



Arrival and Collection Policy: including lateness and non collection

ARRIVAL

1. Parents **must** notify the Club as soon as possible regarding their child's non-attendance. Notification can be made via phone, text, email or via the booking site eequ. Full charge will apply for any non-attendance. A follow up phone call will be made by the club to check the reason for non attendance. Please note that cancellations and/ or amendments to your booking are not possible.
2. During the school holidays parents/carers will drop their children off at the Club premises at the door. Children are not permitted to walk from vehicles to the club door by themselves. All children must be collected at the door so that handovers can be made to parents with any notices/information etc. At after school provision the children are brought to club by the school staff and must be collected by an adult over the age of 18.
3. We ask wherever possible for children to arrive before the register is taken at 09.15am. At the after school club this time is 3.15pm.
4. If your child is booked in and does not attend we will call/text to ask the reason for non attendance eg illness etc. This is in line with our safeguarding policy. Please observe our health policy in relation to sickness and non attendance including 48 hour symptom free for stomach bugs.

COLLECTION

1. Parents must give the names of all persons authorised to collect their child on the registration form. Only persons named on the form will be able to take the child from the club, unless prior arrangements (in exceptional circumstances) have been made known to the practitioner on the door that day. A password may be set up to support this process if a new adult is collecting but we will seek consent from the parent. All children must be collected by an adult over 18 years of age.

2. Under no circumstance will a child be released to an unknown person. Therefore, please contact us with any changes to collection arrangements.
3. The person collecting a child must approach a play worker at the door so that the play worker knows who is being collected, and by whom, and can sign the children out. A time is written on the register when children are collected. **Only lead practitioners will dismiss children at the door.**
4. **Parents must collect their child by 5.30 pm at the latest. 6pm Baird Location in Term Time for after school club.**
5. If a parent is late collecting their child, **the club reserves the right to make a charge of £10.00 per 15 minutes.** This is to cover the cost of additional staffing.

In the event of non-collection or contact from parent/carer we will:

- Telephone the emergency contact numbers from the registration form.
- In the event of no contact being made after 30mins, the Club manager will contact the Duty Officer at SPOA to advise them of the situation and take advice on further action. The Registered Person/s will also be informed.
- If there are some concerns when a child is collected, that to hand over the child may be placing the child at some risk, the play worker will seek advice from the DSL who will speak to the parent/carer, and do what is reasonable in the circumstances to safeguard the child's welfare. This may include asking the parent/carer whether another named contact is available to come and collect the child. In certain circumstances, the Club Manager/ Child protection Officer may inform the parent/carer that following the handover, they will call the Duty Officer at SPOA and that the Club's Child Protection policy may be implemented.
- **If there is an emergency and you are unable to collect your child(s) PLEASE contact us and let us know your estimated time of arrival or the alternative person who will collect your child. Please remember it is distressing for your child/ren to be left at the club when all the others have gone home.**

If there is a genuine emergency we will of course do all that we can to help, but charges will be incurred.

Reviewed 19/10/25

Reviewed 4 August 2026