

Smartkidz Play and Learn endeavors to ensure that all children are collected by a parent or carer at the end of each session. If a child is not collected, and the parent or carer has not notified us that they will be delayed, we will follow the procedure set out below

Up to 15 minutes late

- When the parent or carer arrives, they will be reminded that they must call the club to notify us if they are delayed.

Over 15 minutes late

- The playleader on duty will attempt to contact the parents using the contact details provided on Magic bookings. If they cannot be reached a message will be left on their voicemail, explaining that they must contact club immediately.
- The manager will then attempt to ring the Emergency contacts listed on the child's registration form, Emergency contacts on the form will be asked to collect the child.
- While the child is in the care of Smartkidz Play and Learn there will be at least 2 members of staff present.
- When the parent or carer arrives, they will be reminded that they must call the setting to notify the club that they are delayed.

Over 30 minutes late

- If the manager has been unable to contact the child's parents or emergency contacts are unavailable or unable to collect the child, the manager will contact the local social care team for advice.
- The child will remain in the care of 2 members of staff and within the club's premises, until the child is collected or placed in the care of the social care team.

Late fee charges

Up to 18:15	£5.00
Between 18:15 and 18:30	Full session fee
From 18:30 onwards	£25.00

Managing persistent lateness

The manager will record incidents of late collections and will discuss them with the child's parent or carers. Parents and carers will be reminded that if they persistently collect their child late, they may lose their place at the club.

This policy was adopted by: Smartkidz Play and Learn	Date: 19/01/2024
To be reviewed: 19/01/2025	Signed: 