



Late Collection Policy

This policy outlines the procedures and fees for the late collection of children from St Francis Nursery. We understand that unforeseen circumstances can occasionally lead to delays, however, it is essential for the well-being of the children and our staff that children are collected on time. All children must be collected by the end of the session you have agreed.

1. Procedure for Late Collection

- **Communication is Key:** If you know you are going to be late, please call the nursery immediately at 020 7987 8257 to let us know. This allows us to reassure your child and make appropriate arrangements.
- **15-Minute Grace Period:** We offer a 15-minute grace period. If you arrive within this time frame, no late fee will be charged.
- **Late Fee Structure:** A late fee of £5 will be applied for every 15 minutes (or part thereof) that you are late after the 15-minute grace period. This fee covers the cost of staffing and the additional care required for your child.
- **Uncollected Children:** If a child remains uncollected 30 minutes after closing time and we have been unable to contact the parents or emergency contacts, we will follow our safeguarding procedures, which may include contacting the appropriate authorities.

2. Payment of Late Fees

- Late fees will be included in your invoice and must be paid with that invoice.
- Failure to pay late fees may result in the suspension of your child's place at the nursery.

3. Emergency Contacts

It is a requirement that all parents/guardians provide us with at least two up-to-date emergency contact numbers. These contacts should be able to collect your child in an emergency.

4. Repeated Late Collection

We reserve the right to review a child's place at the nursery if there is a pattern of repeated late collections. This will be discussed with parents/guardians in a meeting to find a solution.

5. Acknowledgment

By enrolling your child at St Francis Nursery, you agree to adhere to this late collection policy.