



TOAD HALL NURSERY LTD

EDNEY'S HILL, WOKINGHAM, BERKSHIRE. RG41 4DS

Telephone: 0118 9776200

CHILD DROP OFF/LATE COLLECTION

Adopted August 2018

We are unable to accept children into the nursery premises before 8am due to Ofsted registration requirements unless they have been previously booked into our Early Bird Session. Staff record times on a register that your child is dropped off and collected. We adhere to specific nursery opening\closing times (8am to 6pm Monday to Friday) of which every parent is made aware when enrolling their child. Our policy when a child is not collected by the recognized parent\carer is as follows:

When it is clear that the child has not been collected within a reasonable time after the nursery day has finished (10minutes) and no communication has been received, the manager will telephone the parent\carer using the numbers provided on the contact details given on the registration form. Emergency numbers will also be accessed if deemed necessary.

If we are unable to contact anyone we will wait for 60 minutes, while continuing to telephone as above. Throughout the child will be kept occupied by another member of staff. No member of staff should be alone with a child, a second member of staff should stay with them (at least 1 qualified) until the matter is resolved.

If after 60 minutes the child still has not been collected and no contact can be made to arrange collection we will then contact the following, notifying them of the situation:

Duty Officer - Social Care - 0118 9088002

Out of hours - 01344 786543

Thames Valley Police will also be contacted on 101

It is therefore essential that if your contact numbers change at all you must inform the nursery immediately. This also applies to all other registration details. Late collection will result in a surcharge which is payable on the day in cash (please see office door for further details).

In the event of someone other than the parent collecting the child, the child's base room supervisor must be advised. The parent will be asked to provide the name of the person collecting the child, accompanied by either a photograph or password known only to them. Parents must not give anyone else the door code for security reasons.