

	RESOURCE LIBRARY HOTEL OPERATIONS - HOUSEKEEPING Children in the Hotel	<i>CODE:</i> 03.05.062
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Policy & Procedure:

- Guests bringing their children to the hotel will be given special attention.
- For babies staying with their parents in a room, the following amenities will be placed in the room:
 - Baby cot
 - Baby amenities for the bathroom
 - Nappy pail
 - Basket with the following items – Diapers, baby wipes, baby toy, baby towels, baby bib.
- A selection of baby toys to be placed in the room with a note from the Executive Housekeeper, informing the guests that the toys are on loan for the length of their stay.
- Child safe electrical socket covers to be available on request.
- For children ages 1 – 12 the following amenities will be placed in the guest room.
 - Extra Bed
 - Cookies and milk on turndown (early evening by 6pm)
 - Room service children’s menu
 - A selection of toys depending on age
 - Complimentary kids gift
 - Bathroom amenities for kids
- A selection of games and videos to be available for the use of children.
- Children items to be available on request such as High chairs, colouring books and crayons, plastic cutlery and plates, bottle warmers, push chair and a selection of videos and games.