

6- Arrival and Collection

Arrival

Please notify us in advance if you plan to arrive earlier or later than scheduled. Early arrivals might find us unprepared, while a quick text for late arrivals is appreciated.

We open at 8am, but children must be booked from this time to ensure proper staffing. At least two qualified staff members are required before we can accept children.

Discuss any changes to your contracted hours with us.

Collection

We will only release your child to authorized adults who have received prior permission to collect them. Therefore, it is essential that you complete the child collection section on the enrolment form, providing the adult's name, a brief description, and what your child refers to them as. You will be assigned a security number which you can share with the designated person.

On the day of collection, please notify us of the identity of the person collecting your child, ensuring we are aware of who is responsible for pick-up.

Please inform us as soon as possible, if you are running late for the pickup time. It is important that you arrive at the agreed time to collect your child. Even very young children learn our routine and can become upset if you are late. We understand that delays can sometimes happen, especially if you are using public transport. If you are delayed, please contact us and let us know when you expect to arrive. We will usually be able to provide additional care; however, if we cannot, we will contact other authorized adults to arrange for them to collect your child. We will reassure your child that you are on the way.

Procedure

If a child is not collected at the end of the contracted hours, we use the following procedures:

1. Parents will be contacted at home, work or by mobile.
2. If no contact can be made, alternative adults as previously discussed will be contacted.
3. If after reasonable attempts nobody can be contacted, the child will stay on our premises until a time no later than 4.30pm. If we still have no contact from parents/carers we will contact the Access and Referral team at Social Services and Ofsted will be informed.
4. A full written report of the incident will be recorded and signed by both the parents and ourselves.
5. We will charge parents for the additional hours, after the first 10 minutes they will be charged @ £15 per ¼ hour.

This policy was adopted on	25 th March 2019
Policy reviewed	31 st Jan 2025
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