



Late Collection Policy

If your child stays for a morning or afternoon session, please ensure they are collected promptly at 12pm and 3pm. If you are more than 5 minutes late collecting your child, the nursery will make an extra charge of £5 for every 5 minutes you are late. This may be waived in emergency situations at the discretion of the nursery Manager. Please make sure you phone ahead and let the nursery know.

Failure to Collect a Child

Due to changes in the standards that we are required to meet by OFSTED, we now have an agreed policy on what should happen if anyone fails to collect their child, please see our Uncollected Child Policy.

As we are not legally covered by our insurance or under OFSTED guidelines to remove any child from the building (excluding trips and/or walks around the park), any child that has not been collected must remain within our care until further assistance is sought.