

Late Collection of Children Policy

1st Place core opening hours are 9:00-17:00, with extended day sessions available for parents booking in advance. At registration, all parents/carers sign to say that they will abide by the terms and conditions of the nursery, and that they will keep to their agreed times of attendance.

If your agreed nursery hours are until 15:30, late collection charges will be as follows:
£15 charge for any collection between 15:31 and 15:40
£5 for each subsequent 10 minutes after 15:40

So, if you collect your child at 15:39, you will be charged £15, and if you collect at 15:48, you will be charged £20. Please remember that if you would like feedback from staff, you need to arrive 5-10 min before the designated pick up time e.g. 15:00, as this is the time that staff leave the building.

If your agreed nursery hours are until 17:00, late collection charges will be as follows:
£15 charge for any collection between 17:01 and 17:10
£5 for each subsequent 10 minutes after 17:10

So, if you collect your child at 17:09, you will be charged £15, and if you collect at 17:18, you will be charged £20. Please remember that if you would like feedback from staff, you need to arrive 5-10 min before the designated pick up time e.g. 17:00, as this is the time that staff leave the building.

If your agreed nursery hours are until 18:00, late collection charges will be as follows:
£15 charge for any collection between 18:01 and 18:10
£5 for each subsequent 10 minutes after 18:10

So, if you collect your child at 18:09 you will be charged £15, and if you collect at 18:18, you will be charged £20. Please remember that if you would like feedback from staff, you need to arrive 5-10 min before the designated pick up time e.g. 18:00, as this is the time that the building closes.

These charges are added onto your invoice and must be paid in the same way as your fees. Staff cannot take cash or cheque. We will use the clock in our reception area to determine the time you collect your child.

Parents and carers who know they are going to be late collecting their child must inform the nursery with an approximate time of arrival. Repeated late collection and persistent disregard for our opening hours may jeopardise your child's place at 1st Place.

Change to late notice Extended-Day bookings:

If you have not booked an evening extended hours in advance (before 4pm on the day you require it) then the charge will be £15 as of 1 April 2017.

If you have not booked a morning extended hours in advance (before 4pm on the day before you require it) then the charge will be £15 as of 1 April 2017.

Extended-Day sessions booked in advance and approved by the Early Education Manager are charged at £9 per hour for children attending all year round (52/3 weeks per year) and £7 for children attending Term time (38 weeks per year) as of 1 Sep 2018.

Operational Notes:

5pm collections:

- If a child is not collected by 5pm, they must automatically be taken to the extended day section, and their name added to the extended day register for that day. Extended-Day registers are printed by Early Education Admin staff.
- Childcare staff will not give feedback or engage in conversation with parents after 5pm.
- The senior staff member or whoever is covering reception will write down what time the child was collected and ask the parent to sign next to this when they sign their child out.

6pm collections:

- If a child is not collected by 6pm, staff must inform reception immediately.
- Childcare staff should get the child ready to leave, and then wait with them in the reception area.
- Reception staff should call the child's parents at 6pm to check who is collecting the child (unless they have already been notified that a parent is running late).
- When the child is collected, childcare staff will not give feedback or engage in conversation with parents after 6pm.
- The senior staff member or whoever is covering reception will write down what time the child was collected and ask the parent to sign next to this when they sign their child out.
- All staff will encourage all parents to leave the building at 6pm.

Please note that ad-hoc extended hours/days must be paid in advance at the reception/nursery business office.

Late collection charges will be charged on the day and are required to be paid by card at the reception/nursery business office.

Each week, the extended day registers and late book will be checked by a member of the Business Team for accuracy.