West Derby

Liverpool

L12 8SJ

0151 220 4772

Springgrove.nursery@hotmail.com

Registration Number EY429494

**Late/Non Collection Procedure**

At Spring Grove Nursery we are committed to ensure ratios are maintained and that parent/carers are in an agreement with the arrival and departure time of the setting. Our opening hours are (7:45am - 6:00pm) and our sessions run from (7:45-12:45) and (1:00-6:00). This policy applies to being late at the end of the working day and also, late during the certain sessions. A late fee of £10.00 per child will be charged for up to every 15 minutes and up to every 15 minutes following. We understand that there may be situations where you are late collecting your child, or someone else may need to collect them with regards to circumstances. At Spring Grove we follow a step by step procedure if for any reason you are late or unable to collect your child.

**Procedure**

* If you have an understanding that you are going to be late to collect your child, please contact the management team with the reason and how long it will take you to reach the nursery (0151 - 220 – 4772)
* A late fee of £10.00 every 10-15 minutes will be charged
* If we have no recollection of you being late, the management team will contact you at 6:00pm
* A member of the management team and another qualified staff member will stay with the child and reassure the child
* If we cannot get in touch with the parent/carer, the emergency number will be tried
* If the emergency number does not pick up, other contacts will also be tried
* If your child has not been collected by 6.30 pm the management team will follow the appropriate safeguarding procedure and contact care line to discuss the next procedure and implementation