**Arrivals/Collection Policy**

**Policy Statement:**

To ensure the best quality of service Parents and Guardians must ensure that they communicate with me effectively with regards to dropping off and collecting their child. In the event of emergency I have supplied all parents with contact information including phone and mobile numbers, email address and alternate contact numbers.

**Policy Procedure:**

Arrivals

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/pre-school and will not be able to wait for you. Please discuss with me if you need to change your contracted hours.

Collection

I will only release your 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 operate a password system where you can send someone not authorised to collect your child but who is able to give the password. This will be arranged during the registration process.

It is important that you arrive at the contracted time to collect your child. Even very young children learn our routine and know when their parents are due. They can become distressed if you are late. I am aware sometimes delays are unavoidable, especially if you are relying on public transport. 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.

Uncollected Child

If I have not heard from you and you are very late I will try and make contact with you. I will also attempt to contact the emergency numbers provided. If I am unable to make contact with anyone I will inform CIW & Social Services and follow their advice.

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