never expire.
- Weekly Rates are available for families attending up to 4 hours a day, 6 consecutive days a week.
- Date Night Packages have their own rates and registration.

- Payment is due at the time of service unless prepaid via package.

We accept Credit, Debit, ACH, and Cash. **We encourage ACH and Cash payment to keep processing fees (and childcare costs) low.**

6. Security Procedures

- We use a secure magnetic lock system for controlled entry and exit.
- Only pre-approved adults listed in your child's profile may pick up; ID may be required for new pick-ups.
- The facility is monitored by secure indoor cameras to ensure safety.
- Children will only be released to authorized adults on file.

7. Health & Illness Policies

- Sick children (fever, vomiting, diarrhea, contagious conditions) must stay home.
- If a child becomes ill while in care, parents/guardians will be called for immediate pick-up.
- Medication will only be administered in emergencies and with prior authorization.

8. Meals & Snacks

- We provide a mid-morning snack and a late-afternoon snack.
- Parents can purchase lunch for their child through our partner, Jordan's Smokehouse, via the Parent App.
- We are a nut-aware facility but cannot guarantee a completely allergen-free environment.

9. Behavior Expectations

- We use positive guidance and redirection to encourage good choices.
- Physical aggression, unsafe behaviors, or repeated disruption may require early pick-up.
- Ongoing serious behavior issues could result in temporary suspension from care.

10. Special Programs

- Date Night Care: Fun, flexible care Saturdays from 5:00 PM to 9:00 PM (pizza dinner included).
- Summer Camp: Our Summer Camp program is coming Summer 2026! Stay tuned for exciting details about structured indoor play, sensory activities, and movement-based fun.
- Birthday Rentals: Available Sundays only, \$250 for 2 hours, for up to 10 children.

11. What to Bring

- A labeled water bottle
- Extra set of clothes (especially for toddlers)

- Any necessary comfort items (clearly labeled)

(Socks are not required for play.)

12. Weather Closures & Emergencies

- In the event of severe weather or an emergency, updates will be sent through the Parent App.
- Emergency closings are not refundable, but we'll work with you to reschedule where possible.

13. Parent Responsibilities

- Keep your child's information updated in the Parent App.
- Notify us immediately of any changes to pick-up permissions or health concerns.
- Review all Parent App alerts, messages, and notices regularly.

14. Acknowledgment Form

Before attending, all parents/guardians must sign the Parent Handbook Acknowledgement Form stating you have read, understood, and agree to follow these policies.

Thank You for Choosing Happy Hearts Playcare!

We are excited to play, learn, and grow alongside your family. If you ever have questions, ideas, or feedback, we are just a message away!