Early drop off/Late pick up policy

HOURS   
Your child is contracted to come and leave at certain times. They are not contracted a certain number of hours in a day i.e. you are contracted 8-11 not 3 hours a day. These hours are not flexible without prior arrangement. If for example you choose to bring your child (contracted 8-11) from 11-2 you would pay from 8-2 i.e. your contracted hours plus overtime.   
DROPPING OFF   
Please let us know in advance if you intend to arrive at a different time from the contracted one. If you arrive unexpectedly early we may not be ready to care for your child or may not even be in. If it is outside of our working hours Jenny may not have her phone handy therefore we ask you give at least 24 hours’ notice. Whilst we may accept you at the door please do not expect this as there may be times when we cannot due to numbers etc. Please also remember this is a domestic premises so Jenny’s family may not be ready or awake if you arrive too early. If you are late, Jenny may have to take children to school and will not be able to wait for you, a note will be left on the door to explain where we are or staff may have to work over time. Please discuss with me if you need to change your contracted hours.   
COLLECTION   
We will only release your child from our care to adults who have permission to collect them. We will, therefore, need you to provide us with a list of people authorised to collect. It would be helpful, if they are not known to us, to include a description or a photograph for us to keep on file.   
In the event of an emergency, we can operate a password system where you can send someone not authorised to collect your child but who is able to give the password. Please discuss with us if you would like to use this system.   
  
It is important that you arrive at the contracted time to collect your child. Even very young children learn our routine and know when their parents are due. They can become distressed if you are late. We know sometimes delays are unavoidable, especially if you are relying on public transport. If you are delayed, for whatever reason please contact us and let us know when you expect to arrive. We will normally be able to accommodate the additional care, however if we are unable, we will contact other adults from the authorised list and arrange for them to collect your child. We will reassure your child that you are on the way and if necessary organise additional activities and a meal.   
  
If a child in our care has not been collected at the agreed time, in normal circumstances we will:   
• Wait for 5 minutes to see if the parent is late.   
If parents do not arrive-   
• Call the parents on all available contact numbers.   
If we are unable to contact a parent-   
• We will wait a further 5 minutes and then attempt to contact the parents again.   
If we are still unable to contact a parent-   
• Call any other emergency contacts for the child and if we have had prior permission to allow the child to be collected by them we will ask them to collect the child. If they do not have permission we will ask them to attempt to contact the parents.   
If we are unable to contact the emergency contacts or they are unable to collect the child/contact the parents-   
• Continue to look after the child until he/she is collected.   
• During this time we will ensure distress to the child is kept to a minimum through engaging them in activity.   
• If Jenny has an important appointment after hours, if it is safe to do so she will take the child with her and leave a message on the parents phone to notify them where we are and/or leave a note on the door.   
• I will always keep a record of the time that the child is collected.   
  
If the parents become habitually late we will discuss this with the parent initially and will highlight Jenny’s out of hours childminding rates, and if suitable propose a change to the hours of the childminding agreement. However, if the parents continue to be habitually and extensively late we may look to terminate the contract.   
Please note it is a legal obligation that if parents are more than 1 hours late the police and social services must be called.   
We reserve the right to make an additional charge for late collection as per our contract.