

Uncollected/ Late procedures

- In the event of a child not being collected at the specific time, the child will remain at the nursery and phone calls will be made to the child's parents/carers or listed collector.
- If we are unable to obtain a response, we will try to contact the designated emergency person from the registration form.
- At least two members of staff will stay behind at the nursery with the child.

- If it has not been possible to contact the parents/ carers and the child has not been collected within 30 minutes of the Nursery closing the DSL or the Manager will contact [surrey children's services on 01483 51789](tel:0148351789) and if necessary the police.
- The Nursery reserves the right, if and when it deems it necessary to charge parents of the children who are collected after their appointed time.
- If parents are consistently late a warning will be given, and if this continues their childcare place may be terminated.
- A late fee of £30 per 15 minutes will be chargeable.

Reviewed by Clare Hayes and Amelia Pullen

Reviewed in August 2023

Next review date August 2024