



Late Collection and Non-Collection

Late Collection and Session Timing Policy

At Little Explorers, we offer morning, afternoon, and all-day sessions. Parents may collect their child flexibly within these times, but we ask that collection occurs no later than the end of the booked session:

- **Morning session:** Collection by 12:50pm
- **Afternoon/All-day session:** Collection by 5.50pm

Early collection is permitted; however, full fees remain payable for the full session time booked.

If Parents Are Running Late:

We ask parents to follow these procedures:

- Call the nursery as soon as possible to inform us of the delay and expected arrival time.
- Arrange for a designated adult registered as an emergency contact on Ovivio to collect the child where possible.
- Inform the nursery of the designated adult's name and relationship to the child.
- Provide a safety password in advance. The designated adult must know this password for the child to be released into their care.
- If the designated adult is unknown to nursery staff, parents must give a clear description, including date of birth if known. Designated adult **MUST** know the collection password.

If a Child Is Not Collected:

If a child has not been collected within 30 minutes of the session end, the following steps are taken:

1. The nursery manager is informed.
2. Staff check for any updates or messages about the delay.
3. Staff attempt to contact the parents using all available contact numbers.
4. If unsuccessful, the emergency contacts are called.
5. If still unresolved, two members of staff remain with the child (one must be the manager or senior staff).

6. Every 10 minutes, attempts to reach contacts continue and are logged in an incident record.
7. After 1 hour, if no contact has been made, the nursery will call:
 - Children’s Social Services (emergency duty team)
 - The police, if advised or needed
8. Ofsted will be notified as soon as reasonably practicable.
9. The child will be comforted and cared for in a calm, reassuring manner throughout.

Late Collection Fees

A late collection fee of £20.00 per 30-minute period will apply to cover additional staffing and operational costs. This may be added to your next invoice or payable upon request.

All late collection incidents are logged and stored securely in line with our GDPR and safeguarding policies.

This policy aligns with the Statutory Framework for the Early Years Foundation Stage (2025) and Working Together to Safeguard Children Guidance.

Contact numbers:

Name	Contact No
Social Services Emergency Duty Team	0300 123 23 27
Ofsted	0300 123 1231
Police	999

This policy was adopted on	Reviewed
24/01/2022	4th May 2026