

Dropping Off & Collection Policy

Dropping Off

We would appreciate if you could let us know in advance if you are going to be arriving at a different time than what is arranged in our contract. We may not be ready to care for your child if you arrive unexpectedly early, or unexpectedly late. We may have to take children to school and will not be able to wait for you if you are late.

If you are running late, you should phone us prior to arriving and arrange to meet us at the school, back at my house or at another suitable place that will not disrupt the day of the other children in our care.

If you need to change your contracted hours, please discuss this with the management team.

Collection

Please let us know who is going to be collecting your child each day so we know who to expect. We will only release your child from our care to adults who have permission to collect him/her as you have listed in our contract. 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 a password. Please discuss with us if you would like to use this system.

We understand that sometimes delays are unavoidable but would appreciate if you could contact us to let me know if you are going to be late. Children learn routine very quickly and know when their parents are due. If you are late your child may become distressed, so it is important that you try to arrive at the arranged time. In the event of you being delayed we will reassure your child that you are on your way.

If we have not heard from you and you are 10 minutes late, we will try to contact you. If we are unable to get in contact with you then we will try your emergency contact numbers.

During this time, we will continue to safely look after the child.

We reserve the right to make an additional charge for late collection. £5 per 10 minutes that you are late in collecting the child.

This policy was adopted by	Teddy Bears Childcare
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Last Reviewed	19/09/2025
Name and role of signatory	Leahna Carmichael (DSL)