



Child not collected Policy Updated 10/02/2025

If a child is not collected at the end of a session, there are strict rules which must be followed.

- If you are going to be delayed, then you must telephone the Pre-school as soon as you are aware of the delay. The Pre-school telephone number is 01626 859799 or 07379167437
- If we have not been contacted to be told of a delay, we will phone the first contact number 5 minutes after the pick-up time.
- Two members of staff will stay with the child.
- The child will not be released to anybody under the age of 18
- The child will not be released to anyone we do not recognise if you need someone to collect who we have not seen before we will request you send us a photo via Email
- When **15 minutes** has elapsed passed the normal pick up time, and if we have not been contacted to advise of a delay, we will then go on to try the emergency contact numbers as given to us on the application form. (Please remember to notify us of any changes to these numbers)
- If all attempts are unsuccessful, and only as a last resort, **we are obliged** to contact the Children and Young Peoples Services who will then arrange care for the child until contact with the parent/carer can be made.
- For any **continued lateness** the pre-school will have to charge. The charges for continued lateness will be £5 per half hour.
- A copy of this policy will be included in your welcome pack. Sign and return the slip at the bottom.

This is not a matter of choice for the staff, nor a reflection of their opinions but a Legal Requirement.

Please note policy – Emergency contacts.