



Late Collection Policy

2024-2025

This policy is for protection of children who have been left at Enchanted Wood Preschool over the agreed collection time or once the preschool has closed or the child's session has finished. This applies to morning and afternoon sessions.

The preschool has a duty of care to the children and parents to ensure that collection of very young children is made at the agreed time or within normal preschool opening hours. Late collection causes additional overhead and cost for the preschool and potentially unnecessary distress to a child.

Children remaining in our care after the agreed collection time or after normal opening hours must be supervised by a minimum of two members of staff, one of whom must be qualified.

We appreciate that sometimes there may be circumstances beyond parent / carer control affecting the prompt collection of your child. If you know you are going to be late collecting the child in our care, please call at the earliest opportunity and discuss with the manager/room leaders the arrangements for the collection. Please note that a late stay fee will still be chargeable, unless this is a first-time offender.

All parents/carers will be given a five-minute grace period on late collection of their child. If your child has still not been collected 5 minutes after the session has ended, then a £10.00 charge will be levied and for every 5 minutes thereafter.

If your child remains uncollected 20-30 minutes over the set time:

The manager/room leader will call the second emergency contact on your child's contact, then the third and fourth. Please note this will only happen if we were unable to contact the first emergency contact and the parent/carers has not contacted the preschool. Please note that late stay fees will be automatically added to the invoice and it will be payable with the next fee invoice.

If your child remains uncollected 30 minutes over the set time:

The manager/room leader will contact the local authority's Duty Assessment Team for advice on their next course of action. This will only happen if none of the child's emergency numbers have made contact with the preschool. Please note that late stay fees will be collected and charged at a level relative to the circumstances and lateness.

Ofsted will be notified in the event of collections after 30 minutes where no notification was given. Late fees will be added to your child's account and collected with the next fee invoice. Unreasonable and / or persistent lateness may regrettably result in the preschool terminating your booking.

Please ensure you update your Nursery in a Box Parent Admin account with correct phone numbers and inform the Preschool Management team of any changes in your contact details.