

## Dropping Off & Collections Policy

### Dropping Off

Please let me know in advance if you intend to arrive at a different time from the contracted one. If you arrive unexpectedly early I may not be ready to care for your child. If you are late, I may have to take children to school/nursery and will not be able to wait for you. Please discuss this with me if you need to change your contracted hours.

### Collection

I will only release a child from my care to adults who have permission to collect him/her. I will therefore need you to provide me with a list of people authorised to collect. It would be helpful, if they are not known to me, to include a description or a photograph for me to keep on file. In the event of an emergency, we can operate a password system where you can send someone not authorised to collect your child but who is able to give the password. Please discuss this with me if you would like to use this system.

It is important that you arrive at the contracted time to collect your child. Even young children learn our routine and know when their parents/carers are due. They can become distressed if you are late. I know sometimes delays are unavoidable, especially if you are relying on public transport or travelling during rush hour traffic. If you are delayed, for whatever reason, please contact me and let me know when you expect to arrive. I will normally be able to accommodate the additional care, however if I am unable, I will contact other adults from the authorised list and arrange for them to collect your child. I will reassure your child that you are on your way and if necessary organise additional activities and a meal.

If I have not heard from you and you are very late (30minutes) I will try to make contact with you. If I am unable to make contact with you then I will try the emergency contact numbers.

During this time, I will continue to safely look after the child.

I will continue to try the parents' contact numbers and emergency numbers, but after a responsible amount of time (1 hour from the original agreed collection time) I will then tell the local authority duty social worker.

I reserve the right to make an additional charge for late collection.