

Little Acorns Late Collection Policy

Parents / Carers must be aware that Little Acorns Day Nursery closes at 6.00pm

All children must be collected by 5.50pm by the parent, carer or named adult previously introduced to the nursery staff, and whose photograph is signed and listed as an authorised collector of the child and where written permission from the parent/carers has been given. All children must be collected at the end of their booked sessions. In the event of an emergency where the parent/carers or named adult is unable to collect the child the nursery **MUST** be informed, information provided by the parent must include;

- The full name of the adult collecting the child and any relationship to the child.
- A description of the adult collecting the child.
- A code word agreed and known only to the parent, adult collecting the child and the staff member.
- A contact number where verification can be made regarding the arrangements made for the collection of the child.

Please remember that late collection is very distressing for the child. After 6.00pm Little Acorns IS NOT insured for your child to be on the premises.

Repeated late collection will be considered a breach of contract. The following procedure will be implemented in all late collection events;

- After 30 minutes where no contact is made by the parent to explain the delay Children's Social Care will be contacted.
- After 6.00pm a fine payable by the parent of £2.50 PER MINUTE will be enforced. Failure to pay any fine incurred may result in the withdrawal of the nursery's services until payment is made.
- A written warning will be given regarding the termination of the contract between the nursery and the parent (At the discretion of the manager, this may be after the third incidence of late collection)
- Continued late collection will be considered as a breach of contract and the nursery services will be withdrawn immediately. A breach of contract will result in the retainer fee paid by the parent becoming non-returnable; any other monies paid in advance will be reimbursed according to the terms and conditions of the Little Acorns Agreement.

Part Time Sessions

Staff ratios are maintained throughout the day and late collection of children regardless of the sessions attended compromises on this. Therefore the same procedure applied as above for children who are collected late regardless of their session time.

Early Arrival

We follow strict adult:child ratios. These are implemented by the nursery to ensure the welfare of the children and compliance with Ofsted. To ensure these ratios are maintained parents should not arrive before the agreed start time of the session. You may be refused admission until your session time, alternatively the procedure for late collection will be enforced.

Updated 10th September 2014

Reviewed and Updated January 2016 - Ellen Spencer