



## The Cabin Crew Out of School Club Late Collection of Children Policy

The Cabin Crew Out of School Club endeavours to ensure that all children are collected by a parent/carer at the end of each session. If parent/carers are unavoidably delayed the child will be cared for safely by experienced and qualified staff that are known to the child. In the event of a late collection, where the parent/carer may have informed the club, the following procedure will be implemented.

### Up to 15 minutes late

- When the parent/carer arrives they will be reminded that they must call the club to notify us if they are delayed.
- The parent/carer will be informed that penalty fees will have to be charged (unless the delay was genuinely unavoidable).

### Over 15 minutes late

- If notice of lateness has not been given, the Manager or Playleader will contact the parent/carer using the contact details on file. If there is no response messages will be left requesting that they contact the club immediately. The Manager or Playleader will also try to contact the authorised persons listed on the registration form.
- If notice has been given, staff will wait for 30 minutes before contacting parent/carer to receive update on situation, or to arrange alternative collection with authorised person. If there is no response, the procedure for **Uncollected Children** will be followed.
- The child will remain in the care of club staff, on the clubs premises if possible, until collected.
- When the parent/carer arrives they will be reminded that they must call the club to notify us if they are delayed, and that penalty fees will have to be charged.

### Managing persistent lateness

The Finance Co-ordinator/Manager will record incidents of late collection and will discuss them with the child's parents/carers. A fee of £10 will be charged. Parents and carers will be reminded that if they persistently collect their child late they may lose their place at the club.

**Contact Numbers:** *Children's Services (Customer First):* ☎ - 0808 8004005

*Police:* ☎ - 01473 613500

*Ofsted:* ☎ - 0300 1231231

This policy was adopted by The Cabin Crew Out of School Club.	Date: September 14
To be reviewed: Annually	Signed:
Name of signatory: Heather Osborn	Role of signatory: Manager

Written in accordance with the *Statutory Framework for the Early Years Foundation Stage (2017): Safeguarding and Welfare Requirements: Information for parents and carers [3.73]*