



2-4 Brook Street
Luton, Bedfordshire
Tel: 01582 730510
www.trainingdepot.co.uk



Collection of Children Policy

Parents must please note that Training Depot Day Nursery operates from 7am – 6pm. Parents are to ensure children are not brought to the Nursery earlier than 7am and are collected before 6pm. The Nursery closes at 6pm. If a parent is unavoidably delayed due to an unforeseen circumstance beyond their control, they must telephone the Nursery to inform them – before 6pm. Parents need to arrive before 6pm, to give enough time for Staff to give feedback on their child's day, pay Nursery fees, get their child organised etc, to ensure they have left the Nursery **by 6pm**. Parents who have not collected their children by 6pm will incur a late fee charge.

If a parent/carer/guardian fails to collect their child/children by 6pm when the Nursery closes, the member of management present will contact the parent/carer on the telephone numbers given and request immediate collection of their child. The Nursery will not release the child/children to an unauthorised person, even if the collection is past 6pm. The authorised person (parent or carer) must follow Nursery procedure and give the member of management on duty a description of the person who will collect the child/children and a password to be given on arrival at the Nursery. The person collecting must be eighteen and over years to collect, proof of age and ID will be asked for.

If the parent/carer cannot be contacted on any of the telephone numbers given, then the member of management and another member of staff will stay with the child on Nursery premises until 6.30pm. During this time the member of management will continue trying to contact the child/children's parent/carer and all other contacts listed on the child's registration form.

If the child/children have not been collected by 6.30pm and the member of management has been unable to contact the child's / children's parent / carer, the Emergency Duty Team within the **Multi-Agency Safeguarding Hub (MASH)** will be contacted on Tel: **Out of normal working hours emergencies: 03003 008123**. Advice and instructions given by the Duty Officer will be followed. A record is kept of all children who are not collected by 6.00pm. This record includes the date, the time at which the child was collected, the name(s) of the child/children who were collected late.

If a child who attends a morning session at nursery IS NOT collected by 1:05pm **a late fee of £10.00 will be charged**. If the parent informs the Nursery that they will be collecting late due to unforeseen circumstances there will be an occasional use charge of £7.50 per hour to the maximum of an extra 2 hours. If the child is still in Nursery past 3pm a whole afternoon fee will be charged.

Late fee Charge after 6.00 PM to 6.15 PM £20.00. 6.05 PM to 6.30 PM £25. Late Charge after 6.30 PM £38.00

Reviewed by Sandhya Godhanian July 23