

LATE COLLECTION OF CHILDREN POLICY AND PROCEDURES

We appreciate that there are times when the late collection of children is unavoidable; however, this late collection policy applies in all circumstances.

Parents who do not collect their children by the end of a scheduled session, at whatever time of day, will be liable for additional payments.

This policy applies to the late collection of children from both the morning and the afternoon sessions.

If parents are unable to collect their child on time, they must telephone the nursery to let us know what the situation is and when their child is likely to be collected.

Any parent that is late collecting their child from the nursery will be charged £5 for the first ten minutes and, part thereof. A surcharge of £1 per every minute thereafter.

In the event of parents repeatedly collecting their child late they will be asked by the nursery to review their collection arrangements.

In the unlikely event of a child not being collected from the nursery at the expected time and no contact being made with the parents, the following procedure will apply:

- Two members of staff will remain on the premises with the child at all times. One of these staff members will be a senior member of staff.
- The child will be reassured and comforted.
- The parents will be telephoned on all available contact numbers.
- If the parents are not contactable the emergency contact person will be contacted and asked to collect the child.
- Every effort will be made to contact the parents or the emergency contact person.
- If no contact has been made with either the parents or the emergency contact person within one hour of the time at which the child was due to be collected the nursery will contact Social Services for advice.