

Egg Day Nursery

Late collection and Non-collection policy

All parents will be made aware of the opening and closing times of the nursery and are informed of procedures on what to do if they expect to be late. If you are going to be late collecting your child please inform the Nursery as soon as possible.

We reserve the right to impose a late pick up fee of **£5 for the first 15 minutes** and **£5 for every subsequent 10 minutes** or part thereof beyond the child's registered times.

In the instance of a child not being collected from the nursery after a reasonable amount of time (*15 minutes*) has been allowed for lateness, the following procedure will be initiated by staff:

- inform the nursery manager if a child has not been collected
- the manager will check for any information regarding changes to normal routines, parents work patterns or general information. If there is no information recorded, the parents/carers will be contacted on the numbers provided for their home or work. If this fails the emergency contacts will then be contacted as per the child's records
- the manager/staff member on duty in charge and one other member of staff must stay behind with the child (if it falls outside normal operating hours). During normal operating times, staff ratios must be met and planned for accordingly
- if the parents/carers still have not collected the child, the manager will telephone all contact numbers available every 10 minutes until contact is made. These calls need to be logged on the full incident record
- in the event of no contact being made after one hour has lapsed, the person in charge will ring the Hampshire Child Protection Team on 0845 603 5620 or after 5pm on 0845 600 4555 and Ofsted 08456 404040 to advise them of the situation
- the two members of staff will remain in the building until suitable arrangements have been made for the collection of the child. The child's welfare and needs will be met at all times.

This Policy was adopted by Egg Day Nursery on (date):__ 14/12/09_____

Reviewed_____

Signed by:___BRWhite_____

Position: ___Business Manager_____