

Mad Hatters

Collection of Children

Children may only be collected by the persons nominated on their record card at enrolment. Changes to this list can be made at any time by those who have parental responsibility for the child but must inform the nursery before collection is attempted by that person. Ideally all nominated persons should be introduced to the Nursery management team before collection to confirm identity. If this is not possible then the identity of any caller must be confirmed before collection if allowed.

If any person arrives to collect a child who is not a nominated person then the parents or carers will be contacted, and collection refused.

In the event of an emergency, parents and carers may leave a password to confirm the identity of the caller. If there is any doubt to the identity of the person collection must be refused and the parents or carers contacted immediately.

Late Children

If children are collected late then there is a charge of £30.00 for every 15mins or part of.

Due to the different sessions available at nursery a late charge applies if you are late to pick up your child after your child's session ends, not when the nursery closes, unless this is the end of your child's session. Please note that child:staff ratio is a legal requirement that Mad Hatters Nursery will always abide by however, it is unfair to ask our staff to stay behind to cover for children being late, so we please ask you to make every effort to make arrangements for your child to be picked up on time.

Please be aware if your child is late and it over runs into meals times, we will try our best to accommodate however, we only cater for those who are in on particular sessions as we pre buy all meals. If you are running no later than 15minutes we may hold off on offering any meals due to this causing more disruption on collection.

If this lateness exceeds the norm and the Nursery has been unable to contact parents/carers, emergency contact numbers will be contacted.

If failure to make contact with the child's family and the child is still on Nursery premises at a late stage, then the police will be contacted to ensure that all family members are okay. This will only happen if all else fails.

If this also fails then we will contact Social Services for their help and advice.

Solihull Safeguarding Childrens Board 0121 788 4333

OFSTED 0300 123 1231

Police 101