



LATE COLLECTION POLICY

This policy is for protection of children who have been left at the setting over the agreed collection time or once our setting has closed.

Mucky Kidz has a duty of care to the children and parents to ensure that collection of very young children is made at the agreed time or within normal opening hours.

Late collection causes additional overhead and cost for the setting and potentially unnecessary distress to a child. Children remaining in our care after the agreed collection time or after normal opening hours must be supervised by a minimum of two members of staff. We appreciate that sometimes there may be circumstances beyond parent / carer control affecting the prompt collection of your child. If you know you are going to be late collecting the child in our care, please call at the earliest opportunity and discuss with the manager the arrangements for the collection. Please note that a late stay fee will still be chargeable, unless agreed otherwise, for example in exceptional circumstances.

PROCEDURE

- All parents/carers will be given a five-minute grace period on late collection of their child. If your child has still not been collected 5 minutes after the session has ended, then a £5.00 charge will be levied and for every ten minutes thereafter. (No late fee is charged unless this becomes a regular occurrence).
- If your child/ children remain uncollected 5-10 minutes over the set time: The parents or carers will be contacted; late stay fees will be collected of £10.
- If your child / children remain uncollected 10-20 minutes over the set time: a staff member will contact the first emergency contact on your child's contact card. Please note this will not happen if we have been successful in contacting the parent/carers due to collect the child. Late stay fees will still be collected of £20
- If your child / children remain uncollected 20-30 minutes over the set time: a staff member will call the second emergency contact on your child's contact card. Please note this will only happen if we were unable to contact the first emergency contact and the parent/carers has not contacted the setting. Please note that late stay fees will be collected of £30.
- If your child/children remain uncollected 30 minutes over the set time: The manager/deputy manager will contact the local authority's Duty Assessment Team for advice on their next course of action. This will only happen if none of the child's emergency numbers have contacted us. Please note that late stay fees will be collected and charged at a level relative to the circumstances and lateness.
- ESCALATION Ofsted will be notified in the event of collections after 30 minutes where no notification was given. Late fees will be added to your child's account and collected with the next fee invoice. Unreasonable and / or persistent lateness may regrettably result in the nursery terminating your booking Please note that if the manager/deputy manager sees fit she/he may contact the local authority's Duty Assessment Team earlier than it states in the set procedures for advice if necessary.

This Policy Was Adapted:

Signature: