

Late collection Policy

We ask our staff to be totally committed to the children and work hard all day. As such, they deserve to be able to go home to their loved ones promptly at the end of the working day.

Children who are not collected at the time they expect to be can become anxious and distressed

We also know that occasionally anyone can be unavoidably delayed.

You must let the nursery know as soon as possible and make arrangements for another person on your child's collection/contact list to come and collect your child.

Late collection process-

If a parent is late staff will continue to care for and reassure the child. If it is the end of the nursery day 2 members of staff (one senior) will remain with the child until they are collected.

If a parent does not arrive within 10 minutes of their child's collection time the parents/carers will be rung.

If we are unable to make contact with the parents within 15 minutes of the child's collection time, we will call all other contacts that we hold for the child.

If we are unable to make contact with anyone on the child's contact list after 45 minutes we will contact the local social services and follow their advice and process.

When parents or carers are repeatedly late even by a few minutes it can be stressful for children and staff. Repeat late collectors will be charged £10 for every 15 minutes or part thereof.