

## LATE COLLECTION PROCEDURE

At KLT's we appreciate that there are times when the late collection of children is unavoidable; however, this late collection policy applies in all circumstances.

Kirsty's Little Treasures is open from 7.30 am to 6.00 pm daily. Sessions run from 7.30-12.30 and from 1.00-6.00. Parents/carers, who do not collect their children by the end of a session, at whatever time of the day, will be liable for additional payments.

If parents/carers are unable to collect their child on time from KLT's, they must as early as possible telephone us to let us know what the situation is and when their child is likely to be collected.

In the event of parents/carers being regularly and repeatedly late collecting their child from KLT's they will be asked by management to review their collection arrangements and extra payments may be charged to their account.

**The following procedure will apply in the event of a child not being collected from KLT's at the expected time and where contact with parents/carers has been attempted but has not been successful.**

- The manager alongside another staff member will remain with the child on the premises at all times
- We will offer reassurance and comfort to the child and will not appear 'worried' in front of him/her
- Whilst awaiting collection the child's needs will be attended to, this may include providing food and drink.
- The manager will telephone the parents/carers on all available contact numbers
- If the parent/carer is not contactable management will telephone the person which has been given as the emergency contact
- Every effort will be made by management to contact either the parent/carer or the emergency contact
- If no contact has been made with either the parent/carer or the emergency contact person we will keep trying to contact them until 6:00 PM at this time we will use our discretion and may call the police.

**It is the parent/carer's responsibility to ensure we have up-to-date contact information at all times.**

**Devised- January 2014**