



Meadgate Pre-school and Nursery
Late collection, non-collection, charges
and absences Policy

November 2025

Collection of children

There are various arrival times for collection by parents/carers, depending upon the sessions the parents sign up for.

Children must be collected **by the end of their booked session**

We understand that emergencies or unforeseen delays may occasionally occur. In such instances, parents must:

- **Call the nursery immediately** to inform us of the delay.
- Provide an estimated time of arrival.
- Arrange for an authorised alternative adult (as listed on the collection form) to collect the child if necessary.
-

To cover additional staffing costs and disruption, the following fees apply:

• Time	Fee
• 1-10 minutes late	£10.00
• Every additional 5 mins	£10.00 per 5-minute block

In the instance of a child **Not being collected** from the nursery after 15 minutes later, the following procedure will be initiated by staff:

1. Inform the nursery manager/deputy manager if a child has not been collected

2. The manager/deputy will check for any information regarding changes to normal routines, parents work patterns or general information. If there is no information recorded, the parents/carers will be contacted on the numbers provided for their home or work.
3. If this fails the emergency contacts will then be contacted as per the child's records
4. 2 members of staff must stay behind with the child if this is at the end of the day.
5. In the event of no contact being made after one hour has lapsed, the person in charge will ring the Social Services Emergency Duty Team 0345 6037 634, Ofsted 0300 123 1231 and the police to advise them of the situation
6. The staff will remain in the building until suitable arrangements have been made for the collection of the child. The child's welfare and needs will be met at all times.

Collection of children

No child should be handed over to anyone other than the known parent/carer unless an agreement has been made prior and at the time of collection they must use the password given to the nursery and if asked show ID.

It is the policy of this nursery that no person under the age of 16 years can collect a child from Nursery.

On departure the child register must be marked with the time to show the child has left the premises.

Absences

If your child is unable to attend nursery due to sickness, holiday or family matters contact the nursery on the day your child is absent, by telephone, email or on the Tapestry app.

We have a duty of care and so will contact you each time if we have not heard from you. The nature of the absence will be recorded for reference.

Charges for late fees

All fees are due on the 1st of the month, in advance of the childcare. Reminders will be sent. If on the 7th day payment has not been received a late payment charge will be added to your invoice. If after 2 weeks a payment has still not be

received a further late payment charge will be added to your invoice. If at this point payment has not been made, childcare will be withdrawn and the outstanding balance may be sent to our debt collection agency.