Policies and procedures Section 22

Late Collection Policy

At Little Fishes Pre-School we strive to ensure that the children feel safe and secure. We believe that children feel more secure and settled if they are confident that their parent or carer will collect them promptly at the end of a session. It is also important that we can maintain child to staff ratio's when some staff are leaving at the end of a session.

We recognise that at times parents and carers are unavoidably delayed. Should parents or carers be delayed we expect them to phone the pre-school in order that we can let their child know and reassure them that you are on the way. Whilst acknowledging that delays can occasionally occur, if a child is late being collected, we will have to make charges. Our late collection charges from April 2025 will be incurred after 5 minutes and will be charged at a rate of £1 per minute thereafter. If a charge is necessary, we will write a letter to the parent or carer explaining why we have had to make a charge along with an invoice. It is the manager's decision whether charges need to be made or not.

Please read this policy along with our 'non-collection' policy.

Date policy adopted / reviewed November 2026

Signed on behalf of the Pre-School Trustees _____

Name and position of signatory Denise Smith, Chair

Policy review date November 2027