



# Late Collection Policy

We appreciate that there are times when the late collection of children is unavoidable; however, this late collection policy applies in all circumstances. The nursery is open from **7:30am to 6:00pm**. Sessions run from 7:30am to 12:45pm and from 12:45 to 6:00pm. Parents who do not collect their children by the end of a session, at whatever time of the day, will be liable for additional payments. This policy applies to the late collection of children from both the morning and 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.

If parents are collecting their child, the late collection will be recorded in a book by staff and parents will be asked to sign the book.

**On the third recorded late collection parents will be charged as follows:**

- £10 for the first 10 minutes
- £10 for the next 10 minutes and so on.

All late collections will be charged at the above rate and will apply throughout the child's time at nursery.

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 available, the emergency contact person will be contacted and asked to collect the child.
- Every effort will be made to contact the parents or emergency contact person.
- If no contact has been made with either the parents or emergency contact person within one hour of the time the child was due to be collected the nursery will contact social services for advice.

### Early Arrival

We follow strict adult: child ratios. These are implemented by the nursery to ensure the welfare of the children and compliance with Ofsted. To ensure these ratios are maintained parents should not arrive before the agreed start time of the session. You may be refused admission until your session time.

### Staffing

We follow a strict adult: child ratio and for every child that is late we must make sure that at least two members of staff are present, we also have a duty to our staff and their working hours. Staff have travelling arrangements and appointments outside of working hours. We must make sure that we accommodate these and a full written re-report of the incident will be recorded on the child's file and OFSTED may be informed.

### OFSTED

National Business Unit

3rd Floor

Royal Exchange Buildings

St. Ann's Square

Manchester

M2 7LA

Tel: 0300 123 1231

**Please remember that late collection is very distressing for the child. After 6:00pm Tiger Cubs Day Nursery is NOT insured for your child to be on the premises.**

EYFS Linked

Keeping safe

Welfare of the Child