

Extended Services

Late Collection Procedure

Policy adopted in August 2007, to be reviewed Summer 2028

Aim

Our aim is to ensure that children depart from the setting safely. We understand that due to unexpected circumstances parents/carers may arrive late to collect their child. We must ask that parents/carers respect our policy in respect of a late collection fee.

Procedure

The setting closes at 6pm.

Parents/carers are requested to inform the setting if they are going to be late. Parents can contact Extended Services on 01707 263 291 option 2 or on our mobile 07782 790118.

Two members of staff will stay with the child until they are collected.

Where possible parents/carers should make alternative arrangements for their child to be collected and the setting must be informed of these arrangements.

Any parent/carer that arrives late, after 6pm will be charged as follows:

6.01 – 6.09 = £10

6.10 – 6.19 = £20

6.20 – 6.29 = £30

6.30 onwards £50

Parents will be invoiced and will be required to pay within 5 working days.

Lateness will be recorded in the late parent book.

Every effort will be made to contact the parent and other named emergency contacts. If no contact is made within a reasonable time period, we will contact Children's Services call centre on 0300 1234043 to report the uncollected child. Advice will be taken and followed accordingly. In the event of the responsibility of the child being passed to a Child Protection agency, the manager will attempt to contact the parent again.

Under no circumstances will a child be taken home by a member of staff, or away from the club's premises.