



Uncollected children policy

Procedure if a child is not collected

La Casita's opening times are 8am to 6pm. We ask that all children are collected promptly at the end of their session or agreed collecting time.

Wherever possible, parents should let us know in advance if they expect to be late collecting their child. Parents should also let us know if another adult will be collecting their child instead and agree on a password if we don't know that adult.

If a child is not collected within 10 minutes of the agreed time we will call the parents' contact numbers. If there is no answer, we will call the emergency contact numbers.

During this time, we will continue to safely look after the child. Late collection charges will apply (see below)

We will continue to try the parents' contact numbers and emergency numbers. If after one hour of the original agreed collection time we still have not managed to get in touch with any of the emergency contact numbers, we will then contact the police who will pass the information to social services that a child has been uncollected from nursery without prior agreement or consent.

Late Collection Charges

We understand that everyone can be a couple of minutes late now and again when collecting children, but if a child is collected more than 5 minutes late persistently, there will be a charge of £3-00 per every 15 minutes (or part thereof) added to your bill for each instance.