



## Late Collection Policy

### PRINCIPLES

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

The nursery 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 nursery opening hours. Late collection causes additional overhead and cost for the nursery 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, one of whom must be qualified.

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 EYFS leader 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 (11.50 a.m. or 6.05 p.m., then a £5 charge will be levied and for every fifteen minutes thereafter.

If you are late collecting your child, they will be cared for by nursery staff and will join our Evening session. Any specific needs will be addressed.

If your child(ren) remains uncollected 5 minutes over the set time: EYFS leader and staff team will be made aware of the situation. No late fee is charged unless this becomes a regular occurrence.

If your child(ren) remains uncollected 5–20 minutes over the set time: The parents or carers will be contacted; late stay fees will be of £5 will be charged via an invoice.

If your child(ren) remains uncollected 20–35 minutes over the set time:



The EYFS leader will contact the emergency contacts on your child's contact card. Please note this will not happen if the leader has been successful in contacting the parent/carer due to collect the child. Late stay fees will still be collected of £10

If your child(ren) remains uncollected 40 minutes over the set time:

The EYFS leader will contact MARAC for advice on their next course of action. This will only happen if none of the child's emergency numbers have made contact with the nursery. Please note that late stay fees will be charged at a level relative to the circumstances and lateness.

#### ESCALATION

Ofsted will be notified in the event of collections after 40 minutes where no notification was given.

Late fees will be added to your Parent Pay 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 EYFS leader sees fit she/he may contact MARAC earlier than it states in the set procedures for advice if necessary.

MARAC 03001231116

Please inform the Nursery Management team of any changes in your contact details.

Adopted by Pensans Governors on: \_\_\_\_\_

Representative of Pensans Governors Signature:

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Review Date: September 2020