**Drop off and Collection Policy**

If a child is collected earlier than arranged, we reserve the right to charge for the whole number of agreed hours.

If child is collected later than arranged, we charge lateness fees as mentioned in our fees.

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

We will only release your child from my care to adults who have permission to collect him/her. We will therefore need you to provide us with a list of people authorised to collect. It would be helpful, if they are not known to either of us, 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 with us if you would like to use this system.

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. We know sometimes delays are unavoidable, especially if you are relying on public transport. If you are delayed, for whatever reason please contact us and let us know when you expect to arrive.

If we have not heard from you and you are very late we will try and make contact with you. We will also attempt to contact the emergency numbers provided. If we are unable to make contact with anyone we will inform Children’s’ Services and follow their advice.

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