

Late Collection Policy

Statement of intent

The Pre-School aims to keep children safe and free from unnecessary upset and distress.

To achieve this

- The Pre-School will give clear instructions on how to contact the setting, we will put the contact details in the new start pack, have the telephone number displayed on the website, Facebook page, the parent notice board and the Eylog app.
- The Pre-School expect parents to support the group and their child by keeping them informed if problems arise affecting the collection of their child.
- The setting will give clear guidelines to parents of the finish times and update parents if times change for specific events.

What is expected from the parent/carer

The Pre-School expects parents/carers to make every effort to collect their child on time. However, we understand that emergencies do happen, and this may make you late collecting your child. The Pre-School would then expect a telephone call explaining this and a reasonable solution made for your child to be collected.

If a child is not collected on time

The Pre-School reserves the right to impose a fine if it is deemed a parent/carer is frequently late without good reason.

If a telephone call is not received or the reason given is not deemed adequate, the Pre-School will charge the parents £5.00 for every 15 minutes in full or part that they are late. This is to cover the cost of 2 members of staff staying behind to wait with the child.

For example

- If you are up to 15 minutes late you will be charged £5.00
- If up to 16 to 30 minutes late you will be charged £10.00
- If up to 31 to 45 minutes late you will be charged £15.00
- If up to 46 to 60 minutes late you will be charged £20.00

In the event of a child being left for more than 5 minutes without a telephone call, the Pre-School would try the child's emergency contact numbers. If there is no collection after one hour, the Non-Collection of Child Policy will be put in place.

This policy was agreed by the staff of Playhouse Pre-School Broadwater.

Adapted on 24th April 2015 and will be reviewed annually.

Reviewed on 7th November 2025 by Z. Munford