



Edneys Hill, Wokingham, Berkshire RG41 4DS

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CHILD DROP OFF/LATE COLLECTION

Adopted MARCH 2026

We are unable to accept children into the nursery premises before 8 am 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 the child has not been collected within a reasonable time after the nursery day has finished (10minutes) and no communication has been received, the senior staff/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/member of the management team) 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 351999

Thames Valley Police will also be contacted on 101 to request a welfare check is carried out.

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 which is £10 per 15 minutes. Late charges will also apply for children collected late on our 1 pm finish and our 4.30 pm (for those children on our old bookings).

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.