



MICHAELCHURCH PRESCHOOL

REGISTERED CHARITY NO. 1035470

## **Dropping off and Collection Policy**

### **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. Please discuss with your child's key worker 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 him/her. We will therefore need you to provide list of people authorised to collect. It would be helpful, if they are not known to us, to include a description or a photograph 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.

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 understand that delays are sometimes unavoidable, especially if you are relying on public transport. If you are delayed, for whatever reason please contact us and inform us when you expect to arrive. Two member of staff will have to be made available to stay with your child should this happen and if it is not possible we will contact other adults from the authorised list and arrange for them to collect your child. Your child will be reassured that you are on the way.

If we have not heard from you and you are very late we will try to make contact with you. We will also attempt to contact the emergency numbers provided. If we are unable to make contact with anyone we will need to inform Social Services and follow their advice.

We reserve the right to make an additional charge for late collection costs incurred by the preschool.