

Kids Club and Minors: Joy With Protocol

My course of action, and in this lesson there are no shades of gray: friendly in form, unbending in substance. “Happy to help — it’s for everyone’s safety: I can only hand children over to the person who registered them or to someone listed as authorized. Would you come with me for a second so we can sort it out? We’ll call [the person who registered the child] right now and in a minute you’ll be at the pool with him.” Full smile, full protocol. The child does not leave the area in the meantime — and another kids club host keeps the group looked after: checking on one can never leave ten without eyes on them.

If the verification confirms it (the person who registered the child authorizes it then and there or comes over), the release is logged with the time and that’s it — complete normality, zero drama. If it can’t be confirmed or the adult gets overly uncomfortable, the child stays, the person in charge at the hotel is notified and a record is made. An adult’s discomfort for two minutes weighs nothing against the safety of a minor. Nothing.

And notice the argument that defuses 99% of the annoyance: “it’s for everyone’s safety — we would do exactly the same with your child.” The real father, when he hears it, isn’t offended: he’s pleased. He has just confirmed that his child is in the one place in the hotel where nobody can take them away. That sentence is the most important sales minute of the kids club — and of the whole hotel.