

*One&Only*  
**KIDS ØNLY**





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Welcome to KidsOnly.

In this guide book we have highlighted everything you need to know to help your family have the most enjoyable stay here. If there is anything you need just let us know and we will be delighted to help.

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*One&Only*

PALMILLA  
*Los Cabos*

# JOIN

## Come and join the fun...

### LOCATION

*Our KidsOnly Club is located directly across from Agua Restaurant and offers a TV and gaming room, art and crafts, board games, books and a variety of scheduled activities throughout the day.*

### TIMINGS

*The KidsOnly Club is open daily from 9am to 7pm for supervised activities.*

*Children registered at the club are invited to participate in group activities adapted to their age group as proposed in the program schedule. Consequently, it is strongly recommended to parents to arrive before the beginning of each activity in order to avoid any waiting time.*

### AGES

*Use of the KidsOnly Club is complimentary to all resort guests between the ages of four and eleven years old. Children under four are welcome to join the daily club activities program, provided they are supervised at all times by a guardian or babysitter.*

### REGISTRATION

*Participation in KidsOnly Club activities is subject to prior registration and to adherence to the club's rules and safety regulations. Please pre-register your child one day in advance for all activities.*

### CLUB DINING

*Parents can pre-order lunch and dinner for their child at an additional charge, please inquire during registration*

### HEALTH

*Please inform us of any health issues or allergies from which your child may suffer, as well as any information related to the well-being of any children present. For the comfort and safety of Kids Club members, children with signs of flu or other potentially contagious conditions will not be permitted to participate in club activities. Temperature checks will be taken daily before admittance to the Club and scheduled activities. In observance of social distancing safety, only 20 children will be allowed to attend scheduled activities at a time; therefore, we now require 24-hour advance reservation for all activities.*

### FOOD ALLERGIES

*Although dietary or allergy specifics may have been noted at the time of your arrival, for safety reasons, please ensure to reiterate each of your children's particulars on each restaurant visit to the Restaurant Management. Our Guest Relations coordinator and Chef will also be pleased to meet you personally to discuss any specific culinary requirements.*

### ESSENTIALS

*It is essential for each child to be equipped with a sun protection hat or a cap, sunscreen, swim suit, arm bands or swim rings for those who cannot swim, and a change of clothes; since these items are not provided by KidsOnly.*







## Our regulations

*If you leave the resort, you must inform the KidsOnly supervisor of your whereabouts and how you can be contacted.*

*You must collect your child at closing time, unless you have made prior arrangements with the Kids Club supervisor.*

*Children are not permitted to leave the club without a responsible adult. Children aged 8 and over may leave if you have given specific permission to the KidsOnly supervisor for them to leave unaccompanied.*

*It is essential that you ensure that your child is fit and well and is dressed appropriately for the scheduled activities. Please ensure that your child has a hat or cap, sun cream, swim suit and a change of clothing, along with arm bands or swimming rings for non-swimmers, as these items will not be provided.*

# KIDS ONLY

## VALUABLES

*We recommend that children are not left in possession of valuables such as jewellery when attending the club. Please make sure that all items are clearly labelled with your child's name. The resort cannot be held responsible for loss or damage of any items during participation in club activities.*

## DISCIPLINARY ACTIONS

*The aim of the KidsOnly Club is the enjoyment of all participants. It is not the role of counselors to take any disciplinary actions. For this reason, children who are repeatedly disruptive or unruly will be returned to their parents/guardians and may be excluded from future participation.*

## MEDICATION

*For reasons of safety, Kids Club team members are not able to administer medicines to children. If your child requires medication, you must be present to administer it. In the event of prolonged absence of parents or guardians beyond normal hours, the KidsOnly team members are authorised to take such measures as may be necessary to ensure the child's wellbeing.*

## ACCIDENTS

*In the event of accident, illness or emergency, and should you be unreachable, you must authorise the officers, employees or agents of One&Only Palmilla to take whatever steps they deem necessary or appropriate, including obtaining emergency medical treatment. In the event of a doctor's appointment or visit, medical or hospital expenses, the parent/guardian must reimburse One&Only Palmilla all expenses incurred.*







# Play



*The KidsOnly Club offers daily supervised activity programmes for kids 4-11.*

*A weekly programme of events is available at the KidsOnly Club and also from our Guest Service desk. Please note that activities are subject to change depending on weather conditions and the number of participants. During seasonal holidays, special activities may be offered.*

*Please inquire with the KidsOnly Club for more details.*

*24-hour advance registration required.*



## GOLF CLINIC

### *AGES 4 AND ABOVE*

*We offer golf lessons for all levels with dedicated instruction and structured practice from swing training to driving and putting.*

## SURF CLINIC

### *AGES 6 AND ABOVE*

*Discover this exhilarating sport with the TropicSurf team, lessons can be adapted based on skill level.*

*Clinics at cost. Advance reservations required.*



## BREAKFAST

*Agua and Breeze are both ideally suited for families with a variety of kid-friendly dishes. Agua offers both indoor and outdoor options with classic breakfast dishes and regional specialties while Breeze provides a more casual outdoor setting with classic favorites, and all day light bites.*

