

## **LATE COLLECTION OF CHILD POLICY**

If parents/carers have not made prior arrangements for the late pick up of a child, or phoned to inform the setting they will be late for collection of their child then:

1. If parents/carers have not collected their child 20 minutes after the session ends then the manager will phone parents/carers.
2. If contact is not made then emergency contact number will be tried.
3. A staff member will remain with the child ensuring their safety and keep them calm and reassured.
4. If no contact has been made by the parent/carer or emergency contact, to the nursery and the nursery has been unable to contact the parents/carer or emergency contact by 7.00pm then social services/police will be contacted.
5. Under no circumstances are members of staff to take children home or to another address.
6. If parents are continually late and give no explanations then the Nursery Manager will address this matter with them in a confidential manner.
7. A late payment fee will fall due after 6.00pm. The rate is £5.00 for up to each 5 minutes extra after this time.