



Dropping off and Collection Policy

It is important that drop off and collection agreed times are adhered to. We appreciate that at times this may not be possible, and we ask that you simply contact us, and advise as to a time when the child will be dropped off or collected.

Dropping Off

As mentioned above should 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.

Collection

We will only release your child from my care to adults who have permission to collect him/her. We will therefore need you to provide us with a list of people authorised to collect. It would be helpful, if they are not know to me, 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.

Even the youngest of children can become distressed if you are late to collect. 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 reassure your child that you are on the way and if necessary organise additional activities and a meal (additional costs may apply if meals are not part of your contracted pattern of care).

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 we will inform Social Services and follow their advice.

We reserve the right to make an additional charge for late collection. Should a pattern develop in that additional hours are being taken in the form of arriving early, or collecting late, we will need to discuss to look at amending your invoiced hours.