



Uncollected Children Policy

Dropping Off

Please let us know in advance if you intend to arrive at a different time from the contracted one. If you arrive unexpectedly early we may not be ready to care for your child. If you are late, we may have to take children to school/pre-school and will not be able to wait for you. Please discuss with us if you need to change your contracted hours.

Collection

We will only release your child from our care to adults who have permission to collect them. We will, therefore, need you to provide us with a list of people authorised to collect. It would be helpful, if they are not known to us, to include a description or a photograph for us to keep on file.

In the event of an emergency, we can operate a password system where you can send someone not authorised to collect your child but who is able to give the password. Please discuss with us if you would like to use this system.

It is important that you arrive at the contracted time to collect your child. Even very young children learn our routine and know when their parents are due. They can become distressed if you are late. We know sometimes delays are unavoidable, especially if you are relying on public transport. If you are delayed, for whatever reason please contact us and let us know when you expect to arrive. We will normally be able to accommodate the additional care, however if we are unable, we will contact other adults from the authorised list and arrange for them to collect your child. We will reassure your child that you are on the way

If we have not heard from you and you are very late we will try and make contact with you. We will also attempt to contact the emergency numbers provided. If we are unable to make contact with anyone at the close of our business we will inform Social Services and follow their advice, at all times we will minimise any distress to your child.

We reserve the right to make an additional charge for late collection.