



星野リゾート
リゾナーレトマム

OTTO SETTE TOMAMU Kids Service Terms and Conditions

1. 2-6 years old children who come with the guests using OTTO SETTE TOMAMU are subject to this service.

* We do not accept breastfeeding or bottle-feeding children even if they are between 2-6 years old.

2. We only accept children whose body temperature is lower than 37.5 °C and have none of the health issues, such as any of the following infectious diseases.

Infectious diseases: chickenpox, measles, mumps, hand-foot-and-mouth disease, rubella, impetigo, diarrhea, vomiting, water warts (molluscum contagiosum), epidemic conjunctivitis, pertussis, flu (influenza), cold, etc.

* If we find the child is having any of the above health issues during childcare, we will stop childcare and we will contact the guardian through the emergency contact information.

* If the childcare provider decides that your child needs emergency care, we will contact the guardian through the emergency contact and we may take your child to a nearby hospital.

3. We only accept children who are considered to be suitable for group childcare by our childcare provider.

Notes on using OTTO SETTE TOMAMU Kids Service

1. Please make sure your child has used the restroom before childcare.

2. We expect that the same person would drop off and pick up the child. Please let us know in advance if someone else will pick up the child.

3. If emergency evacuation due to fire, earthquake, etc. is necessary, we will evacuate according to our disaster management guidelines.

4. We have a well-established childcare system. However, we are not responsible for any injury or death which is not caused by our intentional or negligence of an unlikely event, such as an accident or nature disaster.

5. You are liable to pay compensation for any damage to buildings, furniture, equipment, etc. caused by your child no matter it is caused by intention, fault or neglect.

6. We provide meals during childcare.

Although customer safety is our priority, we may not be able to offer allergen removal food.

You are welcome to prepare allergen removal meals for your child. Please let us know in advance.

7. During childcare, we may check your child's body directly for your child's health.

8. Children are not allowed to bring toys.

9. We are not liable if any of the children's item you brought, such as clothing, diapers, etc. is missing.

10. We will not get your child to take medicine.

11. Please fill out the information sheet before using our childcare service.