

Zoe's Childcare Ltd has procedures and documentation in place to ensure that parent's and those responsible adults collecting children are fully informed of our session periods and opening and closing times.

Parents as partners

To support this partnership nursery expects parents and carer's to:

- Notify key staff in writing or verbally if there is a possibility that they may be late in collecting.
- Phone in if they are, or expect to be delayed.
- Update key contact details when changes to addresses or phone numbers occur.

Procedure for late collection from morning sessions

- Staff will alert management if a child is uncollected after 15 minutes, who will then contact parents.
- Late fees will be applied at the discretion of management.

Procedure for late collection at the end of the day

- Staff will alert management if a child is uncollected 10 minutes after expected departure time, who will then contact parents.
- If communication has been unsuccessful then staff will phone emergency contact numbers to arrange collection.
- If no communication has been received and child remains uncollected after 1 hour then Nursery Manager will contact Social Care for a consultation with the Duty Social Worker.
- 2 Members of staff will remain with the child until alternative arrangements have been made.
- Late fees will be applied for the first 1 hour, after that time parents may be charged for additional services .ie; Staff costs, meals, transport etc, at the discretion of the Manager.