



Dropping Off & Collection Policy

Dropping Off

Please ensure you are on time for dropping off your child with us at their allocated starting time, for example 9am. This allows us to get on with our daily routines as quickly as possible. We would also like to stress the importance of informing us, in advance, of any late drop offs. This will prevent us from following up with phone calls to investigate the child's absence.

Collection

Please inform a member of staff who will 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 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 management if you would like to use this system.

Sometimes delays are unavoidable but would appreciate if you could contact management to let them 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 and if necessary organise additional activities, and if required a meal or snack.

If we have not heard from you and you are very late (30 minutes) we will try to contact, you. If we are unable to contact, you then we will try your emergency contact numbers. We will follow our Child Protection policy if there has been no contact from you regarding late collection and no answer from any person detailed in their file, and the child has not been collected within 45 minutes.

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

Please also be mindful that you should be on time to collect your child, with enough time for a quick verbal update. We ask you to be considerate for our hardworking team, and not take their focus away from other children, their lunch break, or any other duties, by keeping them chatting at the end of your child's day with us. If you have any questions or queries, you can arrange a chat via phone call, meeting or email at a time convenient for your key worker and yourself.

Note: Rookies Daycare reserves the right to make an additional charge for late collection and/or extra snacks or meals provided.