**Late / non-collection policy**

It is important that you collect your child on time however we understand that from time-to-time situations may occur which could alter collection times. If this happens you must make the staff aware of your situation (01924 405850 / 07474922298) and arrange for someone off your emergency contact list to collect your child ASAP if you are not going to make it to the nursery for 5.30pm.

In the event of a child not being collected and we are unable to get in contact with the parents, we will ring people off your emergency contact list to come and collect your child.

If for any reason we fail to get in contact with someone and the child has not been collected then we would have to contact Children’s services and inform Ofsted of the situation. A report would be written giving details of the incident.

All parents must keep the setting updated with emergency contact details including new addresses.

The centre closes at 5.30pm prompt. If parents are repeatedly late or arrive over 10 minutes late then unfortunately a late collection fee of 20.00 will be added to your monthly account. If you know you are running late, you must arrange for someone off your emergency contact list to collect your child before 5.30pm. Please bear in mind that the staff have their own children that they need to collect and this can have a knock-on effect on their own childcare arrangements. Therefore, if parents are persistently late then we have the right to terminate the contract