



## Drop-off and Collection Policy

### **Arrival**

In the first few weeks it is quite common for some children to find it difficult to be separated from their parents and will of course cry when being dropped off. This can make it very upsetting for parents also, but we would ask that you make your drop-off brief. The longer you prolong the departure, the harder it gets. Children will usually have stopped crying within a few minutes of you leaving but if this is not the case and your child did continue to be distressed we will of course inform you.

You can call us at any time during the day as many times as you feel the need to do so. Please be aware however that we may be in the middle of duties which don't allow us to answer the phone at that moment, if this is the case we would call you back or wait for you to call again.

### **Departure**

Collection of your child needs to be as short as possible also. A child will see this as a time to test the two authority figures. During arrival and departure, we would expect parents to back up and respect our rules in front of the children. We encourage parents/carers to also say their goodbyes at the main entrance hall and refrain from going into the main room as this can disrupt other children and cause distress.

If you are going to be collecting your child at a different time than the contracted one then please let us know in advance as this can interfere with our day. We will only release your child from our care to the parent or adult who has been designated by the parent to collect him/her. We will therefore need to ask you to provide us with a list of people you authorise to collect your child.

We are very aware that delays are sometimes unavoidable, in these cases please contact us at the earliest convenience to let us know you will be late and contact other adults on your authorised list to arrange for them to collect your child.

In the event of an emergency we will then use a password system. This can be used at times when you may need to verbally inform us of an unauthorised person unknown to us to collect your child. We may also ask for some form of identification. We do not mean to offend but do this simply to protect your child.

If you are later than 30 minutes and we have not heard from you we will attempt to contact you. If we are unable to do this, we will then try to contact members from your emergency contact list that you provided. If we are still unable to contact anyone we will then contact Social Services and follow their instruction. Drop-off and collection times are not a good time to discuss serious problems. Little ears and minds hear and understand more than we give them credit for. Please however feel free to call us to arrange a suitable time.

**Absences/late collection**

If your child is absent on a contracted day then normal fees will still apply. We reserve the right to make additional charges for late collection. We charge £10 for every 15 minutes that you are late.