## LUNCH

*Both Agua and Breeze offer great options for lunchtime dining with stunning views over the Sea of Cortez. Pelican Beach Bar & Grill, serves up casual bites beach-side. Lunch and all-day light bites are available poolside at Agua Pool.*

## DINNER

*For family dining, SEARED and Agua offer a wide range of delicious dishes and family favourites while Suviche is ideal for more sophisticated palates.*

## ALL DAY DINING

*A menu of light bites is available all day at Breeze. Room Service is on hand to cater for your family dining requirements around the clock. In addition to a large selection of Mexican and American specialties, the room service menu also features a children's section.*

## PRIVATE DINING

*Allow our team to create a one-of-a-kind custom dining experience just for you. We can craft a custom picnic to go meal and suggest a perfect place from which to enjoy it. Or inquire about our family focused Chefs Table dining experience at Agua.*

## BABY FOOD

*The resort stocks a range of baby food -please contact our Room Service department or inform the Restaurant Manager of your requirements when making a reservation. Our Chefs will be happy to assist with your baby's meals, as well as lending a hand with the sterilisation and warming of your baby bottles.*

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*Children remain under the sole care and responsibility of their parents/ guardians throughout their time at the resort.*

*The resort goes to great lengths to put security measures in place to ensure the safety of all guests. However, we request that you keep a constant check on your children whenever they are not participating in an organized activity, especially around the swimming pool and on the beach.*

#### **PATHWAYS**

*The resort spans over 250 acres with many pathways and lush landscaping, which can sometimes make finding their way around a challenge for small children. Please take the time to get acquainted with the various paths, walkways and areas and help to familiarise your child. Also, please keep a close eye on your children around steps, foliage, swimming pools and the beach.*

#### **BEACH & POOL**

*We recommend that children wear suitable footwear at all times when outside to avoid accidents involving sharp objects, sea shells, stones, etc.*

#### **THE DO'S**

- *Ensure that your child is wearing a suitable sunscreen.*
- *Provide your child with a hat.*
- *Ensure that your child is wearing shoes out of doors.*
- *Give your child plenty of water to drink.*
- *Make sure that you and your child swim close to the shore.*
- *Obey the warning flags.*
- *Take special care on inflatables.*
- *Inform us of any allergies or special requirements.*
- *Respect the comfort and wellbeing of other guests.*

#### **THE DON'TS**

- *Allow your child to swim immediately after meals.*
- *Let your child run around the pool area.*
- *Allow your child to swim unsupervised.*
- *Change diapers around the pool, deck or beach. Use the restroom facilities.*
- *Allow your child to swim without a swimsuit.*
- *Allow your child to run around the resort grounds.*

# RESORT RULES









# BABYSITTING



*Subject to availability, our Concierge team will be happy to assist you with babysitting services at a nominal cost. Please note that babysitting places are limited, so we urge you to book at least 48 hours in advance. All of our babysitters are experienced staff members, trained and certified by The American Academy of Pediatrics.*

## RULES & REGULATIONS

*Babysitting services are available to assist during short parental absences. This in no way constitutes a substitute for parental supervision and responsibilities. Tasks include, but are not limited to, feeding, bathing and changing. A maximum of two children per babysitter is permitted. A second babysitter must be hired for three children or more. Cancellation policy is four hours before the scheduled service. A \$40.00 USD fee will be applied for all cancellations.*

## TIMINGS

*All babysitting services require a minimum of three hours.*

## AVAILABILITY

*Should an employee be unavailable due to sickness or emergency leave, we will do our utmost to offer a replacement babysitter, subject to staff availability.*



## DURATION OF SERVICE

*Should the duration of service required change, we would be grateful if you could inform us as soon as you are able.*

## SPECIAL INSTRUCTION

*Please be sure to inform our team and the care provided of any special instructions relating to the child's medical condition, behaviour, allergies, as well as any other information critical to your child care. Due to safety concerns, babysitters are not permitted to administer medicine.*

## CONTACT DETAILS

*Parents/guardians must be contactable at all times and must leave contact details with the babysitter.*

## PAYMENT

*Please note that no direct payment should be made to the babysitter.*

## MEALS

*Parents must make arrangements for meals for the babysitter and child if the session is scheduled during meal times. Please note that babysitters will not feed children aged under 36 months without parental supervision.*





## BABY SUPPLIES & EQUIPMENT

### PRODUCTS

*For emergencies, we stock a range of baby products, such as:*

*Diapers  
Baby wipes and lotions  
Baby powder  
Baby soap and shampoo*

*For additional requirements, the Concierge will be happy to assist you with purchasing additional products.*

### EQUIPMENT

*During your stay, we will be happy to lend you equipment to help ensure your child's comfort and safety, including:*

*Potty/Bath Tub  
Stroller/Pushchairs  
Bottle warmer/Steriliser  
Car seat/Car booster seat  
Baby cot  
Changing mat  
High chair (in restaurants which accept young children)*







